Seattle City Employees' Retirement System

Member Self Service Registration and Login Instructions

Contents

Registering for Access to the MSS Portal

There are two paths to start the MSS registration process:

- The first is to use your internet browser to go directly to the Member Self Service Log In- Page using the web address in your letter. If you choose this method, please start with step #1.

- The second (and recommended) is to visit the MSS Portal page of the seattle.gov/retirement website and click on the "Register" button. If you choose this option, you can skip to step #3.

1. Use your Internet Browser to access the SCERS MSS Login Page provided in the letter you received.

2. Click **Register**.
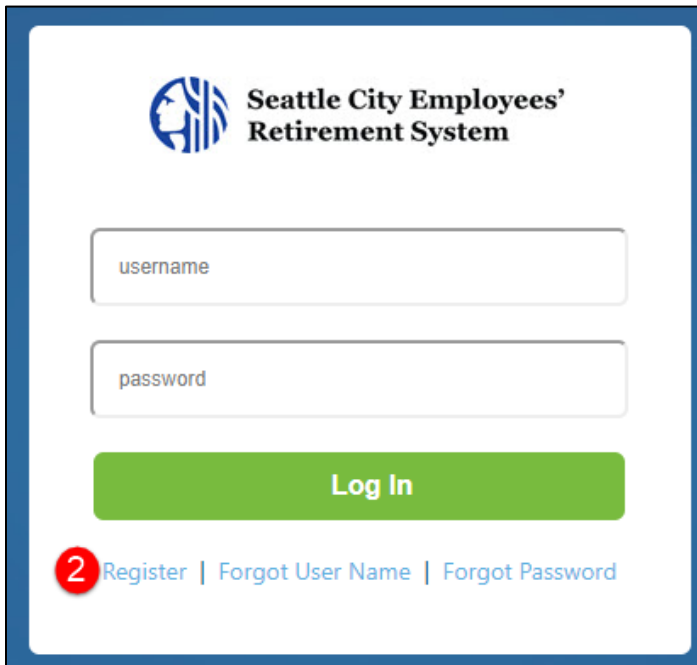
    Result: The *Terms of Use* page displays.

3. Read the *Terms of Use* and click **Accept.**

    Result: The *Verify Identity* page displays.

4. The system will prompt you for information to verify your identity.

5. Click **Validate**.

Result: The *Account Setup* page displays.

If you receive the following message,

> Incorrect data has been entered. Please ensure all fields contain accurate data.

Review and correct the information entered and click Validate. Contact SCERS directly if you are having problems.

If you receive the message, "Member is already registered", enter your Username and Password to log in.

If you do not remember your Username, click the **Forgot Username** link.
If you forgot your password, click the **Forgot Password** link to change your password. (You need your Username to change your password.)

6. Enter the following information in the *Accounts* section:

   ☐ **Username**: Type a Username you will use to log in. This cannot be more than 30 characters. For your added protection, SCERS does not recommend using an email address.

   ☐ **Enter New Password**

   ☐ **Confirm New password**

7. Scroll down to the *Security Questions* section.

8. Select a security question from the drop-down list

9. Type an answer to question.

10. Repeat Steps 8-9 for the remaining questions/answers.

11. Scroll down to the *Email Address* section.

12. Enter your "contact" email address:

Note This is a personal, unique Contact email address not shared with any other MSS user. Emails will be sent to you from SCERS using this email address. This email is required to complete your registration.

   ☐ **Enter Email Address**

   ☐ **Re-enter Email Address**

13. Click **Submit** after all information is entered on the page.

   Result: A *Registration Successful* message displays. You will receive an email to verify the Contact email address you entered in Step 12. Ensure you follow the steps in the email you receive.

Note If you receive a validation message, you need to correct the information. Then click, Submit again. Repeat as needed until you see the Registration Successful message.

14. Check your contact email account for an email from SCERS.

15. Use the **MSS Login** link in the email to re-open the *MSS Login* page.

Note	Clicking the link validates your registration and contact email address. Please <u>complete this step within 24 hours of registering</u> or else the **MSS Login Link** will expire. If the **MSS Login link** has <u>expired</u>, please refer to [Re-Send Verification Link](#).

> **Result:** The *MSS Login* page opens.

Logging into MSS

After you register, you will login to MSS using the **username and password** credentials you established during registration.

1. If you don't see the login page below, then from the SCERS MSS Portal web page, click on the "Go to MSS Login" button or type https://seattleretirementportal.vitechinc.com/v3prodmss into your browser.

> **Result:** The *Login* page for the SCERS Member Self Service portal displays.

