

# **Member Self-Service Instructions**

Member Self-Service is a feature of the Employees' Retirement System website (www.cmers.com). This secured section of our web-site will allow active, deferred, and retired members of the ERS to see information pertinent to their account and in some cases allow for update requests.

This document is being provided to you so you can see some of the features that are available on the site and to walk you through the initial few set up pages.

Please call us at 414-286-3557 between 8:00am and 3:45pm Central Time and ask to speak to Member Self-Service Support if you have any questions or issues.

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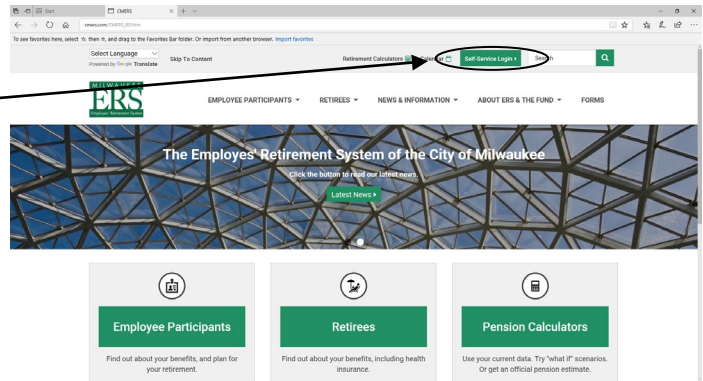
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## Self-Service Login

Member Self Service can be accessed by clicking on the green “Self-Service Login” button near the upper right corner of any cmers.com page.

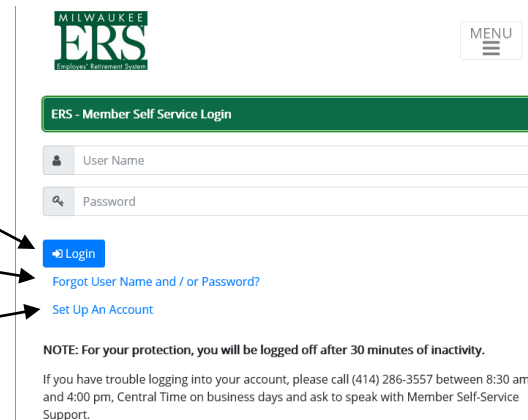


## Login

Enter your user name and password and click the “Login” button to access your account.

If you forget either your password or your username, you can reset your password and see your username(s) by following the “Forgot User Name and/or Password” link on the “Login” page.

If you need to “Set Up An Account” we have a link for that as well.

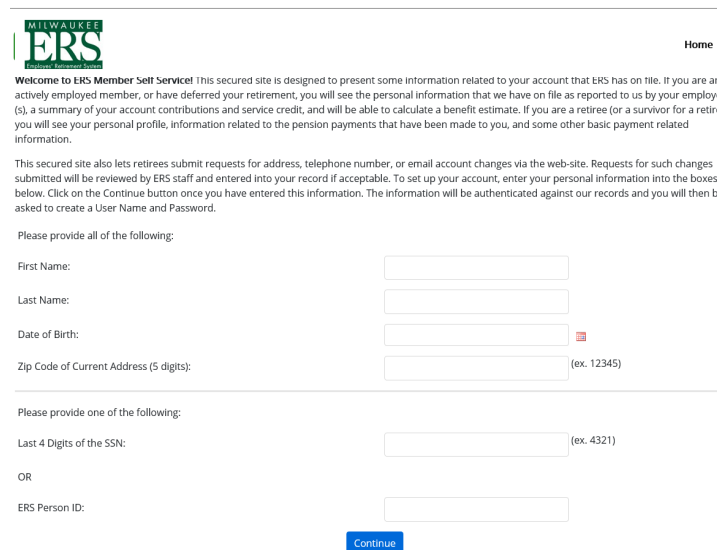


## Set Up an Account

Clicking on the “Set Up An Account” link on the “Login” page will take you to a secure page where you will enter your personal information. This information, and any exchange of information between your computer and the ERS, is secured. The information requested is for your protection and being used to confirm your identity.

You will only enter the information once during the sign-up process.

