RKXchange
USER GUIDE

Step 1 - Registering as a New User Under Your Employer

A. Go to: www.rkinsurance.com
B. Click on the RKXchange logo on the right side of the screen:

RKXchange

OR, to go directly to the RKXchange log in screen, simply go to: https://rkxchange.employeenavigator.com/benefits/Account/Login

C. Click on "**Register as a new user**"

RKXchange

Username

Password

Login

Reset a forgotten password

Register as a new user ←

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Step 2 – Creating Your Account

It is important to note that you must enter your name exactly as it appears on official company records. For example, if your first name is legally Matthew, but you go by Matt, you must still enter your name as Matthew if that is how it appears on your employee records. If unsure, please check with Human Resources.

A. Enter Your First and Last Name
B. Enter the Company Identifier = **_NRFS_**
C. Enter Your Pin – This is the last 4 digits of your Social Security number.
D. Enter Your Date of Birth (mm/dd/yyyy)

Create Your Account

First, let's find your company record

First Name

Last Name

Company Identifier
(provided by HR)

PIN
(Last 4 Digits of SSN / ID)

Birth Date
(mm/dd/yyyy)

Next »

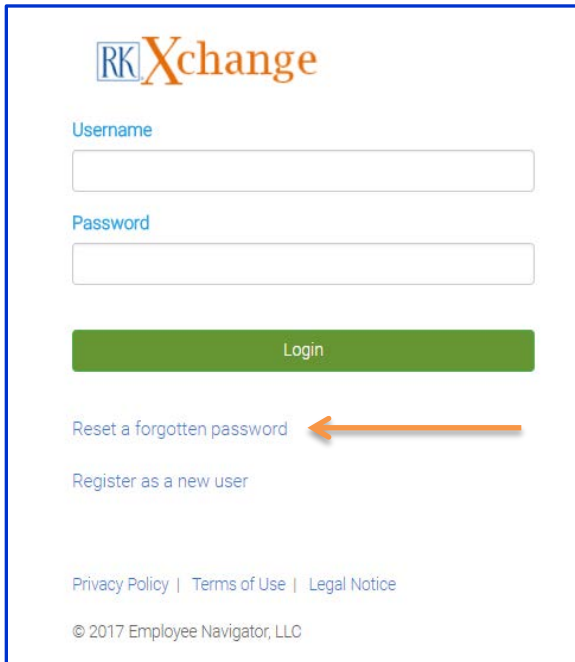## IMPORTANT NOTE: While creating your account (Step 2), you may receive a message that your record cannot be located. This may be due to a typo in your name, or a transposition of numbers in either your Date of Birth or Social Security number. Should this occur, please contact the RKXchange Help Desk at (518) 244-4323 for assistance.
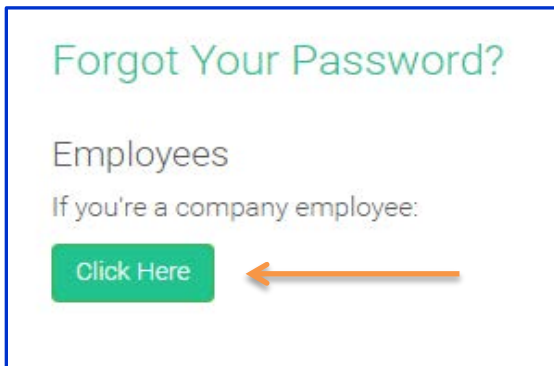
Step 3 – Creating Your Username & Password

A. Create a Username. Your work email is recommended.
B. Create a Personalized Password – must be a minimum of 6 characters, containing both a symbol and number.
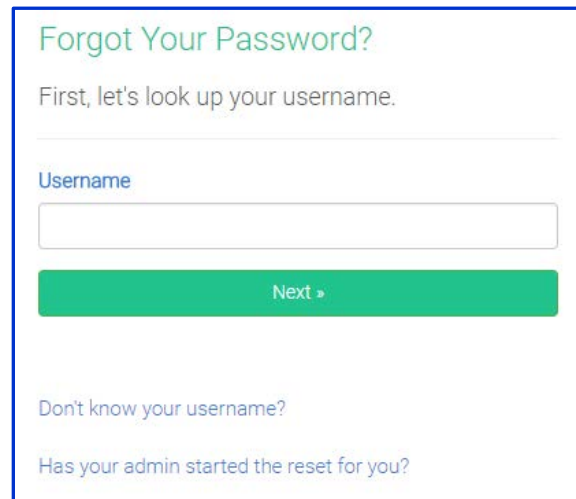C. Click the Agree box.

Create Your Account

Then register a username and password

Username
(company email is recommended)

Password
(minimum length of 6, number and symbol required)

show it

☐ I agree with the terms of use ←

Next »

Forgot Your Password?

A. Go to the RKXchange login screen (https://rkxchange.employeenavigator.com/benefits/Account/Login) and click on "**Reset a forgotten password**."
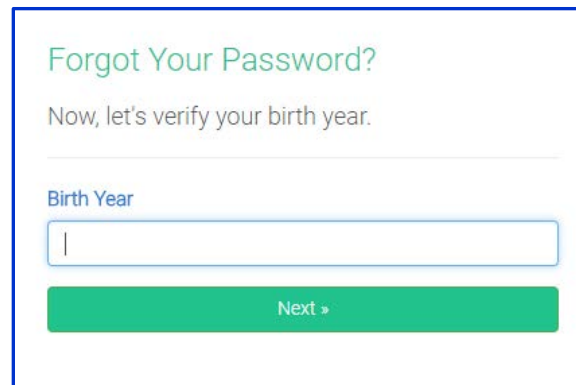

B. Click under Forgot Your Password

D. Enter Your Username. Remember, your work email was recommended.

C. Enter Your Birth Year (YYYY)

PLEASE NOTE: An email will be generated and sent to your email address previously listed. If you do not receive an email within a few minutes from the RKXchange, your employer may have a firewall set that is restricting the delivery of the email. Therefore, please contact the RKXchange Help Desk at (518) 244-4323 or at **rkxchange@rkinsurance.com** for assistance.

For additional assistance, please contact HR:

Jenny Sardi
Senior Benefits Administrator
Northern Rivers Family of Services
60 Academy Rd. | Albany, NY 12208
518.579.3532 (Office)
518.426.2891 (Fax)

Louis Greco
Benefits Associate
Northern Rivers Family of Services
60 Academy Rd. | Albany, NY 12208
518.579.3534 (Office)
518.426.2891 (Fax)

Your RKXchange Login Information
Your Company Identifier:_____NRFS_____
Username:_____
Password:_____
Please retain in a secure and confidential manner.