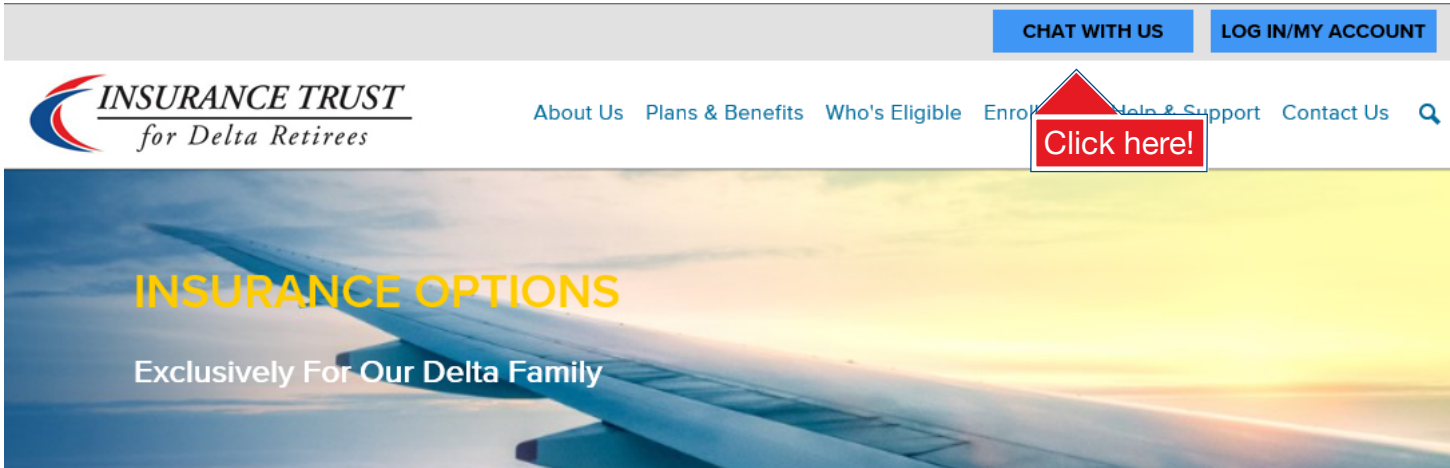


Forgot your user name or password?



Call the Retiree Service Center at **1-877-325-7265, Option 1**, for assistance.

Or you can have your password reset via Live Chat with a Retiree Service Center representative. Find the Live Chat link on the top right of the **itdr.com** Home Screen, or via the “Easy Access” banner under the Spirit of Delta photo.

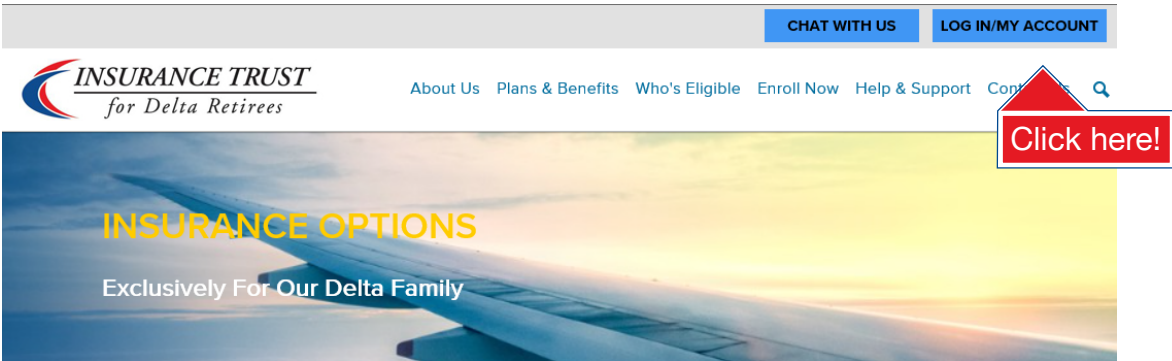


Welcome to My Account

Managing your account is easy. You can update contact/personal information, add secondary address, view current billing/payment status, access links to the Trust’s insurance carriers, arrange electronic payment and much more!

Setting up My Account?

- Visit **itdr.com**
- Click on the My Account tab on the top right of the homepage heading.



- On the My Account webpage Click on the “Sign up” link under Register Your Account.
- Complete the required fields under Account Registration.

LOGIN

Login

REGISTER YOUR ACCOUNT

If you have not previously registered for an account, press Sign Up to create your account.

Sign Up

Enhanced Online Security

To maintain the security of your identity, a dual-authentication security measure is used. You will need to provide an e-mail address and mobile number to provide a code for the purposes of verification.

To get started, you will need to enter your email address and mobile number. **Verification will not be required every time you login.**

ENTER VERIFICATION INFORMATION

In an effort to maintain the security of your identity, MFA (Multi-Factor Authentication), a dual-authentication security measure, is being used. The MFA protocol requires the use of an e-mail address and mobile number to provide a code when necessary for the purposes of verification.

To get started, enter your email address and mobile number below.

EMAIL VERIFICATION

Type of Email Address:

☐ Personal

☐ Work

Email Address:*

TEXT MESSAGE VERIFICATION

Type of Mobile Number:

☐ Personal

☐ Work

Country/Region:

United States

Mobile Phone Number:*

You will then be asked to select how you would like to receive your verification code. Once your verification code is received you will need to enter the code. This will complete your registration and allow you to login to My Account.

ENTER VERIFICATION CODE

We've sent a message with a one-time verification code to the delivery mode previously requested. Once you receive the message, enter the verification code below and click the 'Submit' button.

Please note that it can take a few minutes to receive the verification. Verification code expires in 10 minutes.

Verification Code: *

Submit

What can you do on My Account?

Your Account

Click **Your Profile** to update your password, email address, or security question and answer.

Click **Forms** to get quick links to your insurance carriers' websites.

HELLO

CERTIFICATES

MULTIPLE PRODUCTS

Coverage For:

Certificate:

Status: Active

Payment Due Date:

Payment Amount Due:

View Details

Autopay

Click on the **View Details** link to view even more options and information (see screenshot below)

MERCER

LIVE CHAT

MULTIPLE PRODUCTS

CERTIFICATE

Certificate

Coverages

Participant

Services

Contact Information

Billing Information

Claims

Certificate Information

Click **Contact Information** to review and/or update your current contact information

Click **Billing Information** link to review your current billing information and options to update to Autopay.

Certificate:

Effective Date:

Status: Active

Payment Due Date:

Payment Amount Due:

What is the Effective Date of Coverage?

What if I have questions while using this website?