

## Accessing Form 1099-R in Your MSS Account

**PSERS has gone paperless!** With tax season here, be aware that your *Form 1099-R* for 2018 is paperless because you have registered for an account through the PSERS Member Self-Service (MSS) Portal and have not opted out of the paperless delivery.

### How do I access my *Form 1099-R*?

Access your *Form 1099-R* by doing the following:

1. Log in to your MSS account.
2. Find and click the “Documents” page located on the left navigation bar.
3. Once you are on the “Documents” page, scroll down to see your recent documents listed by name. Your *Form 1099-R* is identified as “1099-R Document.” The accompanying guide will be shown as “Form 1099-R.” If you click on the document name, it will open as a PDF file.

**TO PRINT:** In most cases, you should be able to print your document once you open it by clicking the print button in the top left corner of your document viewer.

### Why can't I print my *Form 1099-R*?

If you experience issues attempting to print your *Form 1099-R*, here are some things to review to ensure optimal MSS performance and to enable document printing:

- **Is your pop-up blocker on?** Make sure your browser is set to allow V3 pop-up windows. You can adjust your browser to allow V3 pop-ups by following the instructions found here: <https://www.psers.pa.gov/MSS/Pages/Pop-up-blocker.aspx>
- **Save PDF file onto your computer before printing:** To save your *Form 1099-R* onto your computer, right click your document and select “Save as.” A window should pop up allowing you to choose where you want to save your form and what you want to name it.
- **Web browser:** Although MSS works in a variety of browsers, it has been optimized for the Chrome. If you are unable to print your *Form 1099-R* using a different browser, check to see if your computer has Chrome (**you can download Chrome for free!**). There are other possible workarounds, depending on your browser. For example:
  - \*Microsoft Edge users can try printing by simultaneously keying “Control-P” on your keyboard, which should bring up a print window.
  - \*Safari users may need to upgrade to a more current version of that browser or attempt to print using a different browser such as Google Chrome.

*Please make sure you have the most current, optimal version of your browser.*

- **Navigation:** If you cannot see your *Form 1099-R*, you may need to scroll downward under “Documents.” **Note:** If you see other documents, but do not see a *Form 1099-R*, check to verify PSERS has a valid address on file for you. You can update your address under the “Update Address” link, found under the MSS Home page in the “Quick Links” section. If your address is correct, please contact PSERS.

If none of these troubleshooting methods are successful, please contact PSERS at [ContactPSERS@pa.gov](mailto:ContactPSERS@pa.gov) or 1.888.773.7748 for further assistance.

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