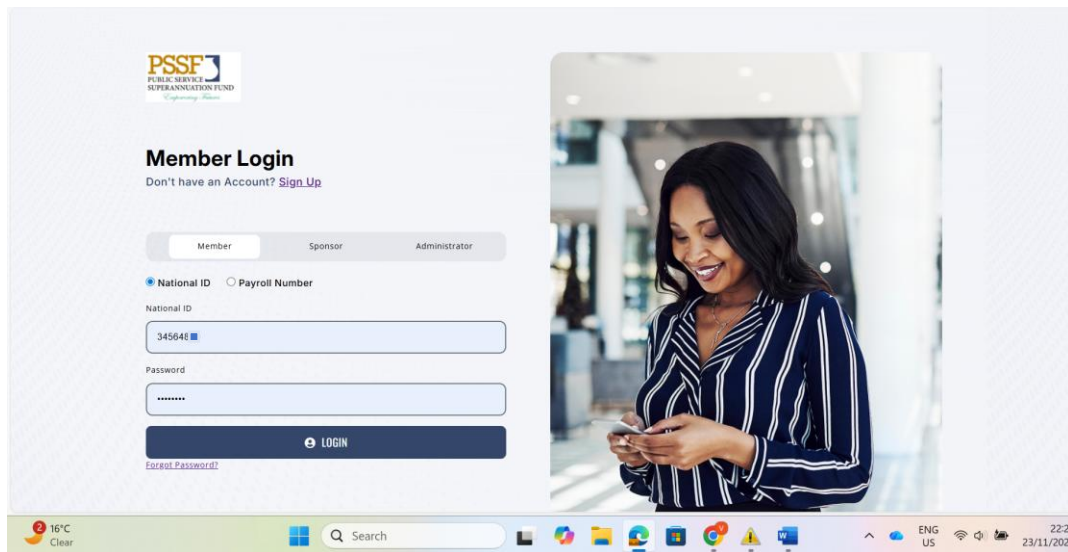


PSSF Member Self-Service Portal Registration & Navigation Guide

1. Accessing the Portal

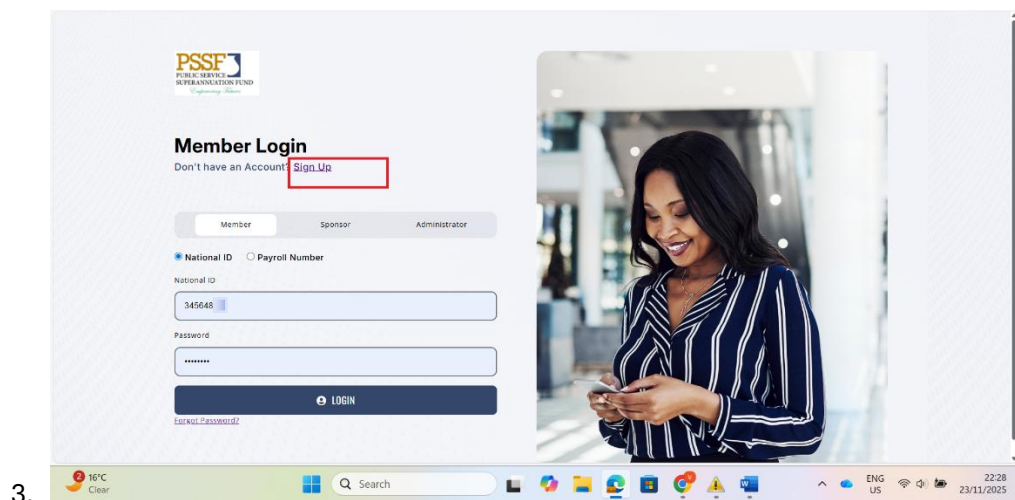
1. Open your browser and go to **mss.pssf.go.ke**.
2. You will land on the Member Self-Service login page.



2. First-Time Registration

If you are accessing the portal for the first time, you must **Sign Up**.

