

How to Utilize the Published Answers (i.e., the My PAA search bar)

My Plan Administration Account (My PAA)

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Step-by-Step Instructions

PBGC

How to Utilize the Published Answers

What are Published Answers?

- The Published Answers are used to provide guidance on how to navigate throughout My PAA, and to provide answers and resources to common questions.
- Click inside the search bar and type in a word, question, action, etc. pertaining to the information you are trying to retrieve. Then, hit “Enter” or the magnifying glass.

The screenshot displays the My PAA website interface. At the top, there is a navigation bar with the PBGC logo, "My Plan Administration Account", and links for Home, Contact PBGC, My PAA Demos, and Instructions. A search bar is highlighted with a red box and contains the text "Search instructions, keywords". To the right of the search bar is a user profile dropdown menu labeled "jane.doe.sm...". Below the navigation bar, a red banner reads: "New Year, New Look, same My PAA! PBGC is redesigning My PAA starting with the Home Page and Filing Details Page, see the details [here](#)." The main content area features a large image of cherry blossoms over a body of water. On the left side, there is a "My PAA Topics" sidebar with links: "New Year, New Look, same My PAA!", "Now accepting 2024 Filings", "What's new in My PAA & Login Process", "How to Make a Payment?", "Automated Filing Status Transitions and Emails", "PBGC's Premium Disaster Relief Policy", and "Scheduled Outages". On the right side, there is a vertical menu with buttons: "Create New / Add Existing Plan", "Plan List", "In-Process Filings", "Upload or Import Filings", and "View Upload History". At the bottom right, a note states: "Supported Browsers: Google Chrome 124.0+, Microsoft Edge 124.0+, Firefox 125.0+ (Release 5.7 as of 04/21/2024)".

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Published Answers

- A list of Published Answers, most relevant to what you entered in the search bar, will appear as hyperlinks.
- You can refine your search by selecting the appropriate product and/or category.

The screenshot displays the PBGC My PAA Demos website interface. At the top, there is a navigation bar with links for Home Page, Contact PBGC, My PAA Demos, and Instructions. A user profile dropdown shows 'jane.doe.s...'. Below the navigation bar, a blue banner reads: 'New Year, New Look, same My PAA! PBGC is redesigning My PAA starting with the Home Page and Filing Details Page, see the details here.' The main content area features a search bar with the text 'manage roles' and a search icon. Below the search bar are two filter dropdowns: 'Filter by product' with a red star icon and 'Filter by category' with a red star icon. Both dropdowns are currently set to 'SELECT A PRODUCT' and 'SELECT A CATEGORY' respectively. To the right of the search results, it says 'Results 1 - 5 of 66'. A 'Contact Us' box contains links for 'Ask a Question' and 'Give Feedback'. A 'Recently Viewed' section lists 'Contact PBGC's Premium Customer Service...' and 'Submit Request'. The main content area lists five 'Published Answers' with blue star icons and hyperlinks: 'What the Different Filing Roles Can Do', 'How to Manage Roles & Add New Team Members', 'How to Update Access to Plans', 'How to Filter Through Active and Inactive Members of a Plan', and 'How to Add a Practitioner to Multiple My PAA Plans at Once'. Each link is followed by a brief description. At the bottom right, there is a red-bordered button that says 'Show more Published Answers >'.

How to Utilize the Published Answers

Published Answers

Site and Answer Feedback

- Click the link most relevant to what you are looking for. If these Published Answers don't appear to have the context you were looking for, then please provide feedback.
- One way you can provide feedback is by clicking on the "Give Feedback" link, placed throughout the website, and providing your comments in the "Provide Feedback" popup.

The screenshot displays the PBGC website interface. At the top, there are navigation links for 'My PAA Demos' and 'Instructions', and a user profile dropdown for 'jane.doe.s...'. A blue banner at the top contains the text: 'PBGC is redesigning My PAA starting with the Home Page and Filing Details Page, see the details [here](#).' Below this is a search bar and a 'Filter by category' dropdown menu with 'SELECT A CATEGORY' selected. The main content area shows a list of 'Published Answers'. A 'Provide Feedback' popup is overlaid on the page, featuring a text input field labeled 'Your Feedback *' and 'Submit' and 'Cancel' buttons. A red star icon is placed over a 'Give Feedback' link in the 'Contact Us' section, with a red arrow pointing from the star to the 'Your Feedback *' input field in the popup. The 'Contact Us' section also includes links for 'Ask a Question' and 'Submit Request'.

How to Utilize the Published Answers

Published Answers

Site and Answer Feedback

- Another way you can provide feedback is directly through the Published Answer page. Scroll to the bottom of the webpage, and click “No” in response to “Is this answer helpful?” Then provide your comments in the “Provide Additional Information” popup.

The screenshot displays the PBGC My PAA interface. At the top, there is a navigation bar with links for Home Page, Contact PBGC, My PAA Demos, and Instructions. A search bar is present with the text "Search My PAA for instructions, keywords or topics" and a dropdown menu showing "jane.doe.s...". Below the navigation bar is a blue banner with the text "New Year, New Look, same My PAA! PBGC is redesigning My PAA starting with the Home Page and Filing Details Page, see the details here." The main content area is a table with four rows, each representing a role and its associated actions:

Plan Administrator / Plan Administrator Representative	<ul style="list-style-type: none">Return Filing to "Pending Payment Info" Status for Payment EditsSubmit Refund RequestUpdate Plan NameUpdate Plan Admin Address	All Roles <ul style="list-style-type: none">View Filing Data<ul style="list-style-type: none">Filing ReceiptFiling SummaryCancel (Delete) In-Process FilingGenerate Payment VoucherSubmit Penalty RFRSubmit Other RequestsCheck Status of RequestsView CorrespondenceView Account History
Filing Coordinator	<ul style="list-style-type: none">Add PlanManage Roles<ul style="list-style-type: none">Add Team MembersUpdate Team MembersInactivate Team Members	
Payment Preparer	<ul style="list-style-type: none">Make a Payment Selection<ul style="list-style-type: none">ACH Within My PAAPay Outside My PAA	
Upload Preparer	<ul style="list-style-type: none">Upload/Import Filing<ul style="list-style-type: none">Single UploadBatch UploadCreate and Submit Payment (for a single upload)	

At the bottom of the page, there is a feedback section with the text "Is this answer helpful?" and two buttons: "Yes" and "No". The "No" button is highlighted with a red box. A red arrow points from the "No" button to a "Provide Additional Information" popup window. The popup window contains the text "Your rating has been submitted, please tell us how we can make this answer more useful." and a text input field labeled "Your Feedback *". Below the input field are "Submit" and "Cancel" buttons. At the bottom of the popup, there are icons for "Notify Me", "Email this page", "Print", and "Share".