

MSS Frequently Asked Questions

1. Am I required to sign up for the MSS?

No, use of the MSS portal is optional. MSS does not replace the current ways you can communicate and conduct business with the retirement office.

2. What are some of the things I can do on the MSS Portal?

1. View your current account information, including contributions or pension benefits.
2. Send a secure message to SCERS. Messages can include forms and documents as long as SCERS does not require an original or notarized signature and it does not contain private health information (PHI).
3. Active members can create a benefit estimate using a simplified calculator tool. (Please note that these are not official SCERS estimates and SCERS is not bound by the results).
4. Retirees can use an estimator tool to see the potential impact of deduction changes.
5. Submit an electronic form to update your contact information.

3. What devices can I use to access the MSS portal?

MSS can be accessed from any desktop, laptop, notebook, or tablet device running the supported browsers. MSS is not supported on mobile devices. If you use a tablet, you may need a keyboard attachment to perform some features including completing the registration process. MSS can be accessed through a supported browser on your mobile device, but you will need to scroll.

4. What browsers are supported by the Member Self Service Portal?

The Member Self Service Portal can be accessed by these browsers and versions:

- Microsoft Edge Version 42 and up
- Firefox Version 52 and up
- Chrome Version 75 and up
- Safari Version 12 and up

5. What documents can I send using MSS secure messaging?

You can send any type of document if SCERS does not require an original or notarized signature and it does not contain private health information (PHI). Because the internal messaging feature provides for secure communication, even documents with private or confidential information can be sent. Member's processing disability claims should not use the portal to transmit medical or health information.

- 6. What are acceptable file types for documents?**
Documents must be in one of the following formats: pdf, jpeg, jpg, tiff, tif or png. Please make sure to check the Message Center for replies to messages you send to SCERS if you are expecting one.
- 7. How is my information protected?**
MSS uses two levels of security for you to access your information, also known as multi-factor authentication. In addition to the use of a unique Username and Password chosen by you during the registration process, each time you log in, you will receive a special Login Code via email, text or phone, if a phone number is associated with your account. The Login Code is either emailed to the Contact Email address you established when you registered for access to the SCERS MSS portal or is sent via call or text to a home/cell phone number associated with your retirement account. Please never share any of your login information with anyone.
- 8. Are there instructions on how to Register?**
Written step-by-step instructions on how to register can be found at the bottom of the [Member Self-Service Portal](#) webpage.
- 9. What if the MSS Login Link sent to my registered Contact Email address expires?**
Written step-by-step instructions on how to register can be found on the “Member Self Service Registration and Login Instructions link at the [Member Self-Service Portal](#) webpage.
- 10. Are there instructions on how to Log in to MSS?**
Written step-by-step instructions on how to register can be found at the bottom of the [Member Self-Service Portal](#) webpage.
- 11. What email address should I provide as my contact email address?**
When you register, you will provide a personal contact email. Your personal contact email should not be your City of Seattle email address. Additionally for the privacy and security of your account, it should not be a shared email address.
- 12. Where can I find my SCERS ID?**
Your SCERS ID can be found on your MSS Enrollment letter or annual Member Statement. You can also contact SCERS at (206) 386-1293. The Retirement Office is open Monday through Friday, 8 a.m. to 5 p.m., except for City [holidays](#).
- 13. Why is the password so complex?**
The use of longer “pass phrases” is the recommended standard for systems that contain significant personal and financial data. Thinking of it as a “pass phrase”

instead of a “password” may help. For example, a “pass phrase” can be “Myd0ghasfleas!”. Protecting your data is a top priority for SCERS.

14. What if I have forgotten my MSS Username or password?

Written step-by-step instructions on what to do if you forgot your username or password can be found at the bottom of the [Member Self-Service Portal](#) webpage.

15. What if I did not receive my Login Code when trying to log into MSS?

Please check your Junk E-mail or spam folder. If you still cannot find the Login Code, contact the Retirement Office.