1. Click on **Sign Up** on the login page.
2. You will be redirected to the registration window.



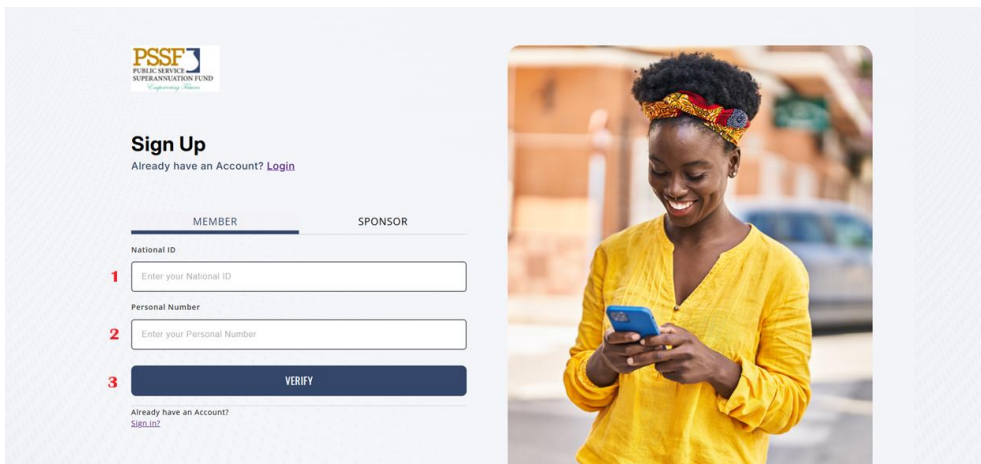
3.

3. Member Verification

In the registration window:

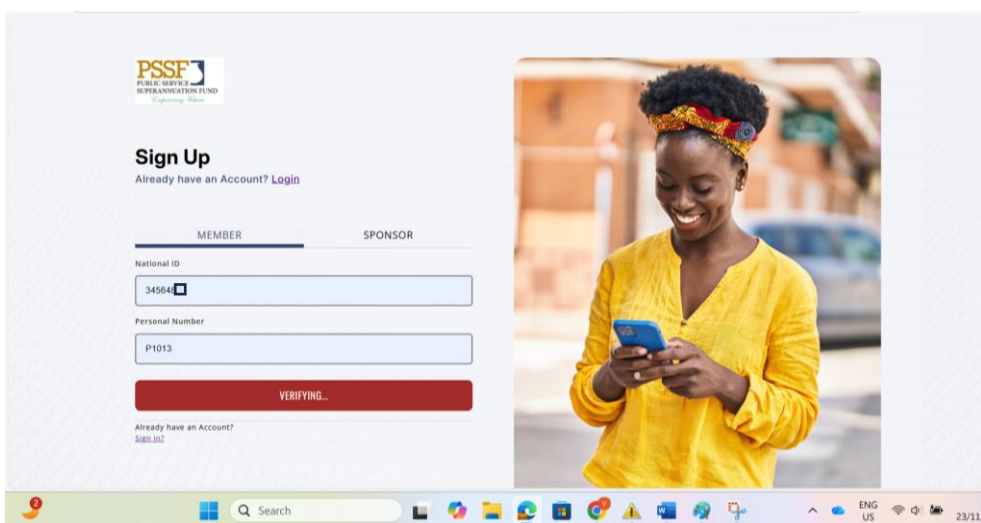
1. Enter your **National ID Number**.
2. Enter your **Personal Number/Payroll Number**.
3. Click **Verify**.

The system will confirm your details.



The screenshot shows the PSSF Sign Up page. The 'MEMBER' tab is selected. The 'National ID' field contains '1' and the 'Personal Number' field contains '2'. The 'VERIFY' button is highlighted. To the right of the form is an image of a smiling woman in a yellow shirt looking at her phone.

Once done click on verify.



The screenshot shows the PSSF Sign Up page with the 'VERIFYING...' button. The 'National ID' field contains '34564' and the 'Personal Number' field contains 'P1013'. To the right of the form is the same image of the smiling woman in a yellow shirt looking at her phone.

4. Email Confirmation

After verification:

- The **Email Address** field becomes editable.
- Confirm the email displayed OR update it with your current active email.
- Click **Continue** once the email is correct.

PSSF
PUBLIC SERVICE
SUPERANNUATION FUND
Empowering Futures

Sign Up

Already have an Account? [Login](#)

MEMBER **SPONSOR**

Email Address

Phone Number

Member Number

CONTINUE →

Already have an Account?
[Login](#)

5. Setting Your Password

You will then be prompted to create a password.

- Ensure the password is **strong**, containing:
 - Numbers
 - Uppercase and lowercase letters
 - Symbols
- Save your password securely.

Once completed, you now have access to the portal.

6. Accessing the Dashboard

After logging in:

- The **Dashboard** displays:
 - Your **Personal Details**
 - **Account Balance**
 - Number of **Beneficiaries**

As you scroll further down:

- You can view your **Beneficiary Listing**.
- If you have lodged any claims, you will also see a **Claim Status** section.

