

STARS Employer Training

Account Administration System: Set-up and Adding New Users



STARS Account Administration System: Set-up and Adding New Users

This is a step-by-step process for employer administrators to add and authorize staff members to perform administrative tasks through STARS. It simplifies the often complex task of user management, ensuring that administrators can navigate the platform with ease. By following these clear instructions, users can save time and reduce errors, ultimately enhancing their administrative capabilities. Viewing this guide is essential for anyone looking to streamline their user onboarding process.



Tip!

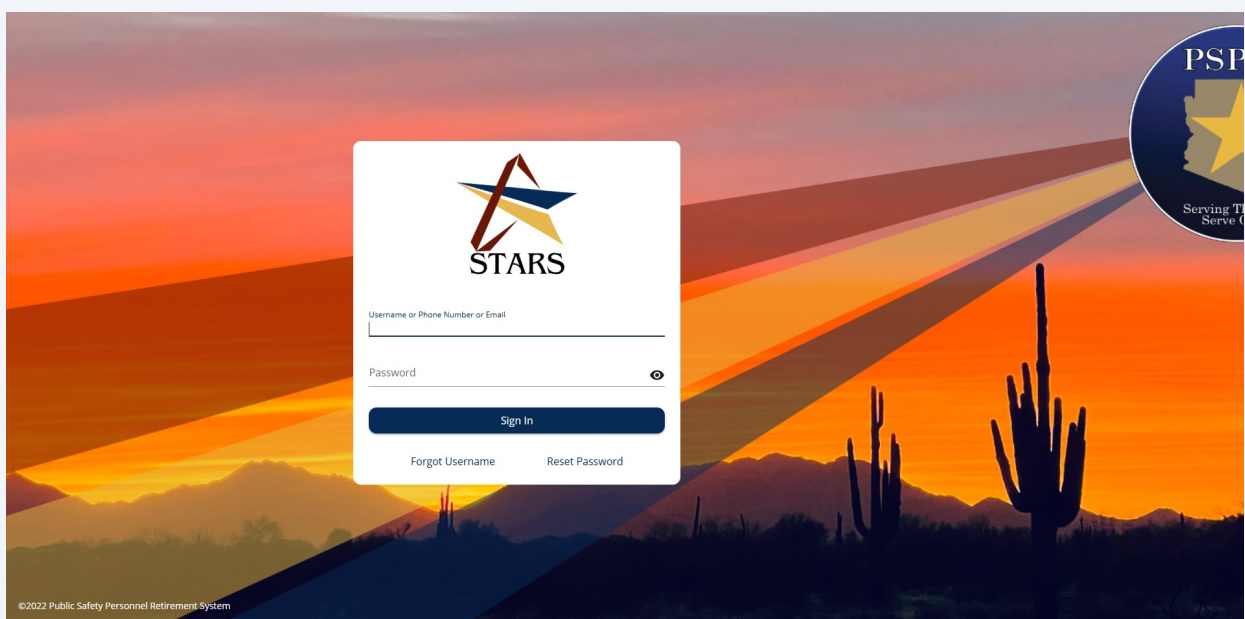
Use of the **Administration** tab in the navigation pane is required to add new users to STARS. This tab is visible only to users who have been designated as administrators. As an administrator, you will use this tab to manage Employer Self-Service users.

Adding and providing access for staff is a two-step process, which requires use of the **Administration** and **Employer Info** tabs. The **Employer Info** tab is used to search for and add new contacts (users) into STARS for the purpose of communication with PSPRS, while the Administration tab is used to provide new contacts authorization to use the employer self-service (STARS).

During the login steps, administrators and authorized users must complete the two-factor authentication before being granted access to STARS.

1

Log into STARS and complete the two-factor authentication process.



2

Employer administrators and authorized users will land on the **Home** page after logging into STARS.

0034 - YUMA COUNTY SHERIFFS DEPARTMENT

Welcome ANI
Last Login: 9:55 am today

Home

Roster

Policies

Work Reports

Payments

Transactions

Administration

Employer Info

Imports

Reports

Documents

Sessions

Secure Message

Contact Us

How can we help you today?

[Process a New Hire](#) Add a member to roster

[Make a Payment](#) Make payments to open invoices

[Employees](#) Roster, new hires, terminations, etc.

[User Profile](#) Update password, security questions or user name

News

No News currently to display.

