



# PSERS Member Self-Service Portal

## Quick Start Guide

The PSERS Member Self-Service (MSS) Portal offers you secure, convenient, 24/7 access to your pension account information. With the MSS Portal, you can conduct many pension plan-related transactions online instead of filling out paper forms or contacting PSERS staff.

**Register today!** To get started, follow the instructions below to register for your MSS Account. All you need is your PSERS ID and a valid email address.

- 1 Getting Started.** Visit [psers.pa.gov](https://psers.pa.gov) and click on the link for the MSS Portal. When the pop-up window opens, select “Register.”

- 2 Review the Terms and Conditions and Verify your Identity.** To register, you will need to click “Accept” on the Terms and Conditions page. On the Verify Identity page, enter your Social Security number (SSN), date of birth, and PSERS ID. Then, click “Next.” Note: Your information must match what PSERS has on file in order to proceed with your registration.



### Need Your PSERS ID?

If you are new to PSERS, your PSERS ID is printed on the materials in your Welcome Packet. Otherwise, look for your PSERS ID in the top corner of any recent PSERS correspondence mailed to your home. You can also connect with PSERS at [ContactPSERS@pa.gov](mailto:ContactPSERS@pa.gov) or 1.888.773.7748 to have your ID mailed to you.

### 3 Create a Username and Password. Your password must have a minimum of eight characters, with at least one of each of the following:

- Uppercase letter
- Lowercase letter
- Number

The screenshot shows the 'Account Setup' page with a progress bar at the top. The steps are: Terms and Conditions (checked), Verify Identity (checked), Account Details (active), Multi-Factor Authentication (skipped), and Registration Successful (skipped). Below the progress bar, it says 'All fields are required. The password is case sensitive.' and lists password requirements: minimum 8 characters, maximum 255 characters, minimum 1 numeric character, minimum 1 capital letter, minimum 1 lower case letter, and no continuous string of four characters from the first name, last name, or username. There are input fields for Name, Username \*, Password \*, and Confirm Password \*. At the bottom right, there are 'Previous' and 'Next' buttons, with 'Next' highlighted in red.

### 4 Complete Multi-Factor Authentication. To protect access to your account, we require you to enter your PSERS ID or a verification code that we will send you. To enter your PSERS ID, select "I already have a code."

The screenshot shows the 'Account Setup' page with a progress bar at the top. The steps are: Terms and Conditions (checked), Verify Identity (checked), Account Details (checked), Multi-Factor Authentication (active), and Registration Successful (skipped). Below the progress bar, it says 'Choose delivery method to receive a verification code' and 'In order to protect access to your account, we require you to enter your PSERS ID or a verification code that we will send you. Which would you prefer?'. There is a note: 'Note: To enter your PSERS ID, select "I already have a code."'. Under 'Delivery Method', there are three radio buttons: 'I already have a code' (selected), 'Voice - (\*\*\*).\*\*\*.\*\*\*', and 'Text - (\*\*\*).\*\*\*.\*\*\*'. At the bottom right, there are 'Cancel', 'Previous', and 'Next' buttons, with 'Next' highlighted in red.

### 5 Registration Complete. You will see the message below confirming your successful registration. You'll also receive email confirmation of your registration. If you do not receive an email within 24 hours, check your MSS Account to ensure the email you provided is correct.

The screenshot shows the 'Account Setup' page with a progress bar at the top. The steps are: Terms and Conditions (checked), Verify Identity (checked), Account Details (checked), Multi-Factor Authentication (checked), Verification Code (checked), and Registration Successful (active). Below the progress bar, it says 'You have successfully registered for MSS! Click the "Complete" button to start experiencing your self-service application.' At the bottom right, there is a 'Complete' button highlighted in red.

For more information on the MSS Portal, visit [PSERS.PA.GOV](https://PSERS.PA.GOV).

Questions about the MSS Portal? Please connect with PSERS at [ContactPSERS@pa.gov](mailto:ContactPSERS@pa.gov) or 1.888.773.7748.

**PSERS Member Self-Service: Your Pension Account—Online, Anytime**