The screenshot shows the PSSF Member Dashboard. On the left is a navigation menu with 'Dashboard' highlighted. The main content area has a top bar with 'INCOME DRAWDOWN' and a user profile icon. Below this, there are two summary cards: 'Cumulative Balance Ksh 875,290.13' and 'Beneficiaries 0'. The 'My Profile' section contains a table of personal details:

Scheme Type	Defined Contributions	Postal Code
Member No	128	National ID
Scheme		KRA Pin
Sponsor	PSSF	Status
Name of Sponsor	PSSF	Marital Status
Full Name	Victor Kibet Moi	Address
Age	28	City
Gender	Male	Date of Birth
Email	eimoi@aq	Date of joining Scheme
Phone Number	0723 831	Date of Normal Retirement
Category	AT65	Date of employment
Section		Bank Name

As you scroll down, you will have a chance to view beneficiaries listing and if lodged a claim, you will also have a chance to view claims lodged.

The screenshot shows the PSSF Member Dashboard with the 'My Beneficiaries' and 'Claims List' sections. The 'My Beneficiaries' section has a table with columns: Name, Email, Phone Number, and Percentage Benefit (%). It shows 'No data available in table'. The 'Claims List' section has a table with columns: Claim Number, Exit Date, Reason for Exit, Date of Calculation, Document Status, and Status. It shows one claim with the following details:

Claim Number	Exit Date	Reason for Exit	Date of Calculation	Document Status	Status
WITH-008	15 May, 2025	Normal Retirement	01 Jan, 0001		Open

7. Viewing & Downloading Statements

Members can generate their statements through the portal.

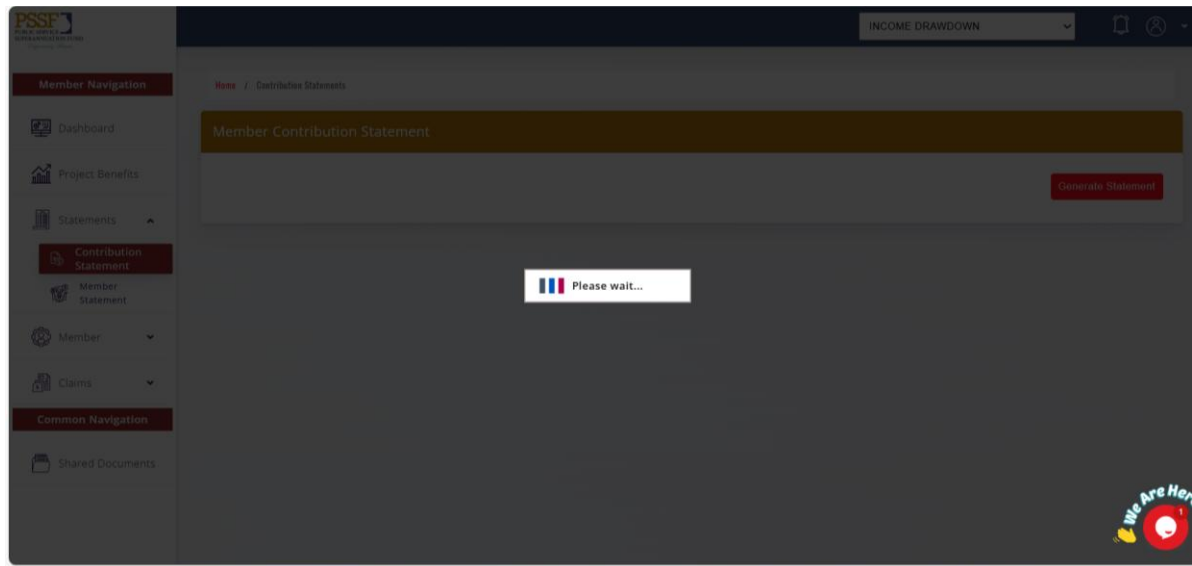
1. Click on the **Statement Generation** option (labelled as “1” in the portal).
2. Select the type of statement you wish to generate:
 - **Contribution Statement**
 - **Benefit Statement**
3. The system will generate a document preview.

You will be required to input a **Security Code** shown on the screen.

