



TCRS MEMBER SELF-SERVICE

Registration and Login

Go to <https://mytcrs.tn.gov>

The Log in screen is the starting point for active members to access the Member Self-Service (MSS) website. Before logging in for the first time, you must register for an MSS account.

To register for an MSS account, follow the steps below and enter all required information on each screen.

NOTE: If you input incorrect information five consecutive times, your registration will be locked. If your account is locked, you will need to contact Tennessee Consolidated Retirement System (TCRS) to unlock it.

STEP 1 – Navigate to the Login screen of the MSS website and click **“Need to register?”**

STEP 2 – Enter your social **security number** and **birth date** then click **NEXT**

STEP 3 – Enter the **zip code** of your current address on file then click **NEXT**

Note: Refunded members registering for self-service are prompted to enter their refunded net pay for Retiree Self-Service rather than their zip code.

STEP 4 – Enter a **New User ID, New Password, and Confirm Password**, following the guidelines displayed on the screen.

STEP 5 – Select a **Secret Question** from the drop down menu and enter your answer in the **Answer to the secret question** field.

STEP 6 – Enter your **email address** then click **NEXT**

STEP 7 – A message displays on the Confirmation screen indicating the registration is complete. Click **OK**.

Note: If you input an email address during registration, MSS will automatically send you an email with the new account information.