

CPRB Cheat Sheet: How to Register for Self Service *Please do this first!*

Just follow these easy steps and you'll be set up in no time!

Questions? Reach us at 1-800 654-4406.
We're here Monday-Friday, 8:00am-5:00pm

Prepare

Registration will be easier if you get everything ready first. Here's a checklist:

Info you'll need:	Where to get it:	Keep a record of it here:
Your 9-digit SSN and Birth Date	You already know these	SSN: _____ Birth Date: _____
Your current Net Pay	See enclosed letter	Net Pay: _____
User ID and Password	Make them up, using these rules: User ID: 5-20 characters long <i>Characters can be any combination of A-Z, a-z, and 0-9.</i> Password: 8-16 characters long <i>Characters can be any combination of A-Z, a-z, 0-9, and @, #, !, %, \$.</i>	User ID: _____ Password: _____
Secret Q&A	You'll select a Question and make up an Answer once you start the registration process.	Question: _____ Answer: _____

Go to the website

The address is: <https://mywvretirement.wv.gov>.

You'll know you're in the right place when you see the Login box.

Select Register

In the Login box, click on [Need to Register?](#)

This will take you to a new screen.

Register – Step 1

Type in your 9-digit **Social Security Number**. Don't include dashes.

Type in your Birth Date like this: **MM/DD/YYYY**. Do include slashes.

If your Month/Day of Birth has only 1 digit, put a zero first.

Example: June 2nd, 1942:
06/02/1942

Click on **Next>>**.

Register – Step 2

Type in your **Net Pay**. Don't include the dollar sign.

Click on **Next>>**.

Register – Step 3

Type in the **User ID** you made up in the **Prepare** step (above).

Type in the **Password** you made up. When asked, type it in again.

Pick a "**secret question**" and type in your answer.

Type in your email address if you want us to contact you that way.

Click on **Next>>**. **You're done!**

CPRB Cheat Sheet: How to Use Self Service *Please register first!*

Here's a quick guide to using Self-Service.

Tip: There's a detailed UserGuide on line. Look for the link on the home screen, right above the word COMPASS.

Log in to Your Account

Go to the Self-Service website at <https://mywvretirement.wv.gov>.

In the Login box, type in your **User ID** and **Password**.

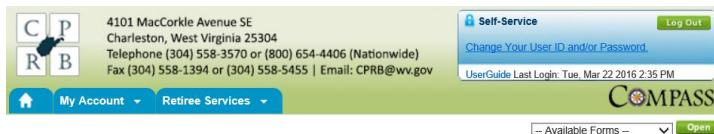
Click on **Next**.

On the next screen, you will be asked for one more piece of **personal info** (such as your zip code).

Type in the information.

Click on **Login**.

Find Information and Make Transactions



↑ On the top left of the Home Page, you'll see 3 tabs: **Home** (🏠) **My Account**, and **Retiree Services**.

Note that all the choices in the **My Account** and **Retiree Services** tabs are also listed in the middle section of the Home Page.

You have two different ways to select the information or transaction you want:

1. Make your selection from the Home Page **—OR—**
2. Click on the down arrow on the **My Account** or **Retiree Services** tabs

Here is a list of the available information and transactions in Self-Service:

[Account Summary](#)

Your account summary provides a snapshot of your retirement benefit. From this page you can view your retirement option, monthly benefit amount and beneficiary information.

[Payment History](#)

View your payment details, including your monthly benefit amount and deductions.

[Invoices](#)

You can view your current and previous invoices for any previous overpayments online.

[Tax Information](#)

This page displays your 1099-R and allows you to view and change your tax withholding information. You can also get an estimate of your tax withholding before submitting any changes.

[Contact Information](#)

This page shows your contact information. You can change your contact information, including your mailing address, at any time. You can also reset your User ID and/or password.

[Correspondence](#)

Want to check the status of your correspondence? View a list of recent incoming and outgoing mail for your account from this page.

[Income Verification Letter](#)

Do you need to provide proof of your retirement income? You can submit your request online and CPRB will mail or email an income verification letter when you need it.

Find and Use Forms

Click on the down arrow next to **--Available Forms--**.

Find the form you need and click on the **form name**.

Click on **Open**.

The Form will come up with your **name**, **last 4-digits of your SSN**, and your **CPRB ID*** already filled in.

You can fill out the form on line, then print it **—OR—** you can print it first and fill it out by hand.

In either case, please mail it to us at the address shown.

**Note: This is your CPRB ID, not your User ID for Self-Service*