Important Links

[Nationwide plan sponsor homepage for DC contribution remittance and payment](#)

[Member forms and resource documents](#)

[Employer forms and resource documents](#)

[Census Report](#)

News



Tip! Adding or giving access to the Employer Self Service system for staff is a two-step process.

3 From the **Home** page, administrators can click on **Administration** tab.

The screenshot shows the STARS Home page for the Yuma County Sheriffs Department. The top navigation bar includes the STARS logo, the department name, and the user's last login time (9:48 am today). The left sidebar contains a list of navigation items: Home, Roster, Policies, Work Reports, Payments, Transactions, Administration (highlighted with an orange circle), Employer Info, Imports, Reports, Documents, Sessions, Secure Message, and Contact Us. The main content area is titled "How can we help you today?" and lists several actions: "Process a New Hire" (Add a member to roster), "Make a Payment" (Make payments to open invoices), "Employees" (Roster, new hires, terminations, etc.), and "User Profile" (Update password, security questions or user name). Below this is an "Important Links" section with links to "Nationwide plan sponsor homepage for DC contribution remittance and payment", "Member forms and resource documents", "Employer forms and resource documents", and "Census Report". A "News" section at the bottom indicates "No News currently to display."

4 The **Administration** tab allows administrators to view and search for current and previously authorized users. Click on the **filter** icon, which resembles a funnel, to perform this function.

The screenshot shows the STARS Administration page for the Yuma County Sheriffs Department. The top navigation bar includes the department name, the user's name (Welcome ANI), and the user's last login time (Last Login: 9:48 am today). The left sidebar is partially visible. The main content area is titled "Employer Users" and includes an "Add Employer User" button. Below this is a table with the following columns: Actions, Full Name, User Name, Status, Registered, and Email. The table contains one row with the following data: Actions (vertical ellipsis), Full Name (ANI.MISD), User Name (AMISD), Status (ACTIVE), Registered (No), and Email (empty). A filter icon (funnel) is highlighted with an orange circle in the top right corner of the table area.

Actions	Full Name	User Name	Status	Registered	Email
⋮	ANI.MISD	AMISD	ACTIVE	No	

5

When clicked, the **filter** icon will open a table that allows administrators to search for currently and previously authorized STARS users. There are two main filter parameters – **Status** and **Registration Status**. **Status** reflects whether users have active or inactive employer authorization to use STARS or are locked (prevented) from using STARS. **Registration Status** reflects whether authorized users have activated their STARS access granted by their employer administrator.

The screenshot shows the 'Employer Users' management interface. At the top left, it says '0034 - YUMA COUNTY SHERIFFS DEPARTMENT'. The user is logged in as 'ANI' with the last login at '9:48 am today'. The main table has the following data:

Actions	Full Name	User Name	Status	Registered	Email
⋮	ANI.MISD	AMISD	ACTIVE	No	

On the right, the 'Filters' sidebar is open, showing search and filter options:

- Search by: User / Name
- Filter by:
 - Status: ACTIVE, INACTIVE, LOCKED
 - Registration Status: Registered, Unregistered

6

Click **Employer Info** tab to begin the process of adding a new user to STARS.

The screenshot shows the 'Administration' menu on the left side of the interface. The 'Employer Info' option is highlighted with an orange circle. The main content area shows the 'Employer Users' table with the same data as in the previous screenshot:

Actions	Full Name	User Name	Status	Registered	Email
⋮	ANI.MISD	AMISD	ACTIVE	No	

7

Administrator must add the individual (staff member) as a **contact** before access to the system can be granted for first-time users of STARS.

Police: YES, Ebill Customer ID: 1170, Nationwide ID: 56268001

Employer Addresses Add Address ?
Mailing: 7514 S. ROBGID LN. YUMA, AZ 85364
Edit

Contact Info Edit ?
Contact Preference: Fax Contact Preference
Work Phone: US • (602) 555-1234
Fax: US • (602) 555-1234

Contacts Add Contact ? ?

Name	Role	Start Date	Stop Date
ESSI, RAG M, Jr.	Finance Director	10/24/2025	
Dough, Sour	Payroll	12/26/2025	
GEFL, IMITANA O.	Cancer Insurance	07/20/2021	
NOPHIB, HIFIMAGI O.	Cancer Insurance	07/20/2021	
COMCOCM, GEFELE G.	Cancer Insurance	07/20/2021	

1 - 5 of 8 Page 1 of 2

8

Search using the **filter** tab to ensure the staff member is not already listed as an employer contact in STARS. Search by entering the staff member's name in **Search by** field and click **Apply**.

