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### Conventions Used in this Guide

Throughout this guide, common formatting and styles are included for clarity.

**Note** Screenshots within this guide may not reflect what you see on your screen.

- The names of **Fields**, **Icons**, **Buttons**, and **Options** are bolded and capitalized.
- The names of *Pages*, *Pop-ups*, *Menu paths* (e.g., *Home > Secure Messages*), *Sections*, and *Grids* are italicized and capitalized.
- Text in the following format are hyperlinks to the topic within this guide: [Cross Reference](#).

**Note** Notes call out important information on a subject such as a warning, tip, or caution.

**Result:** After one or more steps, the results of the steps display in Result Style.

### Registering for Access to the MSS Portal

You will self-register to access your MSS pages. A letter will be mailed to you via the United States Postal Service (USPS) containing the instructions you need to register for SCERS MSS. After receiving the letter with the registration instructions and the letter with your security PIN number, you can register to use MSS.

**You will need the following information:**

- A unique personal Contact email address (not shared with another member or secondary payee)

**Note** The Contact Email address must be a personal email unique to you. This helps protect your information from being accessed by another person. This email address will be used to send you confidential information (e.g., Login Codes for 2-factor authentication, information related to updates to your account, and information related to E-Forms which require changes, etc.).

If you share a personal email address with person who has an MSS account, please do not use this shared email address.

- Last 4 digits of your SSN



## Member Self Service Registration and Login Instructions

- SCERS ID number
  - Last Name
  - Date of Birth
1. Use your Internet Browser to access the SCERS MSS Login Page provided in the letter you received.
  2. Click **Register**.

Seattle City Employees'  
Retirement System

username

password

Log In

2 Register | [Forgot User Name](#) | [Forgot Password](#)

**Result:** The *Terms of Use* page displays.

3. Click **Accept** after reading the *Terms of Use*.

**Result:** The *Verify Identity* page displays.

4. Enter the following information:

- ☐ Last 4 digits of SSN
- ☐ SCERS ID
- ☐ Last Name
- ☐ **Date of Birth** (use the calendar icon to select the date or type the date using the MM/DD/YYYY format (e.g., Jan 01, 1960 = 01/01/1960))
- ☐ **Security PIN** (provided in the PIN letter from SCERS)

5. Click **Validate**.

**Result:** The *Account Setup* page displays.



## Member Self Service Registration and Login Instructions

**Note** 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.

**Note** The answers may be the same for each question.

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.



## Member Self Service Registration and Login Instructions

**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. Close the Internet Browser.
15. Check your contact email account for an email from SCERS.
16. 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 complete this step within 24 hours of registering or you will need to repeat the registration process.

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

17. Enter the **Username** and **Password** you set up.
18. Click **Log In**.

Seattle City Employees'  
Retirement System

bdlga

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**Log In**

[Register](#) | [Forgot User Name](#) | [Forgot Password](#)

**Result:** The **Login Verification** page displays. Follow the instructions provided in

**Result:** [Logging into](#) MSS.

## Logging into MSS

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

You may need to read and accept the SCERS Terms of Use agreement in the following conditions:

- During Registration
- The first login after registration
- After SCERS updates the Terms of Use agreement



## Member Self Service Registration and Login Instructions

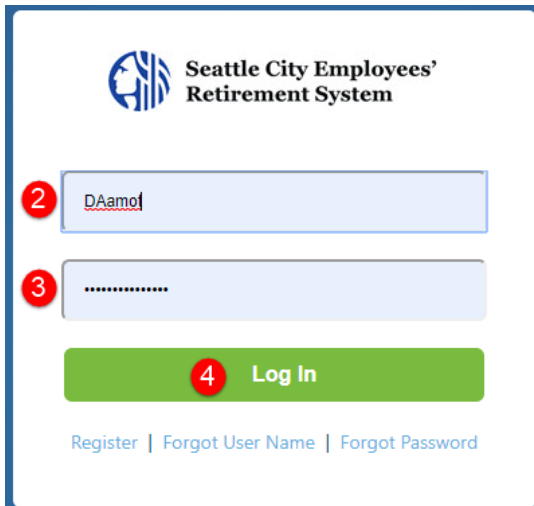
**Note** SCERS MSS portal uses “2 Factor Authentication” as extra security to protect your information. This enhanced security feature requires you to use your Username, Password, as well as a **Login Code** sent to you each time you log in to the portal. The Login Code is emailed to the Contact Email address you established when you registered for access to the SCERS MSS portal.

See the instructions for logging in below for full information.

1. Use your Internet Browser to access the MSS’s *Login* page using the provided URL in the letter you received from SCERS.

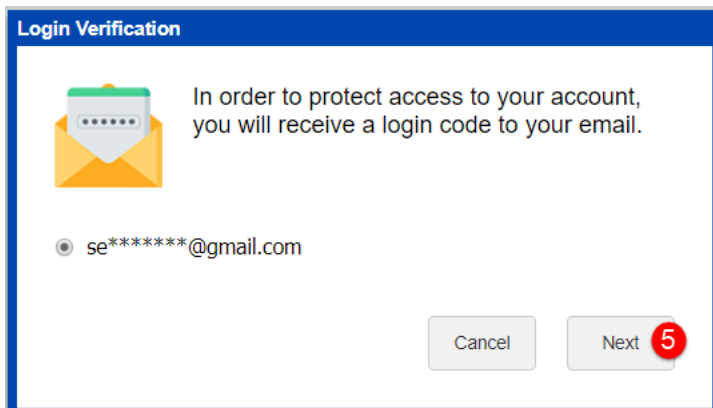
**Result:** The *Login* page displays.

2. Enter your **Username**.
3. Enter your **Password**.
4. Click **Log In**.



**Result:** The *Login Verification* page displays, indicating a login code will be sent to the Contact email address you used to register. The full Contact email address is “masked” for additional security.

5. Click **Next**.





## Member Self Service Registration and Login Instructions

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

6. Check your Contact email to obtain the login code.
7. Enter the **Login Code** in the text box.
8. Click **Done**.

**Result:** Your *MSS Home* page displays.

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**Note** The *Terms of Use* agreement page may display at this point. Read and click **Accept** to display your *Home* page when this occurs.

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