



Seattle City Employees' Retirement System

MSS Frequently Asked Questions

1. **What is MSS?** MSS is SCERS's Member Self-Service Portal. MSS allows members to securely access their City of Seattle retirement (pension) plan information online.
2. **Am I required to sign up for the MSS?** No, use of the MSS portal is optional. MSS does not replace the current ways you can communicate and conduct business with the retirement office. That said, the MSS portal offers benefits such as on-line access to your account information and the ability to create a benefit estimate using a simplified calculator tool.
3. **Are there instructions on how to Register?** For written step-by-step instructions on how to register, click [here](#).
4. **Are there instructions on how to Log in to MSS?** For written step-by-step instructions on how to log in to MSS, click [here](#).
5. **What information do I need to register for MSS portal access?** You will need the last four digits of your social security number, your SCERS ID, your last name, date of birth, and a Security PIN. The PIN and your SCERS ID will arrive in the mail in separate letters. The SCERS ID can be found in the Enrollment Letter.
6. **Where can I find my SCERS ID?** Your SCERS ID will be located in the MSS Enrollment Letter under the date. If you do not have the letter handy, you can also find your SCERS ID on your annual Member Statement. You may also contact SCERS at (206) 386-1293. The Retirement Office is open Monday through Friday, 8 a.m. to 5 p.m., except for City [holidays](#).
7. **How do I get a Security PIN for registration?** The Security PIN will be mailed to you. It will be mailed within 10 business days after the Enrollment Letter is mailed. For security purposes, the PIN needs to be mailed separately.
8. **What email address should I provide as my contact email in MSS?** When you register, you will provide a personal contact email. Your personal contact email **cannot** be your City of Seattle email address. Additionally, it cannot be a shared email address.
9. **How is my information protected?** In addition to your secret User ID and Password (that you will establish during the registration process), you will need the Login Code that will be emailed to your contact email address during each login process. Please never share any of your login information with anyone.
10. **What if I didn't receive my Login Code?** Please check your Junk E-mail folder. If you still can't find the Login Code, contact the Retirement Office.

11. **Why must the password be so complex?** Thinking of it as a “pass phrase” instead of a “password” may help. The use of longer “pass phrases” is the recommended standard for systems that contain significant personal and financial data. For example, a “pass phrase” can be “Myd0ghasfleas!”. Protecting your data is a top priority for SCERS.
12. **What if I have forgotten my MSS Username or password?** For written step-by-step instructions on resetting your password, click [here](#).
13. **What can I do on the MSS Portal?**
- View account information at any time.
 - View your SCERS contributions or pension benefit.
 - Ensure your information is correct and up to date.
 - Active members can create a benefit estimate using a simplified calculator tool. (Please note that these are not official SCERS estimates and SCERS is not bound by the results).
 - Send a secure message to SCERS staff.
14. **What should I do if my account information looks wrong?** After you have logged into MSS, if your account information (such as contributions, beneficiary, etc.) looks wrong, please contact SCERS at retirecity@seattle.gov or (206) 386-1293.
15. **What if I click on a button in my account and nothing happens?** Some pages may take longer than others to load. However, if you click a button and the page/window never updates, please notify SCERS. There are some system issues that SCERS is actively working to resolve.
16. **How do I update my contact information in MSS?** Currently, members can only update phone and email contact information. Change of address will need to be done by submitting a [Change of Name or Contact Information form](#). Please check back later for additional functionality in MSS.
17. **What documents can I send to SCERS via MSS?** Currently, members cannot submit forms through MSS. Please check back later for additional functionality in MSS.
18. **I want to use the Benefit Estimator Tool, what do I need to know about it?** Only active members can access the Benefit Estimator Tool. The Tool produces a simplified calculation for planning purposes only. The Tool allows you to store up to two (2) estimates. Please remember to print it if you plan on creating more estimates. Member-created benefit estimates using the Benefit Estimator Tool are not official SCERS estimates and SCERS is not bound by the results. For a formal estimate, please submit a [Benefit Estimate Request](#) or contact SCERS at retirecity@seattle.gov or (206) 386-1293.
19. **Can I change my deductions taken from my pension benefit through MSS?** No, but retired members can access a tool in MSS to calculate the impact of changing their deductions. However, the tool does not result in an actual change to the member’s pension benefit check. To change your deductions, please contact SCERS at retirecity@seattle.gov or (206) 386-1293.
20. **Can I change my beneficiary in MSS?** Members can view their current beneficiaries in MSS. However, to change a beneficiary, please submit [a Beneficiary Designation form](#) or contact SCERS at retirecity@seattle.gov or (206) 386-1293. Please note that the Beneficiary Designation form must be notarized.