After the first time, once you have created a User ID and password, you will only need to remember your user ID and password and use that for future secure interactions on the web-site.



# What You Can Do Inside MSS

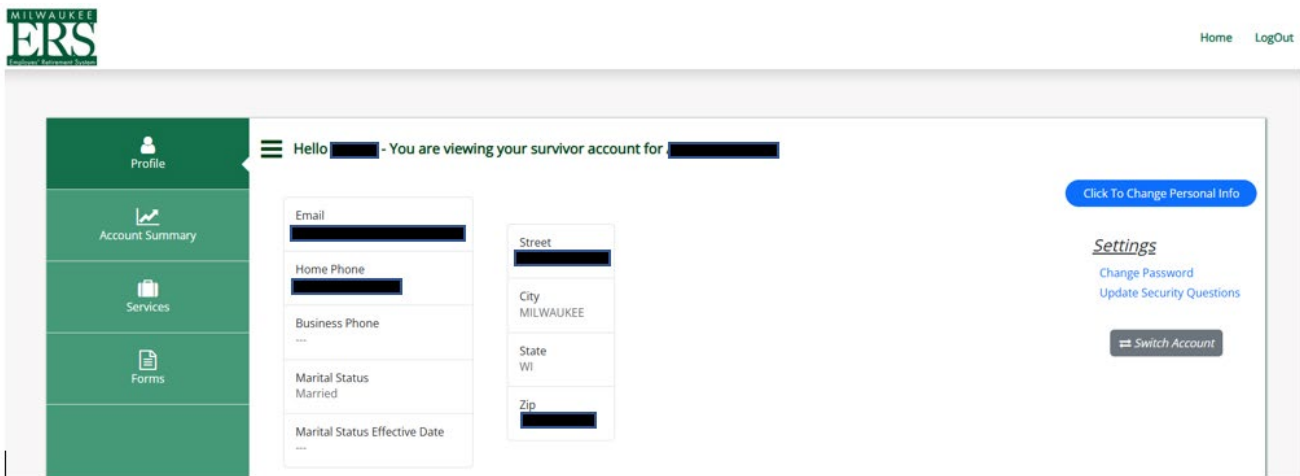
After you log in with your username and password, you will see your “Account Home” page that will let you navigate to various pages and see secure information and/or request updates to your data.

## Different groups can do different things...

**Retired** - Change password, complete forms, view past 1099R information, see past check details, request an income verification document, use a tax withholding calculator, change your personal information – including your address and phone number, etc.

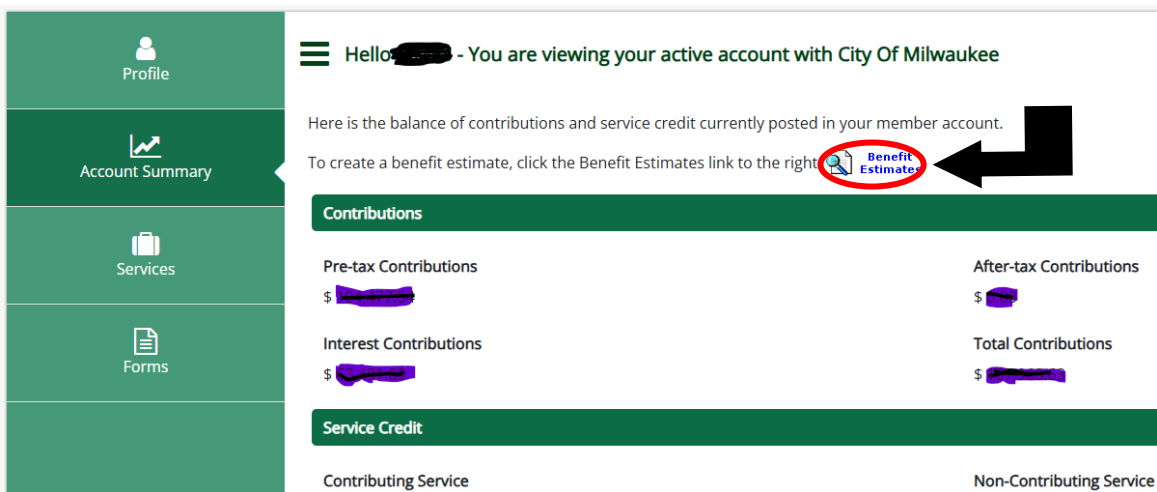
**Active**– Calculate retirement scenarios with your latest data, change your password, view your beneficiary information, complete forms, register for a retirement counseling session, request an official retirement benefit estimate, etc.