Police: YES, Ebill Customer ID: 1170, Nationwide ID: 56268001

Employer Addresses Add Address ?
Mailing: 7514 S. ROBGID LN. YUMA, AZ 85364
Edit

Contact Info Edit ?
Contact Preference: Fax Contact Preference
Work Phone: US • (602) 555-1234
Fax: US • (602) 555-1234

Contacts Add Contact ? ?
Filters

Name	Role	Start Date	Stop Date
ESSI, RAG M, Jr.	Finance Director	10/24/2025	
Dough, Sour	Payroll	12/26/2025	
GEFL, IMITANA O.	Cancer Insurance	07/20/2021	
NOPHIB, HIFIMAGI O.	Cancer Insurance	07/20/2021	
COMCOCM, GEFELE G.	Cancer Insurance	07/20/2021	

1 - 5 of 8 Page 1 of 2

9 Click **Add Contact** to add a staff member to the employer contacts.

Police PSPRS Yes Yes
Ebill Customer ID 1170 Nationwide ID 56268001

Employer Addresses Add Address ?
Mailing
7514 S. ROBGID LN.
YUMA, AZ 85364
Edit

Contact Info Edit ?
Contact Preference
Fax Contact Preference
Work Phone
US • (602) 555-1234
Fax
US • (602) 555-1234

Contacts Add Contact ?

Name	Role	Start Date	Stop Date
ESSI, RAG M, Jr.	Finance Director	10/24/2025	
Dough, Sour	Payroll	12/26/2025	
GEFL, IMITANA O.	Cancer Insurance	07/20/2021	
NOPHIB, HIFIMAGLO.	Cancer Insurance	07/20/2021	
COMCOCM, GEFLE G.	Cancer Insurance	07/20/2021	

1 - 5 of 8 Page 1 of 2

10 The **Add Contact** function first requires an administrator to enter the name of the staff member to determine whether the staff member is already listed as an employer contact. Enter the staff member's name and click **next** to begin this process.

YUMA COUNTY SHERIFFS DEPARTMENT 0034 Active 10/01/1971
Employer Type Police Plan Group PSPRS Social Security Withheld Yes Actively Contributing Yes
Ebill Customer ID 1170

Add Contact X

1 Select Contact 2 Enter Contact Details 3 Address Information 4 Contact Information 5 Confirm Details

Narrow your search by selecting your contact's role.
Search Options
All-Individual
Search for an Existing Contact

