



## Member Self Service Portal

The Teachers' Pension Plan Member Self Service (MSS) Portal is a secure, web-based application designed to provide members with enhanced on-line services available at your convenience. The MSS Portal is integrated with the Teachers' Pension Plan Corporation (TPPC) pension administration system, and provides you with access to your personal data, and retirement modeling tools to assist you with understanding your retirement benefit options, and even help you create a personalized retirement plan. The integration of the MSS Portal with our pension administration system provides access to your most recent service information and personal calculations. New features recently added are tools to complete, view and update your beneficiary election and upload documents to the TPPC.

### What Key Features Are Available on the MSS Portal?

The screenshot shows the MSS Portal interface with the following features highlighted:

- Feature #1: Main Drop-Down**: A horizontal navigation bar with tabs for WELCOME, PERSONAL INFORMATION, RETIREMENT MODELING, DOCUMENTS AND INFO, and LOGIN UPDATE.
- Feature #2: General Information**: A central content area with a 'Logout' link in the top right corner.
- Feature #3: Quick Links**: A grid of four tiles under the 'Retirement Modeling' section: Retirement Milestones, Defined Benefit Retirement Estimate, Retirement Planning, and Past Calculations.
- Feature #4: Logout**: A 'Logout' link located in the top right corner of the main content area.

## The MSS Portal has drop down menus to easily select features.

### Feature #1: Main Drop Down Menu:

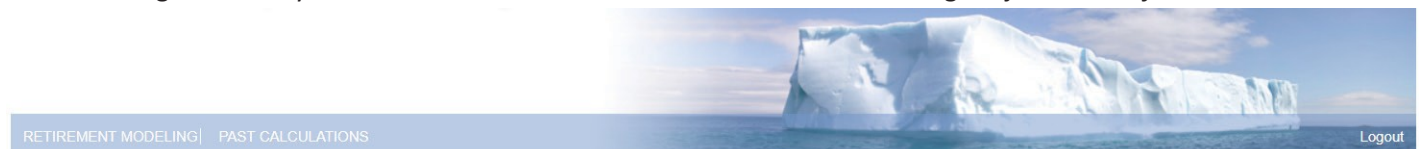
- **PERSONAL INFORMATION** – Validate your member plan, financial history and beneficiary history information. Complete, view and update your beneficiary election online **NEW**
- **RETIREMENT MODELING** – Access multiple retirement planning tools.
  - Review retirement milestones – understand your retirement options at key milestone dates.
  - Estimate your retirement benefit – easily estimate your pension benefit for a range of retirement ages.
  - Create a personal retirement plan – explore retirement plan questions like, should you consider additional savings to supplement your retirement benefit so you can meet your retirement goals?
  - Access past retirement benefit calculations you have saved during previous sessions.
- **DOCUMENTS AND INFO** – Access and submit documents. Access useful links and information.
  - View your Annual Statement.
  - View general and personalized documents **NEW**
  - Upload completed forms and other documents for processing **NEW**
  - Access Frequently Asked Questions (FAQ), and useful links.
- **LOGIN UPDATE** – Update your login credentials and security questions.

**Feature #2: General Information:** Quick access links and MSS Portal support documents.

**Feature #3: Quick Links:** Quick access menus to the Retirement Modeling Tools.

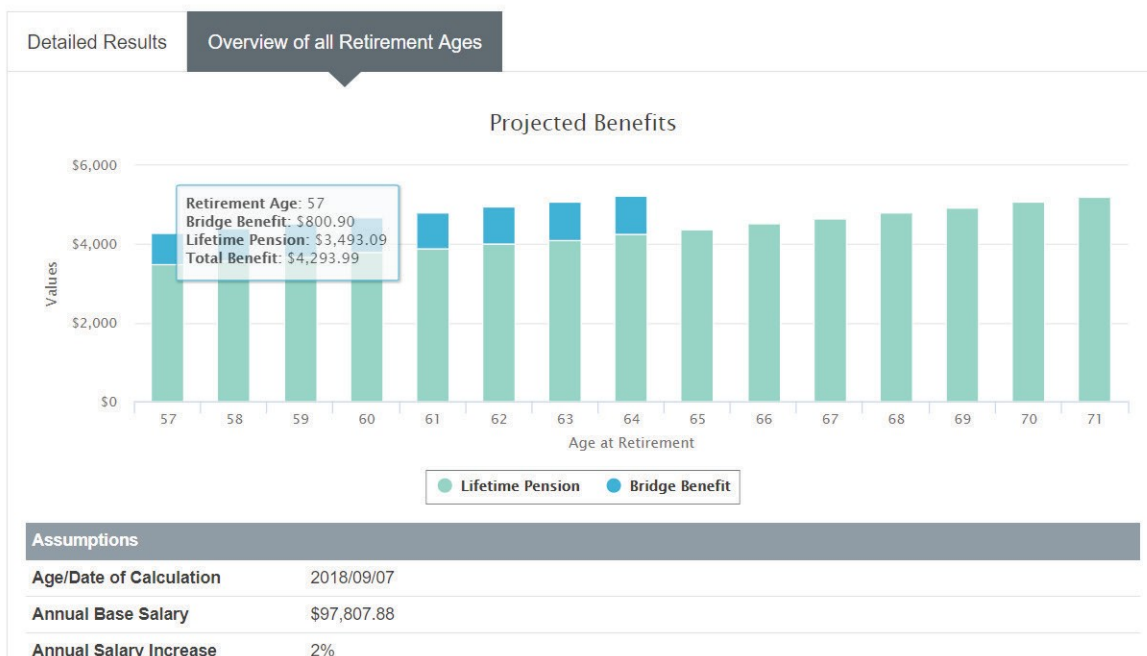
**Feature #4: Logout:** Select the 'Logout' button to leave the MSS Portal.

