



PACIFIC LIFE

Life Insurance Financial Professionals Website Login Guide



FP Landing Page – Enter Username

**PACIFIC LIFE** For Financial Professionals

Support

⚙ **Notice:** There is an increased volume of phishing emails directed to financial professionals. Pacific Life will never ask for your username, password, or one-time multi-factor authentication code within an email or message. Carefully check email addresses and URLs prior to clicking on any unsolicited messages. ✕

Life Insurance

Financial Professionals Login

Username* ⓘ

Enter Username

Find My Username

Log In

Register

This website is for contracted and appointed Life Insurance professionals, firms and designated partners.

Policyowners can log into their accounts at [PacificLife.com](#)



Login Page – Enter Username and Password

**PACIFIC LIFE**

Enter Your Password

PLUsername

Edit

Password* ⓘ

Ⓜ

Forgot password?

Find My Username

Continue

This login is for Financial Professionals only. Clients can log in to their accounts at [www.pacificlife.com](#)

New Users Register here

**PACIFIC LIFE**

Enter Your Password

PLUsername

Edit

Password* ⓘ

Ⓜ

Forgot password?

Find My Username

Continue

This login is for Financial Professionals only. Clients can log in to their accounts at [www.pacificlife.com](#)

New Users Register here

For financial professional use only. Not for use with the public.

Choose which method
you want to use:
Authenticator



PACIFIC LIFE

Choose a two-step verification method

Pacific Life requires two-step verification
to keep your account safe and secure.

 Authenticator app >

 Phone >

If they choose Authenticator App
they will be prompted to follow the
instructions to set up the connection
and input the one time code.



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Connect Authenticator App

1. Open your preferred authenticator app.
2. Scan the QR code below.
3. Enter the one-time code.



[Trouble Scanning?](#)

THEN

Continue

[Choose a different verification method](#)

Next time they login, after entering
username and password they will
be prompted to enter the 6-digit
code on the Authenticator App



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Verify Your Identity

Please enter the 6-digit code from your
authenticator app.

☐ Remember this device for 30 days

Continue

Choose which method
you want to use:
Phone



**Choose a two-step
verification method**

Pacific Life requires two-step verification
to keep your account safe and secure.

 Authenticator app >

 Phone >

Prompted to input their phone
number and choose if they
want a text message or voice
call to get the code



Secure Your Account

Enter your country code and phone
number to which we can send a 6-digit
code:

 United States, US, +1 >

Enter your phone number

How do you want to receive the code?

Text message

Voice call

Continue

[Try another method](#)

User will be prompted to input
the 6-digit code they received



Verify Your Identity

We've sent a text message to:

+1 ### - ### -#### [Edit](#)

Enter the 6-digit code*

Continue

Didn't receive a code? [Resend](#) or [get a call](#)

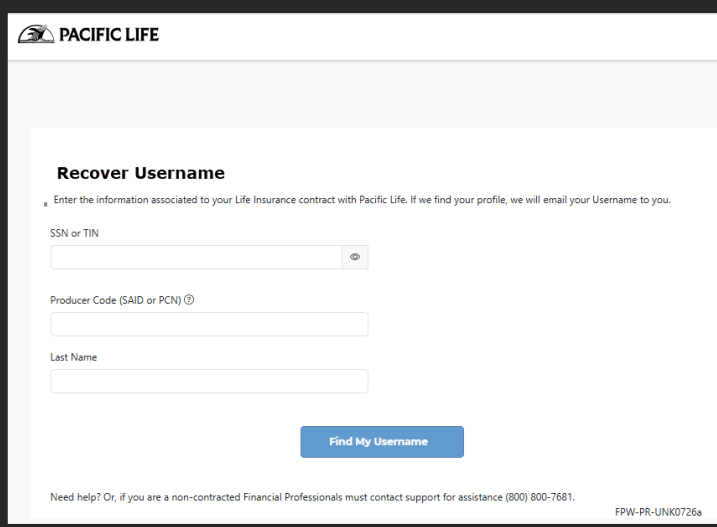
[Choose a different verification method](#)

Username Recovery

1

For Contracted User

Enter SSN/TIN, Producer/SAID Code,
and Last Name



The screenshot shows the Pacific Life website's 'Recover Username' form for contracted users. The form is titled 'Recover Username' and includes a sub-header: 'Enter the information associated to your Life Insurance contract with Pacific Life. If we find your profile, we will email your Username to you.' The form contains three input fields: 'SSN or TIN' with a toggle icon, 'Producer Code (SAID or PCN)' with a help icon, and 'Last Name'. A blue 'Find My Username' button is located at the bottom right of the form. At the bottom of the page, there is a small disclaimer: 'Need help? Or, if you are a non-contracted Financial Professionals must contact support for assistance (800) 800-7681.' and a reference code 'FPW-PR-UNK0726a'.

