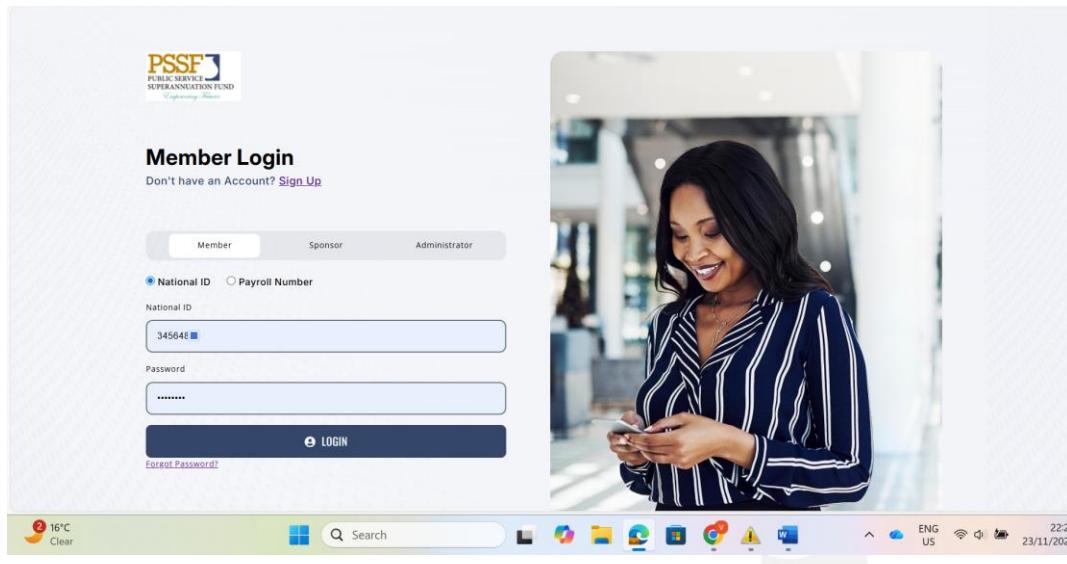


PSSF Member Self-Service Portal Registration & Navigation Guide

1. Accessing the Portal

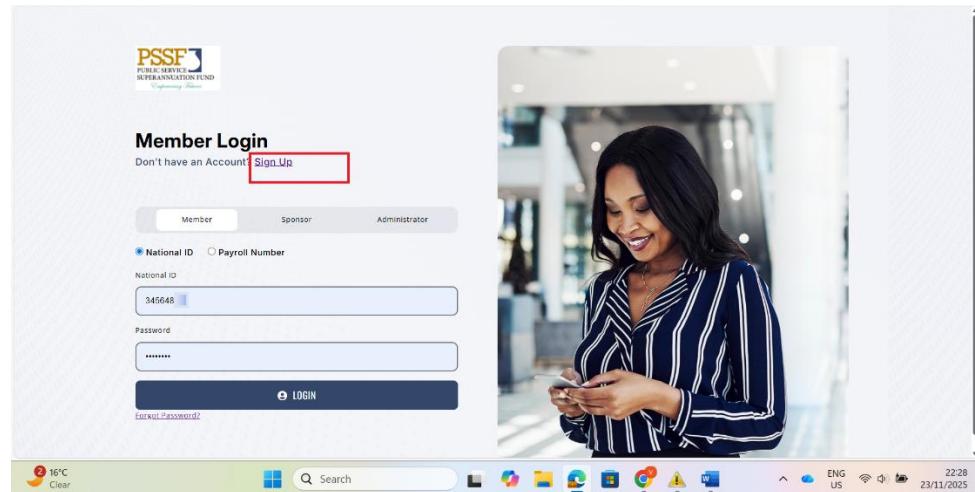
1. Open your browser and go to mss.pssf.go.ke.
2. You will land on the Member Self-Service login page.



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.



