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:

<table>
<thead>
<tr>
<th>Info you’ll need:</th>
<th>Where to get it:</th>
<th>Keep a record of it here:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your 9-digit SSN and Birth Date</td>
<td>You already know these.</td>
<td>SSN: __________</td>
</tr>
<tr>
<td>Your current Net Pay</td>
<td>Find this on your latest bank statement, check stub or income verification letter.</td>
<td>Net Pay: __________</td>
</tr>
<tr>
<td>User ID and Password</td>
<td>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 @, #, !, %, $.</td>
<td>User ID: __________ Password: __________</td>
</tr>
<tr>
<td>Secret Q&amp;A</td>
<td>You'll select a Question and make up an Answer once you start the registration process.</td>
<td>Question: __________ Answer: __________</td>
</tr>
</tbody>
</table>

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

Here's a quick guide to using Self-Service. Please register first!

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

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.)

On the top left of the Home Page, you'll see 3 tabs: Home (3) 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
2. 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.

**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.

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