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 Characters can be any combination of A-Z, a-z, and 0-9. Password: 8-16 characters long Characters can be any combination of A-Z, a-z, 0-9, and @, #, !, %, \$.	User ID:
Secret Q&A	You'll select a Question and make up an Answer once you start the registration process.	Question:

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.

Login To Your Account User ID Password Next Need to register? Forgot User ID or Password? Note: The information contained in this site is available via a secure connection.

Register - Step 1

4101 MacCorde Avenue S.E. Charleston, West Virginia 25304 Telephone (B04) 558-3750 or (800) 658-4406 (Nationwide) Fax (B04) 558-3750 or (800) 658-5455 [Email: CPRR@ww.gov COMPASS Great care is taken to protect the confidentiality of your account. Before accessing your account, your identity will be confirmed by answering the following questions. After your identity is confirmed, you can create a User ID and Password to be used for future visit of the confidentiality of your account. And the Password to be used for future visit of the confirmed and Security Number: A valid date, interest as MMCDOYYYY 'Required field Text >> Text >> **Text -> **Text >> **Tex

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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

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Fax (304) 558-1394 or	(304) 558-5455 Email: CPRB@wv	
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Jing characters A-Z, a-2, 0-9, (@, #, !	I, %, and 3). The secret question and	answer may be used to reset your registration information
hould you forget your User ID or Pas	sword.	
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Registration Step 3 of 3 New User ID:	Mi	nimum of 5, maximum of 20
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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.

←At the top right of the Home Page, you can log out, change your User ID and/or Password, or get to the UserGuide. (You can also find Forms here.)

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-
- Click on the down arrow on the My Account or Retiree Services tabs

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.

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.

<u>Invoices</u>

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.

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