INSTRUCTIONS The instructions below will allow SOAR Virginia Scholars, who have received at least one award, to establish online account access in order to view current account balances and transactions. Please protect your login information in order to prevent unauthorized access to your account.

2. In order to see your SOAR account balance, you will need to create login credentials.
   a. To do this, from the secure login screen, you will need to select the 'Create New Login' button.
3. You will be asked if you already have an Invest529 or Prepaid529 account. You will answer “Yes”.
   a. Since you have already been awarded, an Invest529 account has been opened for you.
4. In order to establish online account access, you will complete all of the required fields with your information.
   a. You will enter your social security number.
   b. You will be required to provide the SOAR Virginia account number. That number is 10232028.
   c. Be sure to use the zip code from your address at the time of enrollment.

*If you receive an error when attempting to establish your account, please contact customer service at 1-888-567-0540.
5. After the correct information is entered, you will then be taken to the ‘Create Login ID and Password’ page.
   a. Here, you will create your Login ID and Password to be used for future access.
   b. Your Login ID must be at least 9 characters long and contain at least one uppercase letter.
   c. Your password must be at least 9 characters long and must contain at least one number and one uppercase letter.

![Create Login ID and Password form]

Choose a Login ID and Password. Your Login ID must be at least nine characters and contain at least one uppercase letter. Your password must be at least nine characters and contain one number and one uppercase letter.

Enter Your Login ID: 
Re-enter Your Login ID: 
Enter Your Password: 
Re-enter Your Password: 
Submit
6. You will then be taken to the ‘Create Security Question and Answer’ page.
   a. If you forget your password while trying to access your account information, you can reset it yourself without calling Virginia29SM for assistance. For identity purposes, please set up questions below and provide answers that only you would know. In the event that you forget your password, you will be prompted to answer this question. To help you remember your answer, limit it to 30 characters, limit spaces, and do not use special characters.
7. After creating your ID and password, you must confirm that your contact information is up to date. You will be asked to verify this data periodically.
Multi-factor authentications is used to provide added security to customer accounts where the user has to verify identity by authenticating with a password and a secondary method. This is optional.
Establishing Online Account Access for SOAR Virginia®

Phone Numbers

<table>
<thead>
<tr>
<th>Day Phone</th>
<th>International Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>(804) 555-1234</td>
<td>ext.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Evening Phone</th>
<th>International Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>(804) 555-6789</td>
<td>ext.</td>
</tr>
</tbody>
</table>

Update Phone Numbers

Email Address

⚠️ Your email is required to proceed.

Primary Email Address *

example: email@example.com
You can select your communication preference here.

**Communication Preferences**

**Statements**
I prefer to receive quarterly Virginia529 account statements

- [ ] Email
- [ ] Paper

Your contact preferences were updated successfully.

Update Communication Preferences

**You are required to verify all data periodically**

- Email Address

Please review your information. You can continue where you left off by using this button.

My Information is Correct

Once your information has been updated/reviewed, Click the “My Information is Correct” button.
If you need to update your information again, simply click on the “My Profile” button at the top of the page.

8. To view your SOAR Virginia account information, click on the “View My Accounts” menu at the top of the page.
9. Other options that will be available to you via the “Manage My Accounts” menu at the top of the screen are:
a. Update Mailing Address or phone number

10. To request a SOAR Distribution from your online account, click on the “Use My Account” menu at the top of the page. From there, click on “Request SOAR Distribution”. For more information regarding distributions, visit www.virginia529.com/in-the-community/soar-virginia