

Great-West Financial®

Direct Access website

User guide

Direct Access is a Great-West Financial® portal that provides a single entry point for brokers and bank sales representatives to access Great-West Financial products and services.

Direct Access website

<https://greatwest.com/DirectAccess>

We recommend that you save this URL to your Favorites to make launching the online sales site simple.

Login

From the **Home** page:

1. Enter username and password.
Click **Login**.
2. Find out more about Great-West Financial companies.

Register

Attention first time user:

You must register to use this site.

3. Click the **Register** link.
4. Enter the information on the **New Account** screen.
5. Click **Continue** to return to the **Home** page.

Forgot password

6. Click the **Forgot Username/Password** link.
7. Enter the information on the **Lookup Account** screen.
8. Click **Continue** to return to the **Home** page.

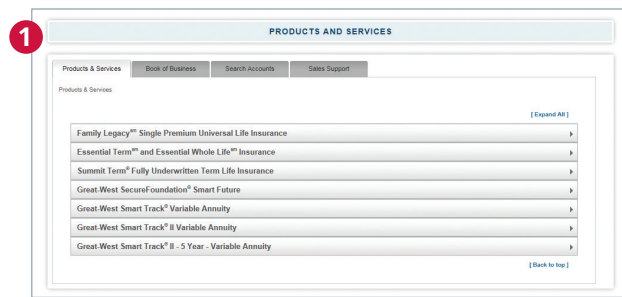
The image displays three screenshots of the Great-West Financial Direct Access website interface, illustrating the user flow for login, registration, and password recovery. Red numbered callouts (1-8) indicate the specific steps described in the text.

- Home Page (Screenshot 1):** Shows the main navigation and a 'LOGIN' section. Step 1 points to the 'LOGIN' button. Step 2 points to the 'Highlights' section, which includes Life Insurance, Retirement Income, and Great-West Financial products.
- New Account Page (Screenshot 2):** Shows the 'NEW ACCOUNT' registration form. Step 3 points to the 'Register' link on the Home page. Step 4 points to the 'Social Security Number*' field. Step 5 points to the 'CONTINUE' button.
- Lookup Account Page (Screenshot 3):** Shows the 'LOOKUP ACCOUNT' form. Step 6 points to the 'Forgot Username/Password' link on the Home page. Step 7 points to the 'Social Security Number*' field. Step 8 points to the 'CONTINUE' button.

Products and services

On the **Products and Services** tab, a list of products that are offered by your financial institution will be displayed.

1. To view options under each product, click on the arrow to expand your selection.



Sales support

On the **Sales Support** tab, you can find contact and support information by product.

1. Retirement Income Phone: **877-703-6980**
(9 a.m. - 8 p.m. Eastern time)
2. Life Insurance Phone: **866-300-7434**
(9 a.m. - 8 p.m. Eastern time)
3. Email: **wholesaling_support@greatwest.com**

Sales Support Lines

- 1 Retirement Income**
877-703-6980
9:00 a.m.-8:00 p.m. Eastern Time
- 2 Life Insurance**
866-300-7434
9:00 a.m.-8:00 p.m. Eastern Time
- 3 Email Support**
wholesaling_support@greatwest.com

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