Registration Site FAQs

Q: Why doesn't the site let me register? It says it doesn't recognize my last name or email. How do I get in to sign up for a session?
A: We may not have your information on file due to several reasons as this registration site is not linked to your Voya retirement account. However, you can bypass the credential check by leaving the last name and email fields blank and then click the "register" button. You will then be able to sign up for the event using whatever contact information you want.

Q: How do I know if I'm signed up for an event?
A: You will get a confirmation screen with details of what you signed up for, along with a confirmation email. If you did not get the email, check your junk mail folder/filters. If there is still nothing, you may not have completed the registration process and will need to go through it again.

Q: What is the primary purpose of the 1-on-1 meetings? What will be discussed?
A: These appointments are not intended to go in-depth about your Voya retirement account. Instead, these meetings are about discussing your holistic financial needs and questions such as insurance needs, retirement income planning, Social Security, healthcare, annuities, college savings, etc. If you're not sure what to talk about, your advisor can help get you started!

Q: I signed up for a group webinar, but I didn't get any links. How do I join it?
A: We use several different webinar providers to satisfy our various client needs, though the most common one is Zoom. The confirmation email you receive should have a direct link you can use to join the webinar at the appropriate time. Sometimes this link doesn't appear if you complete the registration process before the link gets generated. ***You will get a reminder email 24 hours and 1 hour before the webinar starts with a link to join.*** Be sure to check your junk folders/filters if you don't get these emails.

Q: I signed up for a virtual 1-on-1 appointment. How will I be contacted?
A: Depending on the virtual options available you will either be called on the phone number you provided during the registration process, or you will be given a Zoom link prior to the appointment from your advisor. For phone appointments you may get a call from an unknown number at the appointment time; please answer the call as this number may not match your local area code.

Q: I can't make my 1-on-1 appointment. Do I have to do anything?
A: Your confirmation email has a "Modify Appointment" link in it that you can use to change your appointment to another time. There is also a "Cancel Appointment" link you can use to cancel your appointment.

Q: I signed up for a 1-on-1 appointment with a financial advisor. Do I need to bring anything?
A: Your confirmation email will contain information on how to prepare for your meeting. You can also review the information here.

Q: Is there a cost associated with these services?
A: All Be Ready meetings are complementary. Depending on your needs you may be able to obtain various financial products which may carry a cost but there is no obligation to make a purchase.

Q: I still have questions or can't get the registration site to work. What do I do?
A: You can contact the Be Ready team by clicking here and we will get back to you as quickly as possible during normal business hours. Please keep in mind this inbox is not for submitting questions about your Voya retirement account, or to get specific financial questions answered.