Good Account Hygiene

Keep your account information up-to-date and accurate

It's important to make sure your account has good information hygiene so Fidelity can reach you with timely and urgent information. Use the list below to keep your account secure.

If you're new to NetBenefits®, create a unique username and password by selecting *Register as a new user* from NetBenefits.com.

Update your account profile

Why: Additional security features like real-time alerts and 2-factor authentication require your current contact information, like your mobile phone number and email address. Don't worry, we won't share your information with any unaffiliated third parties.

How: NetBenefits > Profile > Personal & Contact Information

Sign up for 2-factor authentication at login to further protect your account

Why: Stop cyber fraud in its tracks by enabling an additional security check point every time you log in or whenever you log in from a new device. Make sure your phone number is on file before you sign up.

How: NetBenefits > Profile > Security Center

Have your Electronic Funds Transfer (EFT) information set up

Why: Easily access your money when you need it in an emergency through Direct Deposit or expedite sending electronic loan payments.

How: NetBenefits > Quick Links > Bank/Tax Information

Sign up for eDelivery

Why: Receive all documents and communications directly to your email. Using a personal email can have its benefits, for example—if you separate from your employer, we could still contact you about your account.

How: NetBenefits > Profile > Communication

Enroll in MyVoice® for extra security on your account

Why: Keep your account protected from fraudulent callers and eliminate the need for entering passwords with your personal encrypted voiceprint.

How: The next time you call, a Fidelity Representative will offer to enroll you—you'll need to provide Fidelity consent to create your unique voiceprint.

Update or confirm your beneficiary designation

Why: Not having a beneficiary on file could prevent your loved ones from getting your savings in the event of your passing. Retirement account beneficiary designations exceed will and trust directives, so they need to be periodically checked and updated, especially when you have a life event such as a divorce.

How: NetBenefits > Profile > Beneficiaries

Download the NetBenefits® Mobile App

Why: Securely access all of your Fidelity workplace accounts and articles, videos, podcasts, and interactive tools—anytime, anywhere.

How: Download from the Apple Store® or Google Play™ store.

Update your password

Why: Have a unique (different from any other account login) password that will prevent cyber criminals from accessing your online account.

How: NetBenefits.com > Profile > Security Center

Add a Trusted Contact

Why: A trusted contact is someone we can reach out to if we're concerned about your health, well-being, or welfare due to exploitation, endangerment, or neglect. While we may share specific information about you with your trusted contact, we won't grant them access to your account or the ability to transact on your accounts.

How: NetBenefits > Profile > Personal & Contact Information