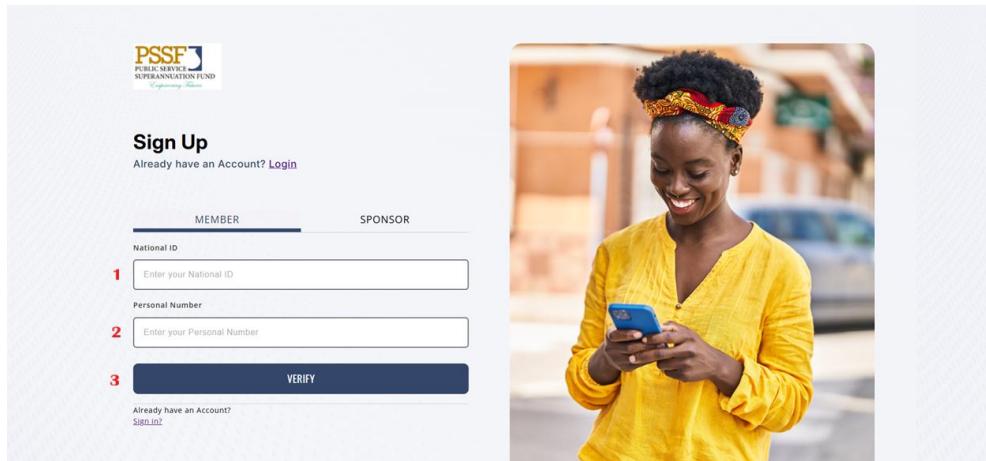
3.

3. Member Verification

In the registration window:

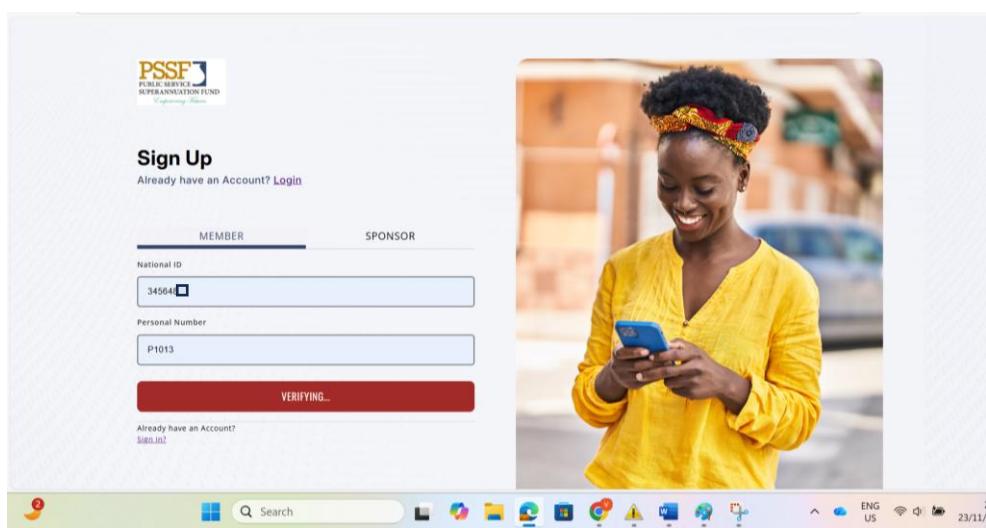
1. Enter your **National ID Number**.
2. Enter your **Personal Number/Payroll Number**.
3. Click **Verify**.

The system will confirm your details.



The image shows a composite of two screens. On the left, a screenshot of the PSSF sign-up page. It features the PSSF logo at the top, followed by a 'Sign Up' button and a 'Login' link. Below these are two tabs: 'MEMBER' (which is selected) and 'SPONSOR'. There are two input fields: 'National ID' (labeled 1) and 'Personal Number' (labeled 2). Below these fields is a large blue 'VERIFY' button labeled 3. At the bottom of the form, there is a 'Sign In?' link. On the right, a photograph of a woman with dark curly hair, wearing a yellow top and a colorful beaded headband, is smiling while looking at her blue smartphone.

Once done click on verify.



This image is similar to the one above, showing the PSSF sign-up page on the left and the woman in the yellow shirt on the right. However, the 'VERIFY' button has changed to a red bar with the text 'VERIFYING...' in white. The rest of the interface and the woman's actions are identical to the previous image.



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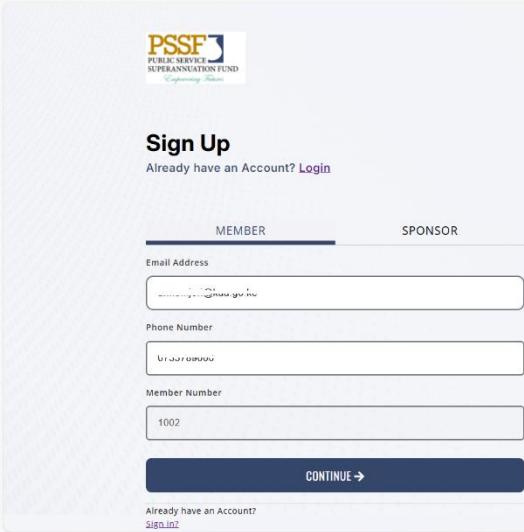
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& GENDER
REPUBLIC OF KENYA



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.