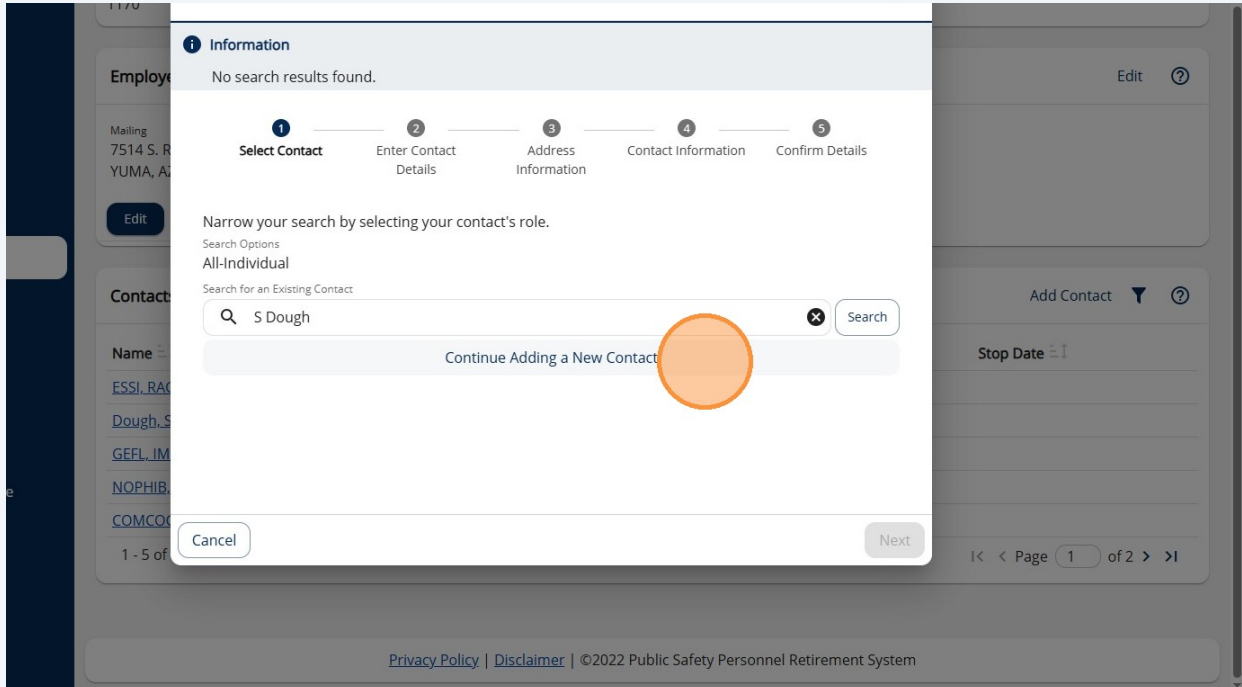
Search

Cancel Next

1 - 5 of 8 Page 1 of 2

11

Entering the name of a staff member who has not been a previous STARS contact will present the **Continue Adding a New Contact** function. Administrators must click the function and click **next** to continue.



12

Administrators must indicate whether the staff member will serve as the employer's **primary contact** for their assigned role. This information allows PSPRS to communicate directly with the staff member. Other contact details that must be entered include the following:

Starting date – Administrator provides the staff member's intended authorization date to use STARS.

Contact role – Administrator provides the staff member's job description/duties, including human resources (HR), payroll, health insurance, cancer insurance and finance director. These descriptions allow STARS to establish levels of appropriate staff member access for security purposes. Click **next** to continue.

The screenshot displays a web application interface for entering contact details. At the top, a progress bar shows five steps: 1. Select Contact (checked), 2. Enter Contact Details (active), 3. Address Information, 4. Contact Information, and 5. Confirm Details. The main form area contains the following fields and options:

- Please select a role for the new contact.**
- Entity Types/Roles:** Individual - Person
- First Name*:** S
- Middle Name:** (empty)
- Last Name*:** Dough
- Primary Contact:** YES (selected) / NO
- Suffix:** (empty)

Navigation buttons at the bottom include 'Cancel', 'Previous', and 'Next'. The background shows a list of employees with columns for 'Name', 'Address', and 'Contact'. The footer contains 'Privacy Policy | Disclaimer | ©2022 Public Safety Personnel Retirement System'.

13

Select the address type, enter the required information indicated by an asterisk. Enter the employer zip code and the system will populate the city, state and county.

Click **next**.

Verify the address and note that administrators can use the postal service recommendation or select **skip** to continue.

Click **next**.

The screenshot shows a web application interface with a modal window titled "Add Contact" and subtitle "Step 3 of 5: Address Information". The modal contains the following fields and options:

- Add Address** (with a "Remove this Address" button)
- Address Type*** (dropdown menu with "Physical" selected and circled in orange)
- Copy Address** (checkbox)
- Address 1*** (text input with "3010 E Camelback Rd")
- Address 2** (text input)
- Address 3** (text input)
- Zip*** (text input with "85016")
- City*** (text input with "PHOENIX")
- County** (dropdown menu with "MARICOPA")
- State** (dropdown menu with "ARIZONA")
- Country*** (dropdown menu with "United States of America")

At the bottom of the modal, there are three buttons: "Add a new Address", "Cancel", and "Next". The "Next" button is highlighted in dark blue. The background shows a list of contacts with columns for Name, Address, and Stop Date.

14

The last requirement to establish a new contact is to enter the contact's **primary email** address. Click **next** to review the intended user's contact information and click **confirm** if the information is correct.

Add Contact

Select Contact ✓ Enter Contact Details ✓ Address Information ✓ **Contact Information** 4 Confirm Details 5

Edit Contact Info

Work Email
sdough@psps.com

Primary Email

Email

Primary Email

Cancel Previous Next

15

With the administrator's successful addition of a staff member to the employer's contacts, administrators will click the **Administration** tab to begin the process of giving the staff member contact authorization to use STARS.

