



Setting up your Fidelity Username and Password

To assure account privacy, you will need to establish a username and password before you can access information about your Fidelity account. You will use this to access account-specific information via Fidelity’s website, Fidelity NetBenefits® www.netbenefits.com/atwork, Fidelity’s automated telephone service, or when speaking with a Fidelity Retirement Services Specialist.



To create your username and password for the first time:

Via NetBenefits®, Fidelity’s account access website:

1. Log on to www.netbenefits.com/atwork.
2. Select “Register” at the top of the screen.
3. You’ll be asked to confirm some basic information (name, DOB, last four digits of your SSN) and submit.
4. Follow the instructions.

Username Guidelines

- Use 6 to 15 letters and/or numbers
- If your username is between 9 and 11 characters in length, it must contain at least two letters
- Do not use one entire piece of personally identifiable information such as your Social Security number, telephone number, or date of birth. Instead, alter or disguise it (e.g., Jane212Smith).
- Do not use 5 or more instances of a single number or letter, or easily recognized sequences (e.g., 12345 or 11111).
- Do not use symbols, punctuation marks, or spaces (e.g., #,@,/,*, -).

Password Guidelines

- Use 6 to 20 letters, numbers, and/or special characters. Letters are case-sensitive.
- **YOU MAY NOT USE:**
 - ➔ “ # & * < > [] ` { } ,
 - ➔ Sequences (e.g., 12345 or 11111), or
 - ➔ Personal info (SSN, phone #, DOB).

Already established your login information with Fidelity?

- Have you used NetBenefits at a previous employer?
- Do you have other personal accounts with Fidelity?

If so, you can use the same login information (username and password) from those accounts to access NetBenefits.

If you have forgotten your login information, click the Login Help link.

Via the automated phone system:

1. Dial 1-866-NAZARENE (1-866-629-2736)
2. Stay on the line to reach Fidelity.
3. Key in or say your Social Security number.
4. Follow the instructions regarding entry of the above information.
5. Enter a 6-to-12-character PIN.
6. Confirm your entry as instructed.

You can also create a unique, Customer ID number instead of using your Social Security number.