

Accessing Form 1099-R on Your MSS Account

PSERS has gone paperless! With tax season here, be aware that your *Form 1099-R* 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.

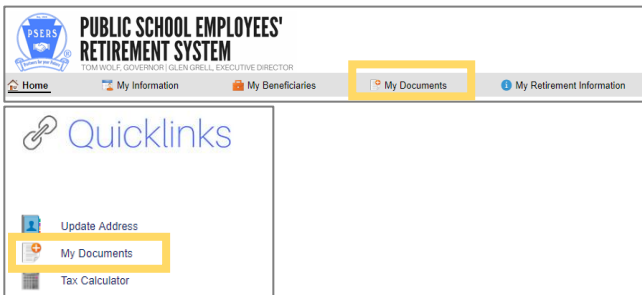
How do I access my *Form 1099-R*?

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

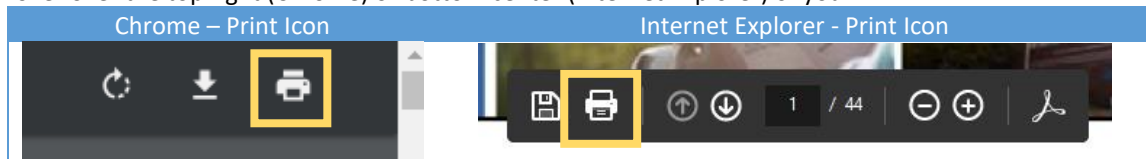
1. Log in to your MSS account.



2. Go to the “My Documents” tab located within the selection bar near the top of the MSS page. A link to your “My Documents” tab is also located under the “Quicklinks” section of your Home tab.



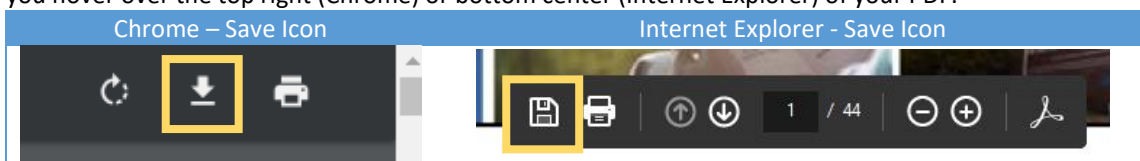
3. Once you are in “My Documents”, scroll downward to see your recent documents listed by name. Your *Form 1099-R* is identified as “1099-R Document.” The accompanying guide will be shown as “Form 1099-R.” If you click on the document name, it will open as a PDF file either in your web browser or in Adobe Reader.
TO PRINT: In most cases, you should be able to print your document once you open it by right clicking on the document and selecting “Print.” You can also click on the print icon that appears on the options bar after you hover over the top right (Chrome) or bottom center (Internet Explorer) of your PDF.



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 on 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. You can also click on the save icon that appears on the options bar after you hover over the top right (Chrome) or bottom center (Internet Explorer) of your PDF.



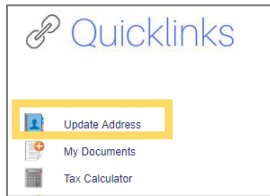
Accessing Form 1099-R on Your MSS Account

- **Device/platform:** For best results, MSS should be accessed from a desktop or laptop computer on a Windows-based platform using an up-to-date Chrome browser. PSERS is working to make the user experience equally friendly across all platforms and devices, but currently, you may not be able to sign in or features might be limited if accessing from a smart phone or tablet.
- **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 “Ctrl” and “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 “My Documents”. Ensure you have access to the vertical scroll bar on the right of your screen. If you do not see a scroll bar, you may have to maximize your browser or adjust the zoom settings. In Chrome, you can click the three vertical dots in the very upper right corner of your browser, which will pull up a menu that includes zoom settings. You can increase or decrease your zoom and test the results to see if a scroll bar becomes visible.

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 tab beneath the “Quicklinks.” If your address is correct, please contact PSERS.



If none of these troubleshooting methods are successful, contact PSERS for further assistance.