STARS 0034 - YUMA COUNTY SHERIFFS DEPARTMENT Last Login: 9:48 am today

Home Roster Policies Work Reports Payments Transactions **Administration** Employer Info Imports Reports Documents Sessions Secure Message Contact Us

Employer Users Add Employer

Actions	Full Name	User Name	Status	Registered	En
⋮	ANI.MISD	AMISD	ACTIVE	No	

16 Click **Add Employer User**.

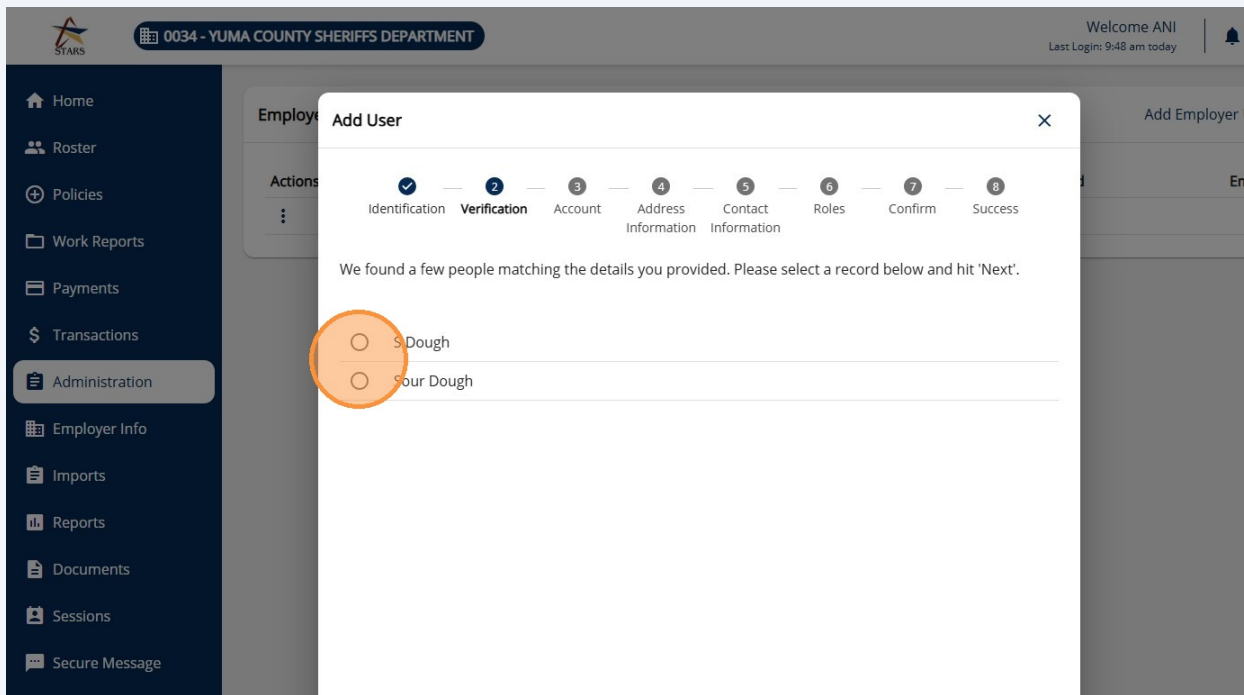
The screenshot shows a web application interface for managing users. At the top left, it says '0034 - YUMA COUNTY SHERIFFS DEPARTMENT'. At the top right, it says 'Welcome ANI' and 'Last Login: 9:48 am today'. Below this is a table titled 'Employer Users'. The table has columns for 'Actions', 'Full Name', 'User Name', 'Status', 'Registered', and 'Email'. There is one row with the following data: 'Actions' (three dots), 'Full Name' (ANL MISD), 'User Name' (AMISD), 'Status' (ACTIVE), 'Registered' (No), and 'Email' (empty). To the right of the table, there is a button labeled 'Add Employer User' which is circled in orange. There are also a dropdown arrow and a refresh icon next to the button.

17 Enter individual's first and last name. Click **next**.

The screenshot shows a registration form with a progress indicator at the top. The progress indicator consists of eight numbered steps: 1. Identification, 2. Verification, 3. Account, 4. Address Information, 5. Contact Information, 6. Roles, 7. Confirm, and 8. Success. The 'Identification' step is currently active. Below the progress indicator, there is a text prompt: 'Please enter the following information so that the new user can register and create the account.' There are two input fields: 'First Name*' with the value 'S' and 'Last Name*' with the value 'Dough'. At the bottom of the form, there are two buttons: 'Cancel' and 'Next'. The 'Next' button is circled in orange. At the bottom of the screen, there is a footer with the text: 'Privacy Policy | Disclaimer | ©2022 Public Safety Personnel Retirement System'.