Just one of the exciting features available under the Retirement Modeling menu of the MSS Portal is the **Defined Benefit Retirement Estimate**. In less than a minute you can create a picture of your estimated pension benefit for a range of eligible retirement ages. Hover your mouse over an individual column in the resulting *Projected Benefits* chart to view details.



RETIREMENT MODELING | PAST CALCULATIONS

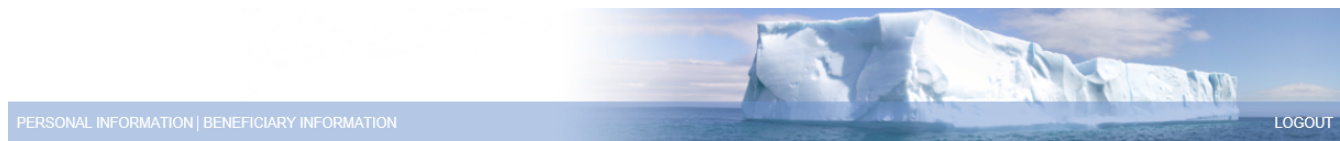
Logout



Another important feature accessed under the Personal Information menu is **Beneficiary Information** where you can review and update your current beneficiary election. The MSS Portal will guide you through the steps to complete the process.



Once you have finished, the completed form is automatically generated for you to save and print. Then you just need to sign, witness and mail the form via post to the TPPC for approval.



### Final Step

In order for your beneficiary designation to become effective, you must print the Designation of Beneficiary Form, sign it, and return it to Teachers' Pension Plan Corporation, 130 Kelsey Dr, Suite 101, St. John's, NL, A1B 0T2

An email address is required for further communications related to processing this form.

\*Email Address:

\*Confirm Email:

Keep a copy of the printed beneficiary form for your records and provide a copy to your Beneficiary(ies). The **Original** signed and witnessed form must be mailed via post to the Teachers' Pension Plan Corporation, 130 Kelsey Dr., Suite 101, St. John's, NL, A1B 0T2. Please do not email or fax the form.

You must click the 'SAVE INFORMATION AND PRINT FORM' button in order to complete the election of beneficiaries.

Once saved your pending beneficiary information can be reviewed by selecting the **Pending Beneficiary** feature until it is reviewed and approved by the TPPC. Once approved you will be advised via email, and your **Beneficiary Information** record is updated, and can be viewed at any time.

Once your initial beneficiary election has been completed you should review your beneficiary information during key life milestones, such as a change in marriage status or in your dependents.

## How Do I Access the MSS Portal and Register?

To access the secure MSS Portal go to the TPPC website at [www.tppcni.ca](http://www.tppcni.ca) and click the “Members” button to connect to the ‘Members’ webpage. There is a link to the MSS Portal from the ‘Members’ webpage. When you reach the MSS Portal login page, select “[Click here to First Time Log In/ Forgot Log In ID](#)” to register on your first visit.



**Login**

Email Address/User ID:

Password:

Please remember that your password is case-sensitive.

[Click here to First Time Log In/ Forgot Log In ID](#)  
[Click here](#) if you forgot your password.  
[Click here](#) to bookmark this page.

[Click Here to Register](#)

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You will then be taken to the MSS Portal Registration webpage. You should have your SIN, date of birth and employee ID ready. Your employee ID can be found on your cheque stub with the label *Employee No.*, *No.*, or *Employee #*. If you require assistance, please contact TPPC Pension Administration support using the details provided on the last page.

After registering you can create your personal account using your email address and a password of your choosing to securely log in to the MSS Portal.

As part of the ongoing efforts to deliver value and excellence to its members, the TPPC is continuing to build on the MSS Portal feature set. We will keep you updated as new capabilities become available.

## How Do I Contact Support?

If you require support for the MSS Portal, please contact TPPC Pension Administration Support at:

**EMAIL:** [memberservices@tppcni.ca](mailto:memberservices@tppcni.ca)

**PHONE:** 709-793-8772 (Local)

**TOLL FREE:** 1-833-345-8772