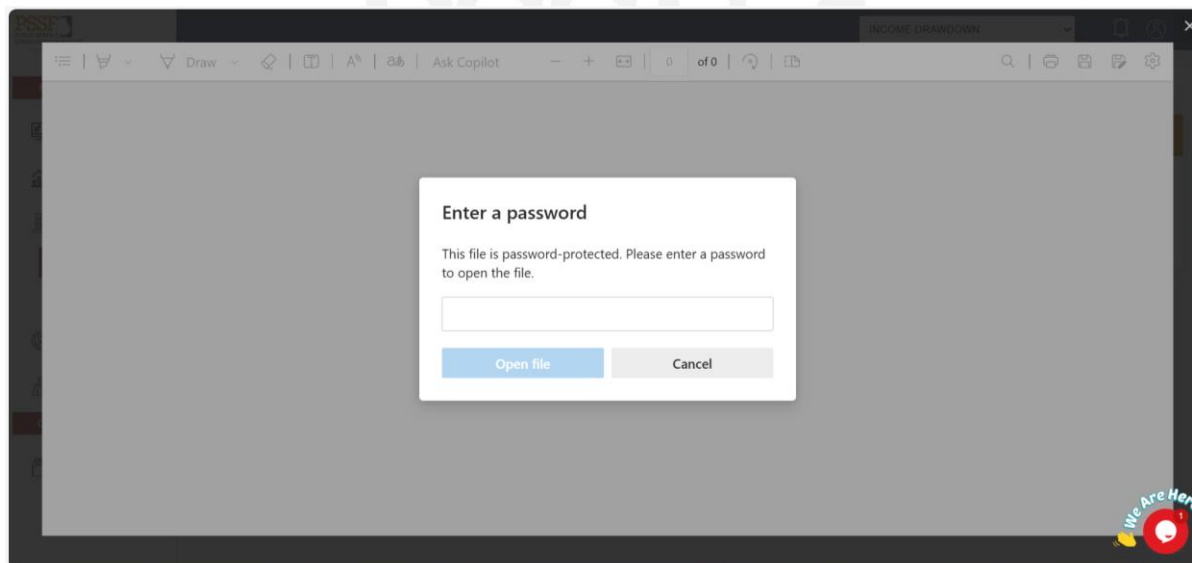
Once entered, your statement will be generated and available for download or printing.

The screenshot shows the PSSF Member Statements page. The left sidebar has a 'Member Navigation' section with 'Statements' expanded. Under 'Statements', 'Contribution Statement' is highlighted with a red box and a red '1', and 'Member Statement' is highlighted with a red box and a red '2'. The main content area shows a form to select dates to generate a statement. There is a 'Financial year' dropdown set to '2025' and a 'Generate Statement' button.

The screenshot shows the PSSF Member Contribution Statement page. The left sidebar has a 'Member Navigation' section with 'Contribution Statement' selected. The main content area shows a form to generate a contribution statement. There is a 'Generate Statement' button.



This will enable you to input the security code on document to generate



8. Updating Beneficiary Details

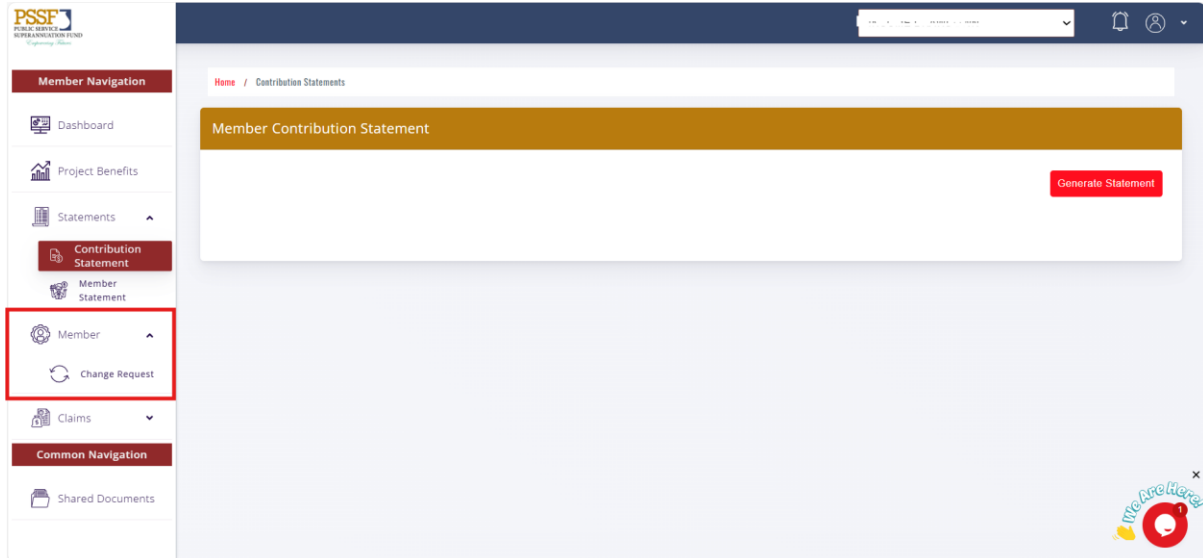
If you need to make any changes to your beneficiary information:

1. Go to the **Beneficiaries** section on your dashboard.
2. Click on the **Change Request** action.

This will open a form where you can update or correct your beneficiary details.

- Ensure all required fields are **accurately filled in**.
- Submit the request for approval.

Once your change request is reviewed and approved by the scheme administrator, the updates will be applied and will reflect in the system.



9. Logging Out of Your Account

After you are done accessing or updating your account:

1. Go to the top-right corner of the portal.
2. Click on the **Sign Out** option.

This ensures your account is securely closed, especially when using a shared or public device.