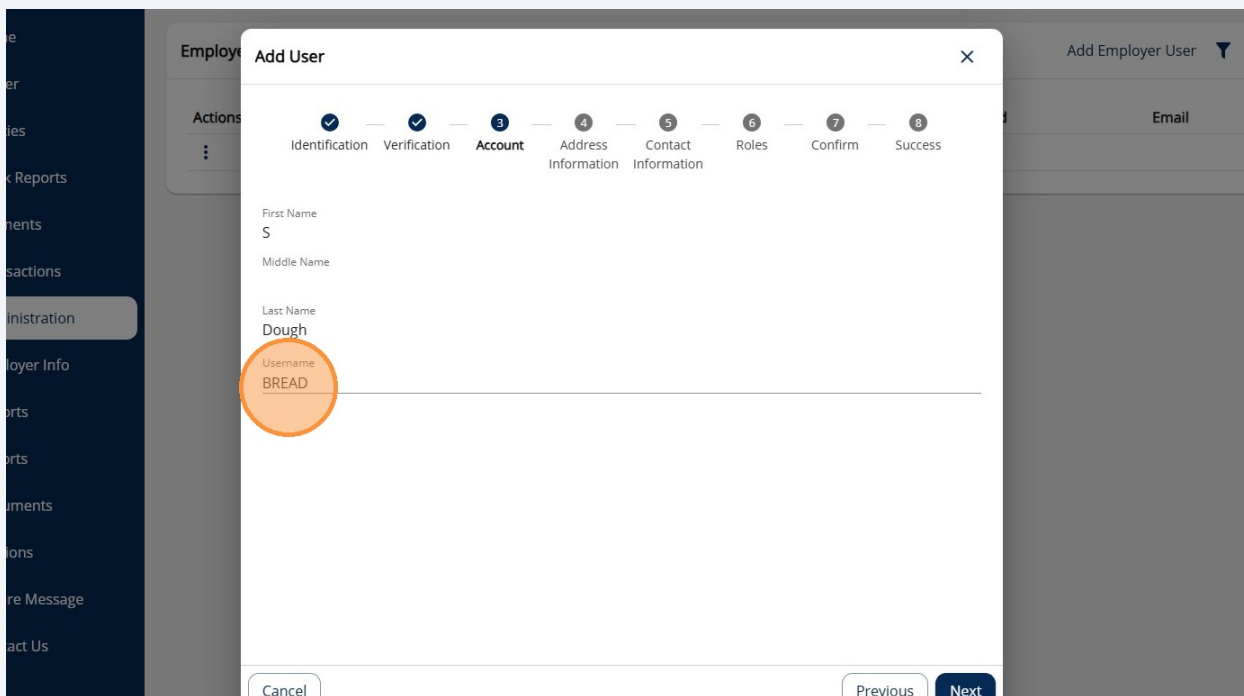
18

Select the name of the employee whom you would like to provide STARS access. Click **next**.



19

Click **Username** and enter the employee's email address. Click **next**.



20

Select the address type, enter the required information indicated by an asterisk. Enter the employer zip code and the system will auto populate the city, state, and county. Click **next**.

The screenshot shows the 'Add User' form in the STARS system, specifically the 'Address Information' step. The form is titled 'Add Address' and includes a 'Remove this Address' button. The 'Address Type*' dropdown is set to 'Physical'. The 'Copy Address' field is empty. The 'Address 1*' field contains '3010 E CAMELBACK RD'. The 'Address 2' and 'Address 3' fields are empty. The 'Zip*' field contains '85016-4414', the 'City*' field contains 'PHOENIX', and the 'County' dropdown is set to 'MARICOPA'. The 'State' dropdown is set to 'ARIZONA' and the 'Country*' dropdown is set to 'United States of America'. At the bottom of the form, there are buttons for 'Add a new Address', 'Cancel', 'Previous', and 'Next'. The 'Next' button is highlighted with an orange circle. The background shows the STARS interface with a sidebar menu and a top navigation bar.