The image shows a screenshot of a web browser displaying the PSSF Sign Up page. The page has a header with the PSSF logo and the text 'Sign Up'. It includes fields for 'Email Address' (containing 'johnny@pssf.go.ke'), 'Phone Number' (containing '0712345678'), and 'Member Number' (containing '1002'). Below these fields is a 'CONTINUE →' button. At the bottom of the form, there is a link 'Already have an Account? [Sign In](#)'.



The image shows a woman with dark curly hair, wearing a yellow top and a colorful beaded headband, smiling while looking at her blue smartphone. She is standing outdoors in what appears to be a street or public area.

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.



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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.

Cumulative Balance
Ksh 875,290.13

Beneficiaries
0

My Profile

Scheme Type	Defined Contributions	Postal Code	
Member No	128	National ID	3456484
Scheme		KRA Pin	A01102211
Sponsor	PSSF	Status	Active
Name of Sponsor	PSSF	Marital Status	
Full Name	Victor Kibet Moi	Address	1125-3010
Age	28	City	
Gender	Male	Date of Birth	1997-11-12
Email	eimo@ag	Date of Joining Scheme	2000-01-01
Phone Number	0723 831	Date of Normal Retirement	2062-11-12
Category	AT65	Date of Employment	2000-01-01
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.

My Beneficiaries

Name	Email	Phone Number	Percentage Benefit (%)
No data available in table			

Claims List

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

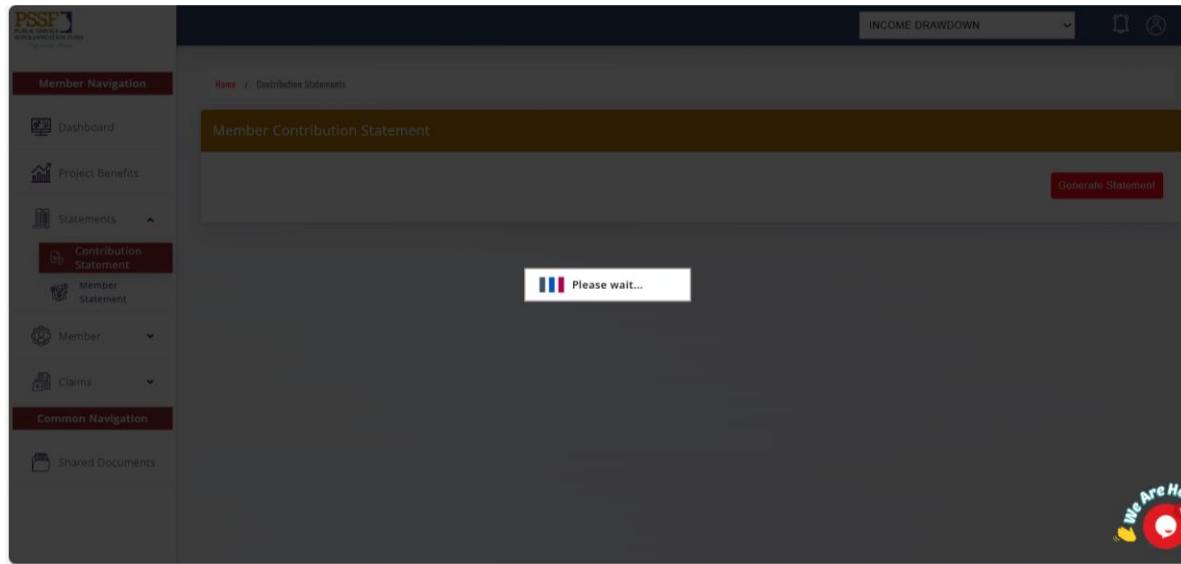
7. Viewing & Downloading Statements

Members can generate their statements through the portal.

