

# MetLife Total Control Account (TCA) Website Registration Guide

## Step 1: Getting started

Visit the MetLife TCA website by clicking on this link [MetLifeTCA.com](https://eaccountservices.com/metlife), or by entering it into your web browser. If you have not yet registered on this site, when it loads, please click on “**Register Here**”.

You must register on this TCA website, even if you previously used another website to manage your Total Control Account.

### Note:

- The [MetLifeTCA.com](https://eaccountservices.com/metlife) URL will automatically redirect to “eaccountservices.com/metlife”.
- We recommend registering for your account **on a computer** using Google Chrome, Microsoft Edge, or Safari.



## Step 2: Register on the website

To register, you must provide some information about your account.

- Select your **account type**. (Most TCA accounts are individual accounts.)
- Enter your **last name** the same way is displayed on your account statements.
- Enter your full **social security number**.
- Enter your account number.
  - Your account number is 14-digits and begins with 8050.
  - If your TCA account was opened prior to 9/1/2024, your account number now starts with “8050” followed by your previous 10-digit TCA account number.
- Enter your **5-digit zip code** from the address on file.
- Enter your **10-digit mobile phone number** beginning with area code. This phone number will be used to send a One Time Passcode (OTP) via text to the number provided.

**Note:** The mobile phone number used in step f) above must be owned by/registered to the account holder to pass security verification.

The screenshot shows the 'Web Access Registration' form for a MetLife Total Control Account. The form is titled 'Account Information' and includes the following fields: 'Select Your Account Type' (a dropdown menu with 'INDIVIDUAL' selected), 'Last Name' (text input with 'Doe'), 'Social Security Number' (text input with asterisks), 'Enter One of Your Account Numbers' (text input with '80500010000000'), 'Zip Code for Address on File' (text input with '55555'), and 'Phone Number' (text input with '111-222-3333'). At the bottom, there are three buttons: 'Back', 'Reset', and 'Verify Account'.

**Note:** If you see a red box around a field, it means that it is incomplete/incorrect. Please review and re-enter the correct information. When entered correctly, it should look like the image above.

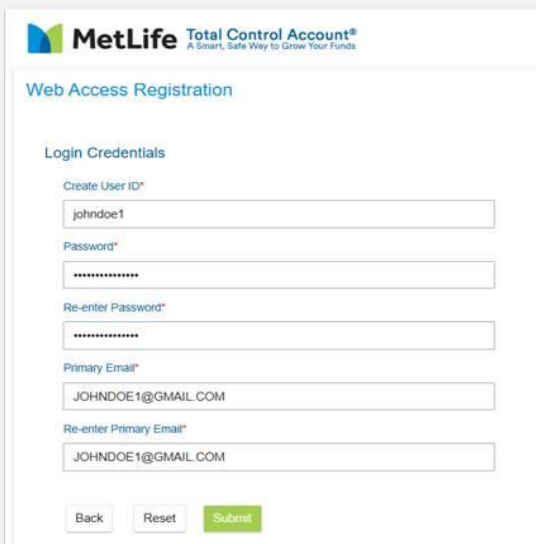
The screenshot shows the 'OTP Verification' form for a MetLife Total Control Account. The form is titled 'Web Access Registration' and includes the following fields: 'Phone Number' (text input with '7149801014'), 'Enter the confirmation code below. After entering the confirmation code, you will be authorized to continue.' (text input with asterisks), and 'If you do not receive the code within 1 minute or need a new code, Click here.' (text input with asterisks). At the bottom, there are two buttons: 'Continue' and 'Cancel'.

## Step 3: Enter the One Time Passcode (OTP)

- Enter the One Time Passcode that was sent via text to the mobile number you provided in the last step.

**Note:** Please allow **at least 1 minute** to receive the text message with the One Time Passcode (OTP).

**Helpful Hint: Write down your information somewhere safe so you don't forget it!**



**MetLife Total Control Account®**  
A Smart, Safe Way to Grow Your Funds

Web Access Registration

Login Credentials

Create User ID\*

johnndoe1

Password\*

\*\*\*\*\*

Re-enter Password\*

\*\*\*\*\*

Primary Email\*

JOHNDOE1@GMAIL.COM

Re-enter Primary Email\*

JOHNDOE1@GMAIL.COM

Back Reset Submit

**Note:** Password is case sensitive.

## Step 4: Enter your information

- a) Create a **User ID** and a **password** for your account. Please ensure your User ID and Password follow this criteria.
- **User ID:**
    1. Must contain between 6 and 15 characters
    2. Must not contain special characters
    3. Must be unique
  - **Password:**
    1. Must contain between 8 and 15 characters
    2. Must contain at least one upper case letter A-Z
    3. Must contain at least one lower case letter a-z
    4. Must contain at least one numeric character 0-9
    5. Must contain at least one of these non-alphanumeric characters  
~!@#\$%^\*()-\_+=[]{}|;:./?
- b) Provide an **email address**. Please make this an email that you have easy access to. See image to the left for a complete, correct example of this section. You will retrieve a one-time password at this email address later in the registration process.

## Step 5: Submit your information

After entering all your information, click on the **“SUBMIT”** button near the bottom of your screen.

### **Note:**

- If the button is greyed out, you need to review your information in the above fields to ensure they are complete.
- If you receive an error code “ZFL 1002”, it means that information you entered does not match our records. Please review your information and try again. If you have additional questions, please call our Web Support team at 1-800-638-7283 option 4.

## Step 6: Registration confirmation

Once you click **“SUBMIT”**, a screen should pop up that says, “Your information has been successfully submitted. The account number you will be able to view and transact is RA\*\*\*\*\*1234.”

You will receive an e-mail at the email address you used to register.

### **Note:**

The number is your account number, and for security reasons, it is not fully shown on the confirmation page.

## Step 7: Login

Click **“Go to Login”** and enter in the User ID and a password that you used when you registered. Click **“LOGIN”**.

**Helpful Hint:** Write down your information somewhere safe so you don’t forget it!

## Step 8: Verify your email address

When you first login you will need to verify your email address that you used at registration. Please click **“CONTINUE”** until you are prompted to enter a one-time use code. This will trigger an email to be sent to the email address you used to register.

Retrieve the one-time use code from your email and type it into the field.

### Note:

- *It can take up to 60 seconds to receive the email.*
- *The one-time use code should come from an “eaccountservices” email address.*
- *You should access your email on a different web browser tab or a different device. If you close out of the registration page, you will have to start all over.*
- *DO NOT copy and paste the one-time use code from the email into the registration page.*

## Step 9: Read any terms and conditions that may pop up

**You're finished!** You are now logged into the new MetLife TCA website!