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. With the MSS Portal, you can conduct many transactions online instead of filling out paper forms or contacting PSERS.

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** 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. Note: Your information must match what PSERS has on file to proceed with your registration.

3. **Create a Username and Password.** Your password must be at least eight characters and have at least one of each of the following:
   - Number
   - Uppercase letter
   - Lowercase letter

4. **Complete Multi-Factor Authentication.** To protect access to your account, you must enter your PSERS ID or a verification code that we will send you. To enter your PSERS ID, select "I already have a code" and insert your PSERS ID as the code. You may choose to receive a verification code through email, text, or phone call. Click "Complete" to proceed and continue to the First Time Sign In Information.

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** or **1.888.773.7748** to have your ID mailed to you.

5. **Complete the First Time Sign In Information.** Follow the prompts to confirm your personal information and add your address and contact information.

6. **Select your Paperless Delivery Option and click "Confirm Your Information."** If you would like to receive documents via the US mail instead of electronically, you may opt out of paperless by clicking the dropdown and selecting "Mail Only."

First Time Sign In Information

Personal Information — Address — Contact Information — Paperless Delivery (4) — Confirmation (5)

Paperless Delivery Status*

Paperless Delivery

By enrolling in Paperless Delivery, you are agreeing to receive most documents from PSERS electronically. PSERS will deliver these documents directly to the "My Documents" page in your Member Self-Service (MSS) account. Whenever a document is delivered this way, PSERS will send a notification email to the email address on record for you. This email will not contain the actual document, nor will it contain any personally identifying information (PII). Instead, it will notify you to log into your MSS account to view the actual document.

Note: Regardless of your Paperless Delivery selection, certain documents are always sent on paper, and certain documents are always delivered electronically. Please ensure that you keep your mailing address and your email address current at all times. You can edit these at any time via the "Profile" page in your MSS account.

Cancel   Previous   Next

Proceed to the Confirmation page to confirm your information. You'll also receive confirmation of your registration. If you do not receive an email in one business day, check your MSS Account to ensure the email you provided is correct.

Going paperless gives you immediate access to your PSERS account and eliminates the risk of losing or delaying receipt of important documents in the mail.

Ensure you receive important updates from PSERS by:

1. Checking your Spam folder.
2. Adding the following email addresses to your contacts:
   - *RA-PSERS_Alert@pa.gov*
   - *RA-PSV3_Email@pa.gov*
   - *RA-PSERSNews@pa.gov*

Need help? Visit psers.pa.gov for instructions on adding emails addresses to your contacts.

For more information on the MSS Portal, visit **PSERS.PA.GOV.**

Questions about the MSS Portal? Please connect with PSERS at **ContactPSERS@pa.gov** or **1.888.773.7748.**

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