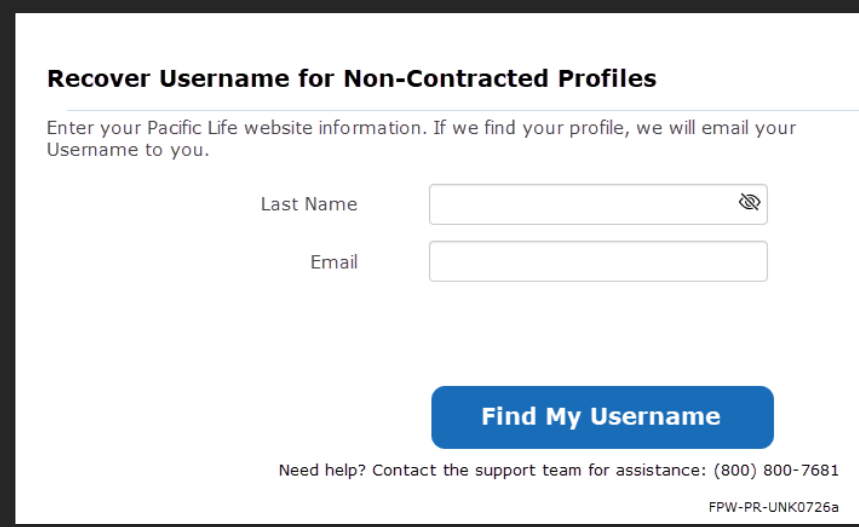
Guided Username Recovery

Users can securely recover their username through a guided, self-service process directly from the login screen.

1

For Non-Contracted User

Call (800) 800-7681 to receive non-
contracted Username recovery URL

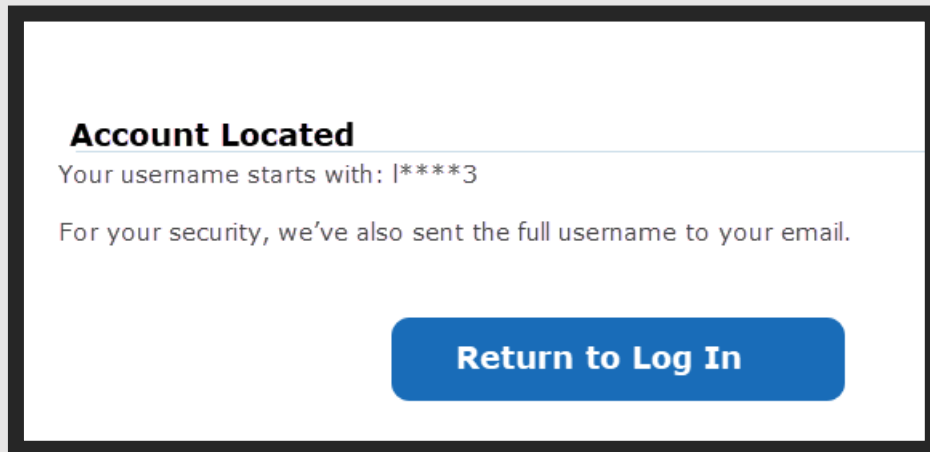


The screenshot shows the 'Recover Username for Non-Contracted Profiles' form. The form is titled 'Recover Username for Non-Contracted Profiles' and includes a sub-header: 'Enter your Pacific Life website information. If we find your profile, we will email your Username to you.' The form contains two input fields: 'Last Name' and 'Email'. A blue 'Find My Username' button is located at the bottom right of the form. At the bottom of the page, there is a small disclaimer: 'Need help? Contact the support team for assistance: (800) 800-7681' and a reference code 'FPW-PR-UNK0726a'.

Username Recovery (continued)

2

If successful, account is located



Account Located

Your username starts with: |****3

For your security, we've also sent the full username to your email.

[Return to Log In](#)

3

Check email for
username information

Hello,

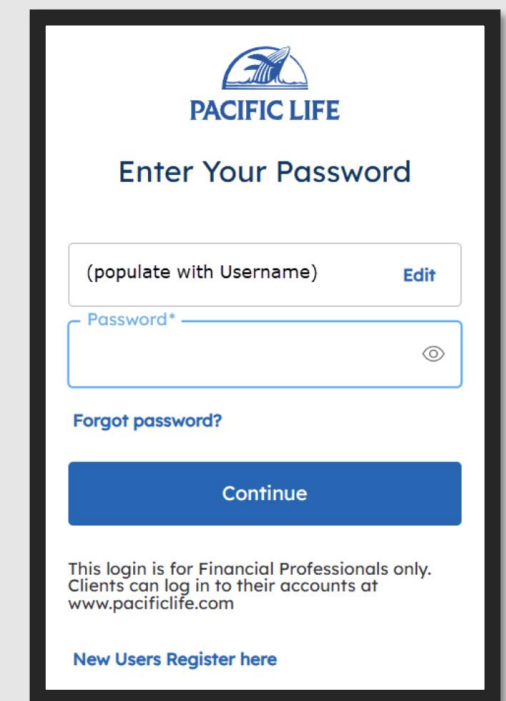
As requested, here is your **Username:**
[Username]

If you did not request this information or believe this was sent in error, please contact us immediately: **(800) 800-7681 x8999 option 4.**

For security reasons, we recommend keeping your account details confidential.

4

Enter recovered username
with password




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Enter Your Password

(populate with Username) [Edit](#)

Password* [Show/Hide](#)

[Forgot password?](#)

[Continue](#)

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[New Users Register here](#)