21

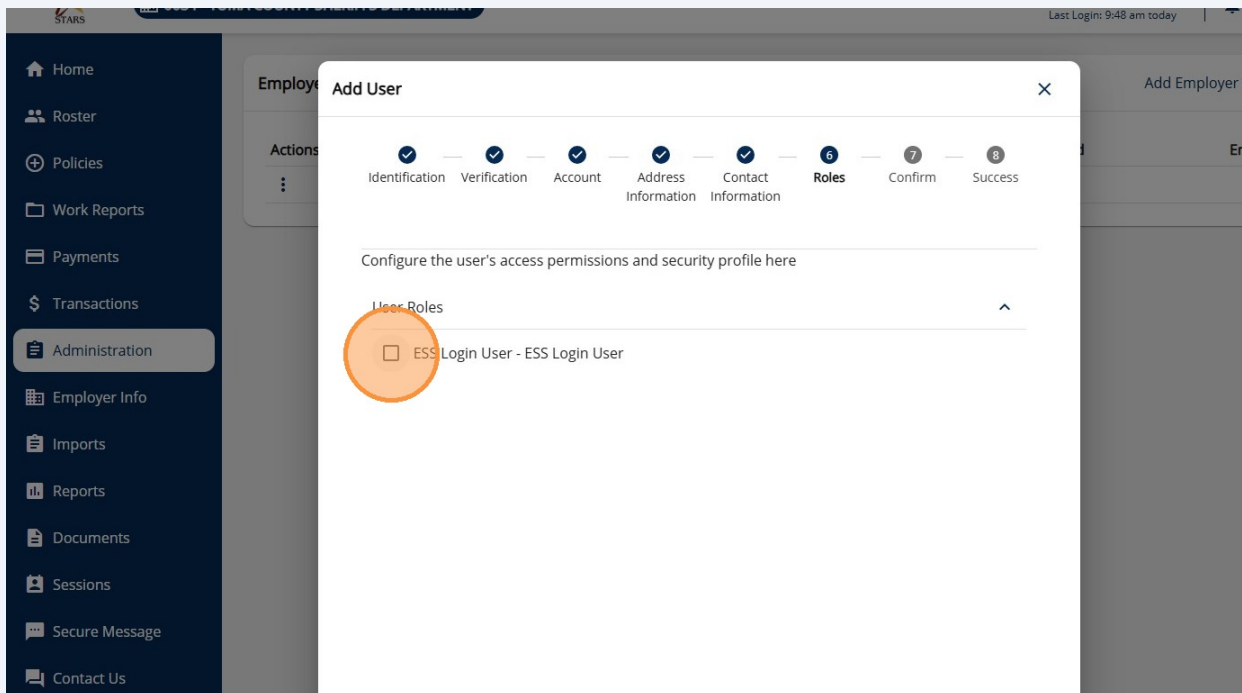
Administrators must enter the **Contact Preference** for their intended staff member, along with a primary phone contact (employer phone number) and email address. Please note that the cell phone field is optional and that administrators must adjust the primary contact tab for phone numbers. Contact preferences allow STARS to initiate the two-factor user authentication process.

Primary Email - Enter the staff member's email address in this field and click **next**.

The screenshot shows the 'Add User' form in the Yuma County Sheriffs Department system. The form is in the 'Contact Information' step, which is highlighted with a blue circle and the number 5. The 'Contact Preference' dropdown menu is open, showing three options: 'Email Contact Preference', 'Fax Contact Preference', and 'Phone Contact Preference'. The 'Email Contact Preference' option is highlighted with an orange circle. The form also includes fields for 'Primary Phone' and 'Primary Fax', each with a 'Country' dropdown menu set to 'United States of America' and a 'Primary' toggle switch. The 'Work Email' field is also visible at the bottom.

