

MSS Frequently Asked Questions

1. **What devices can I use to access the MSS portal?**

MSS can be accessed from any desktop, laptop, notebook, or tablet device running the supported browsers. If you use a tablet, you may need a keyboard attachment to perform some features including completing the registration process. **MSS is not supported on mobile devices. MSS can be accessed through a supported browser on your mobile device, but you will need to scroll.**

2. **What browsers are supported by the Member Self Service Portal?**

The Member Self Service Portal can be accessed by these browsers and versions:

- Microsoft Edge
- Chrome
- Firefox
- Safari

3. **How is my information protected?**

MSS uses two levels of security for you to access your information, also known as multi-factor authentication. In addition to the use of a unique Username and Password chosen by you during the registration process, each time you log in, you will receive a special Login Code via email, text, or phone. Please never share any of your login information with anyone.

4. **Are there instructions on how to Register?**

Instructions on how to register can be found on the [Member Self-Service Portal](#) webpage.

5. **Are there instructions on how to Log in to MSS?**

Instructions on how to register can be found on the [Member Self-Service Portal](#) webpage.

6. **What if I have forgotten my MSS Username or password?**

Instructions on what to do if you forgot your username or password can be found on the [Member Self-Service Portal](#) webpage.

7. **What if I did not receive my Login Code when trying to log into MSS?**

Please check your Junk E-mail or spam folder. If you still cannot find the Login Code, contact the Retirement Office.

8. **What email address should I provide as my contact email address?**

When you register, you will provide a personal contact email address for MSS communications. This should not be your City of Seattle email

address. Additionally for the privacy and security of your account, it should not be a shared email address.

9. Why is the password so complex?

Protecting your data is a top priority for SCERS. The use of longer “pass phrases” is the recommended standard for systems that contain personal and financial information. Thinking of it as a “pass phrase” instead of a “password” may help. For example, a “pass phrase” can be “Myd0ghasfleas!”.

10. What documents can I send using MSS secure messaging?

You can send any document that does not contain Private Health Information (PHI) or requires an original or notarized signature with some exceptions. Please check our [Forms](#) page. Because the internal messaging feature provides for secure communication, even documents with private or confidential information can be sent. Member’s processing disability claims should not use the portal to transmit medical or health information.

11. What are acceptable file types for documents?

Documents submitted through MSS must be in one of the following formats: **pdf, jpeg, jpg, tiff, tif or png**. Please make sure to check the Message Center for replies to messages you send to SCERS if you are expecting one.

12. Can I take a picture of a document to send as an attachment?

Photos of document taken on your phone are acceptable providing they are in one of the following formats: **pdf, jpeg, jpg, tiff, tif or png**. The **documents must be clear and legible.**

13. How do I update my W4P, Address and Bank information?

Please complete the appropriate form on the [Forms](#) page of the SCERS’s website.

14. Where can I find SCERS’ forms?

Go to [Forms and Publications](#) on SCERS’s website.

15. How do I receive a pension award letter or Verification of Benefits?

Please call us at 206-386-1293 or email us at scersmss@seattle.gov