![Login page showing Seattle City Employees' Retirement System logo, step 2 Username field with "DAamol", step 3 Password field, step 4 green Log In button, and Register | Forgot User Name | Forgot Password links]

2. Enter your **Username**.

3. Enter your **Password**.

4. Click **Log In**.

   Result: The *Login Verification* page displays, allowing you to select if you want the one-time login code to be sent to the Contact email address you used to register (or have since updated) or to a phone number associated with your retirement account by text or phone call. The full Contact email address or Phone number is "masked" for additional security.

> **SCERS MSS portal uses "2 Factor Authentication" as extra security to protect your information.**
>
> **This security feature requires you to enter a unique login code each time you log into the MSS portal.**

> **Log in code Options- Email, Text, or Phone Call:**
>
> **You can have your login code sent to your contact email address, or a phone number on file with SCERS. If you select a phone number, you must also choose if you want the code sent by text message or phone call.**

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5. Click **Next**.

Result: The *Login Verification* page updates to provide a text box to enter the login code.

The login code is valid for 15 minutes. If you have not received your login code after 15 minutes, click **Resend Code**.

If you selected the text option and have to have the code resent, **you will receive an automated phone call to the same phone number instead of a text message**.

6. Check your Contact email account or phone to obtain the login code
    - ■ Check your Contact email to obtain the login code if you selected the email option.
    - ■ Check your Phone text message to obtain the login code if you selected the" Send me a Text Message".
    - ■ Accept/Receive a call on your phone and follow the instruction to obtain the login code if you selected the" Call me on this number".

7. Enter the **Login Code** in the text box.
8. Click **Done**.

    Result: Your MSS *Home* page displays.

Re-Send Verification Link (for Registration)

If your **MSS Login** link has expired, you will need to follow these steps:
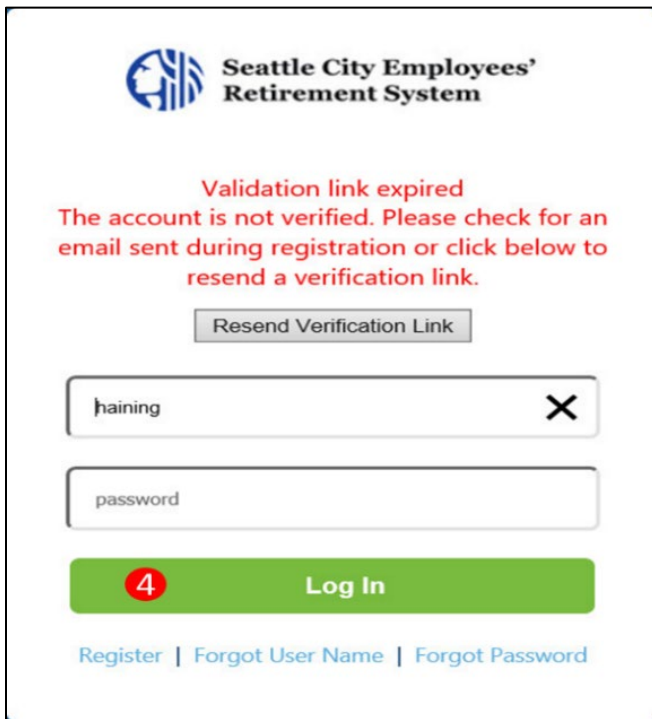
1. Use the **MSS Login** link in the email to re-open the *MSS Login* page.

   Result: The *MSS Login* page opens.

2. Enter the **Username** and **Password**.
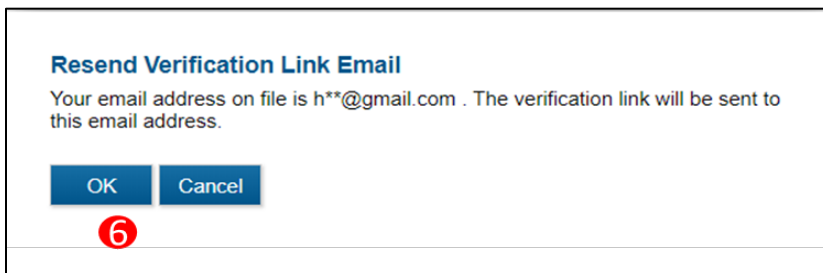
3. Click **Log In**.

   Result: The **Login Verification** page displays with the **Resend Verification Link** button.

4. Click **Resend Verification Link**.

5. **Resend Verification Link Email** confirmation page displays.

6. Click **Ok.**

The full Contact email address is "masked" for additional security.

7. Close the internet browser.

8. Check your contact email account for a new email from SCERS.

9. Use the **MSS Login** link in the new email to re-open the *MSS Login* page.

Result: Follow the instructions provided in Logging into MSS.