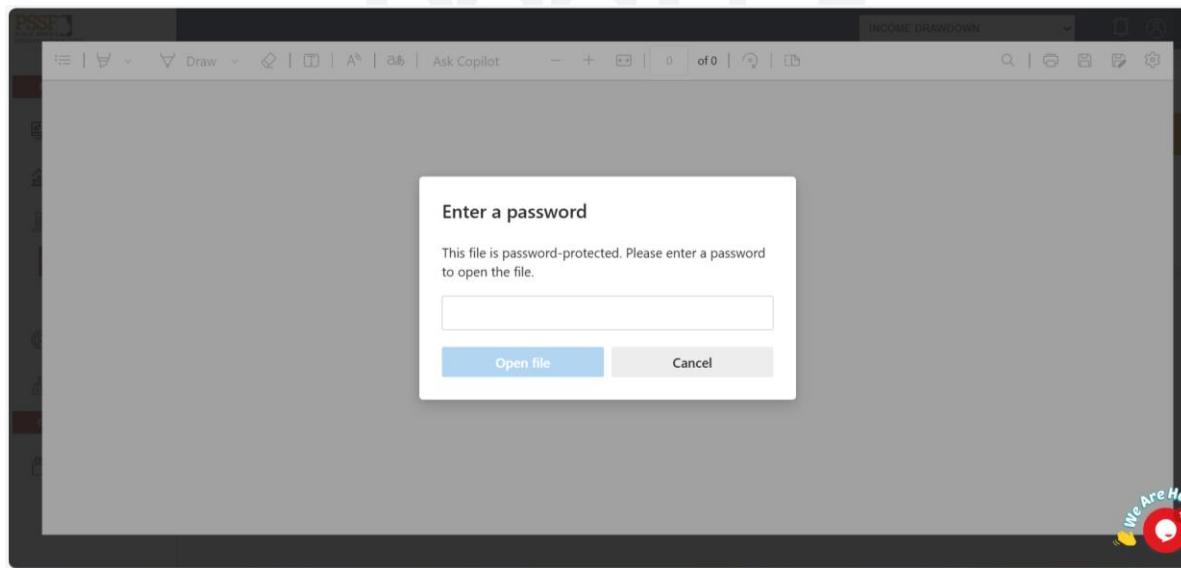
1. Click on the **Statement Generation** option (labelled as “1” in the portal).
2. Select the type of statement you wish to generate:
 - Contribution Statement**
 - Benefit Statement**
3. The system will generate a document preview.

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.



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



8. Updating Beneficiary Details

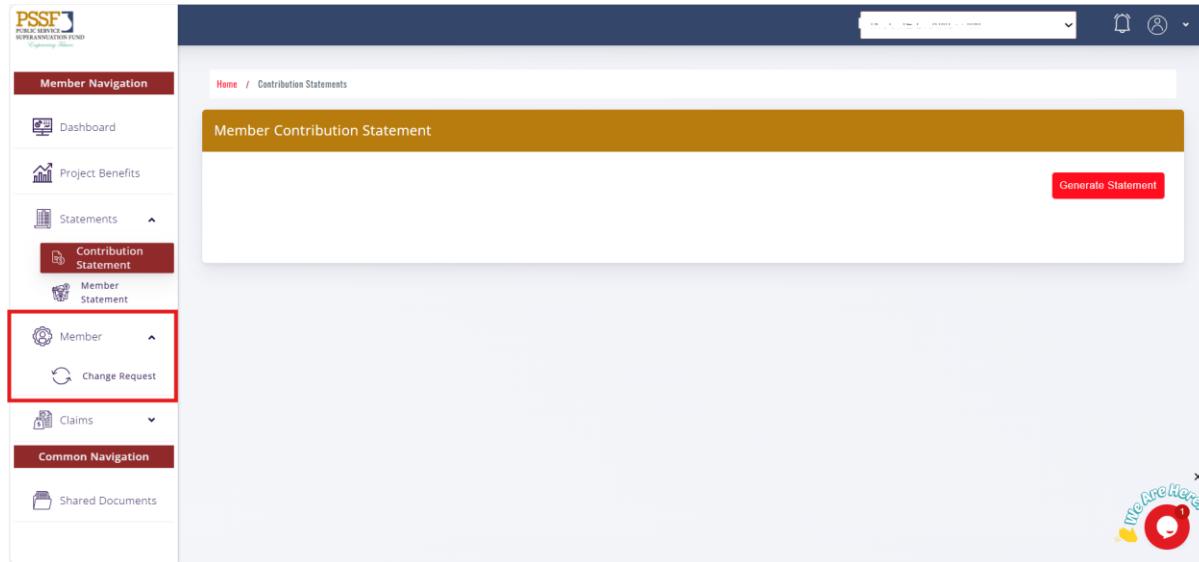
If you need to make any changes to your beneficiary information:

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.