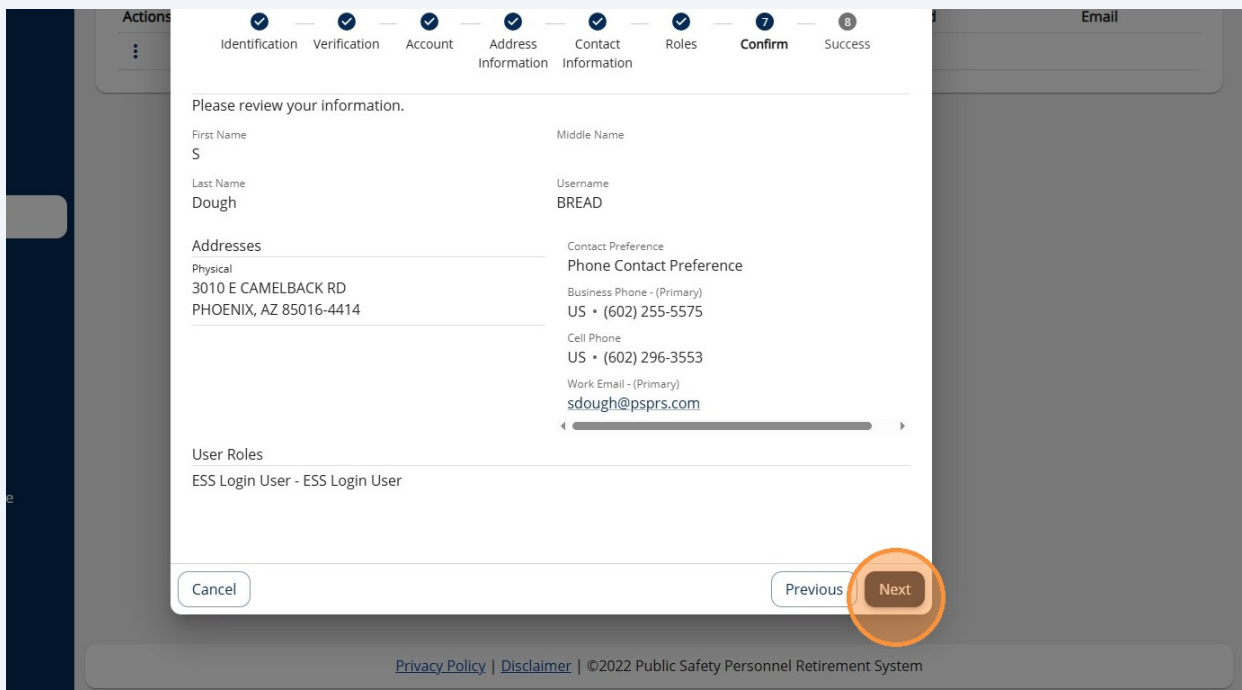
22

To continue, administrators must check the **ESS (Employer Self Service) Login User** box. Click **next**.

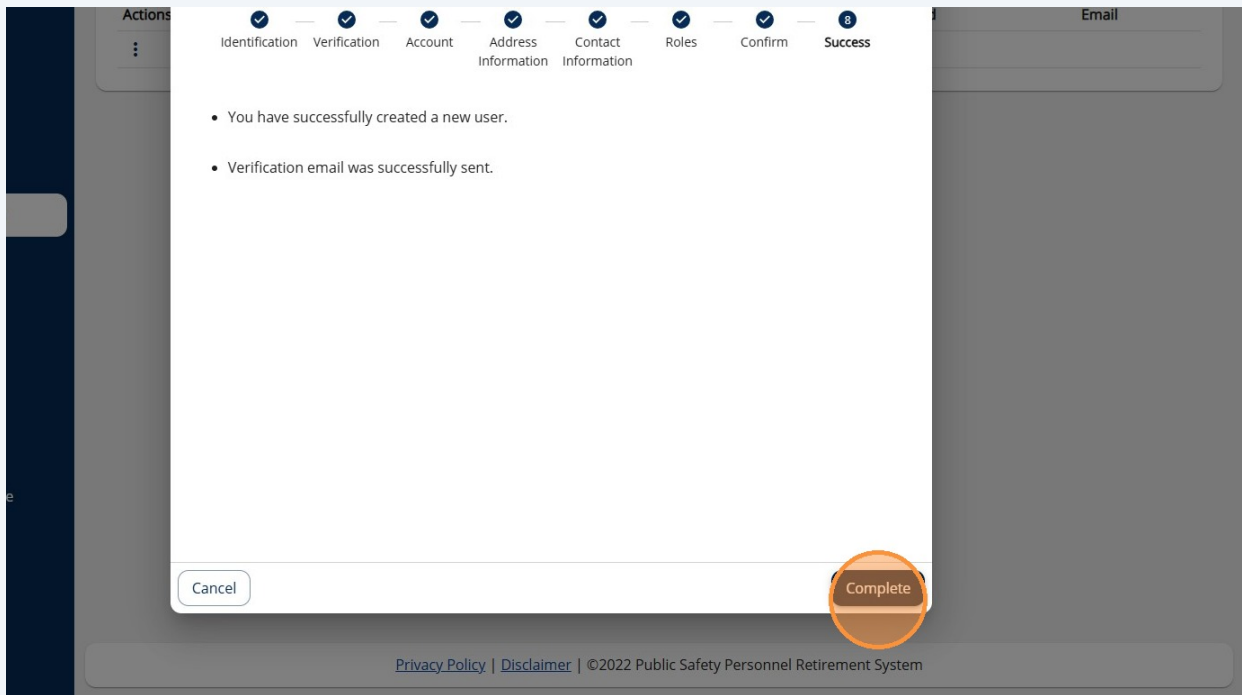


23

Administrators must verify that all of the provided information is correct. Click **next**.



24 Click **Complete**.



25 The new user will populate on the **Employer Users** page. The process is complete.

