

# InfoExpress Login Instructions

If you're a current InfoExpress user and forgot your login information, follow the instructions below.

## Forgotten User ID

- Click on 'Forgot User ID' on the Welcome screen
- Enter your Social Security number and email address associated with your RPB account
- Click on 'Email Me' to submit your request
- You will receive an email from Alerus with your User ID

## Forgotten Password

- Enter your User ID on the Welcome screen
- Click on 'Forgot Password'
- Enter your Social Security number and email address associated with your RPB account
- Click on 'Email Me' to submit your request
- You will receive an email from Alerus with:
  - a temporary password that expires in two (2) hours from when it was sent and
  - a link to enter the temporary Password and then reset it to your own Password.

If you don't remember your email address, contact the **Alerus call center at 800-495-4015**.

If you've never used InfoExpress, follow the instructions below.

To login for the first time, you'll need the PIN that Alerus sent to you. **If you do not have your PIN or are new to the RPB plan, contact Alerus at 800-495-4015.**

- Enter your Social Security number in the User ID field
- Enter your PIN in the Password field and click 'Log In'
- The system will prompt you to change your Social Security number to your new User ID (the User ID is *not* case sensitive)
- The system will prompt you to create a new Password
  - ✓ TIP: Passwords are case sensitive.
- You will be prompted to set up answers to five (5) security questions
  - ✓ TIP: Answers are case and space sensitive; special characters are *not* allowed.

## Security

To maintain the security of your data, InfoExpress uses the following procedures:

- If you've **never** used InfoExpress, you are required to answer five (5) security questions
  - ✓ TIP: All answers are case and space sensitive; special characters are *not* allowed.
- If you login to InfoExpress from **different computers**, you will always be asked one of the five security questions that you set up.
- If you login to InfoExpress from the **same computer**, generally, every 10-15 times that you log in to InfoExpress, you will be asked a security question.

### What if I forgot the answers to my security questions?

- If you don't remember the answer to the security question, contact the **Alerus call center at 800-495-4015**.
- If you lock out your account after multiple attempts to answer the security question, contact the Alerus call center to unlock your account. You will need to reset the answers to all five of your security questions.

If you need any assistance logging in, please contact the Alerus call center.

#### **Alerus Call Center**

##### **Hours of Operation:**

**8:00 AM – 7:00 PM Eastern Time**

**Monday through Friday**

**800-495-4015**