**Deferred** - Change password, complete forms, register for a retirement counseling session, request an official retirement benefit estimate, change your personal information – including your address and phone number, etc.



You can browse for the available forms or services from the tabs at the left side of the page.

One of the most popular features for Active and Deferred members is the pension calculator. It can be found by clicking “**Account Summary**.” This page allows viewing contributions and service credit, as well as a link to calculate benefit estimates using our system’s real data and the member’s chosen retirement date(s).



## Changing Your Address and Other Information

By clicking on the “Click to Change Personal Info” button on the Account Home page members can change their phone number, e-mail and other information by clicking on the “Change Personal Profile” link and submitting their changes. Active members **cannot** change their address on the website. (Their address changes come into our system through the payroll process.) But retired and deferred members can change their address on this page. However this will require that you validate your change by e-mail.

Information submitted to the ERS will be processed in the next ten to fifteen business days.

Any special instructions, such as time limitations for the changes, etc. should be provided in the “Message” section.

Please note the following:

1. For your security, if there is no activity on the site for 30 minutes, you will automatically be logged off, and you will have to log in again.
2. On the Check Details page, you will see the dates that the funds were made available to you. Towards the end of the month, you will notice that the pay stub information will be present, however, the funds will only be transferred (directly deposited) to your account on the date indicated. If you are still receiving checks, the date indicated will be the date that the check will be payable.

## If You Need Help

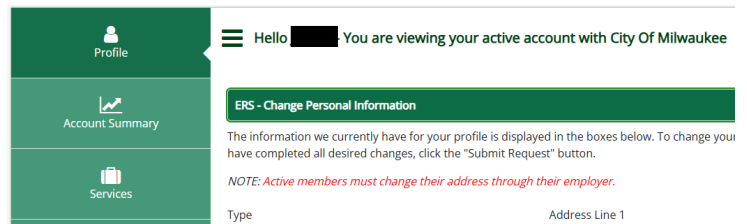
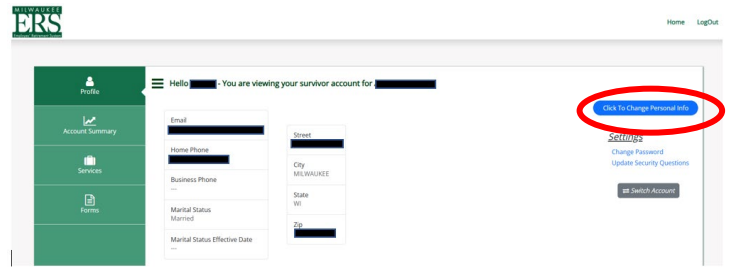
© Milwaukee ERS | Disclaimer | Useful Links | Privacy | Site Map | [Technical Help](#) | [Ask a Question](#)

Notice that, since logging in, at the bottom of ALL the pages are two links meant to assist you in your use of our website. The first, “Technical Help,” opens a page that provides answers to our frequently asked questions. The second, “Ask a Question,” enables you to send a question about our site to an ERS staff member. The expected turn-around time for a submitted question is 2-3 business days.

Of course you can always call our main office line 414-286-3557 or 800-815-8418 on business days between 8:00am and 4:45pm, and let them know you are having a problem with the website.

## We are Changing Along with the On-line World

The latest version of our website (both the public side and the Member Self-Service side) has been designed to be viewed with Chrome, Edge, Firefox, and Safari. Our responsive design means that it is ready to be viewed from computers, tablets and phones, but the objects may look different on different size screens. The screenshots included here are how things look on a full computer screen.



We hope you enjoy this site, and find the new features that have been provided useful. Please let us know if you have any suggestions, by e-mailing us at [norm@cmers.com](mailto:norm@cmers.com).