



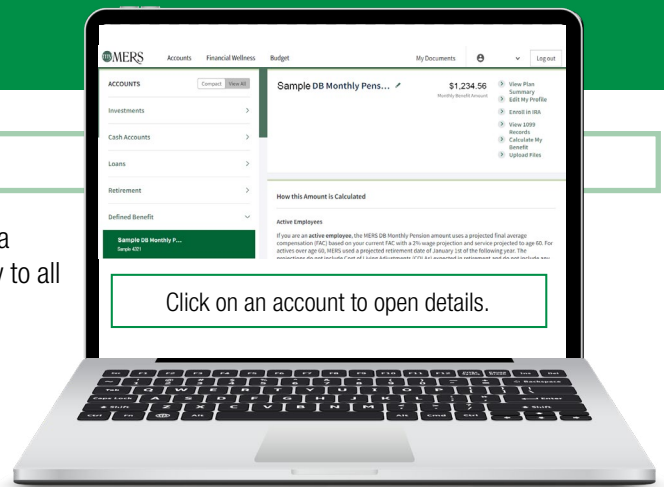
# myMERS Account Access Guide



## Why create an account?

As a MERS participant, you have 24/7 access to your myMERS account via [mersofmich.com](https://mersofmich.com) or the myMERS app. Your myMERS account is a gateway to all of your MERS plan information, including:

- View statements
- Add and edit beneficiary information
- Update personal contact information
- View current investment line-up and make changes
- Access your Financial Fitness tool



## Accessing your account is easy

- Visit [mersofmich.com](https://mersofmich.com) and click on the green Log In button.
- If you already have a myMERS account, enter log-in information and click on Log In.
- If you are a new user, click on "Create myMERS account" under the Log In fields. Follow the steps and enter your information.

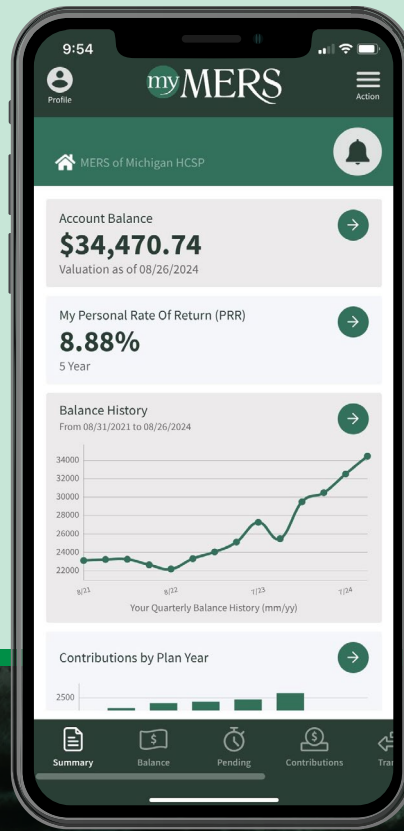
Once you have successfully logged in, you'll have access your Financial Fitness tool and other resources on the website, as well as access to the myMERS app.



Scan or  
click for the  
myMERS  
mobile app



# View Your Account Dashboard



## View Plan Summary

See your plan details such as your account balance, investment performance, and contribution history.

## One Stop Shop

Whatever MERS plan you have, you'll be able to take action, whether it's calculating your Defined Benefit projection, or managing an invested account.

## Safely Send Files

Send files related to your account to MERS safely and securely.

# FAQ

## FREQUENTLY ASKED QUESTIONS ✓

### If user registration failed...

This can be due to:

1. We are unable to validate your information
- or
2. You already have an account

### If you continue to have issues accessing your account on the website...

You may need to try clearing your cache.

To learn how to do this, you can visit [clear-my-cache.com/en/windows.html](https://clear-my-cache.com/en/windows.html)

### myMERS app log-in issues...

You must first create an account on our website by visiting [mersofmich.com](https://mersofmich.com).

If you receive an error on the app, make sure you are completely logged out and try logging in again.

## Still need assistance? Contact our Service Center!

Monday - Friday | 8:30 a.m. - 5:00 p.m.

📞 800.767.6377

🌐 Click our "Chat" button on our Contact Us page at [mersofmich.com](https://mersofmich.com).

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