

STARS Employer Training

Exploring STARS



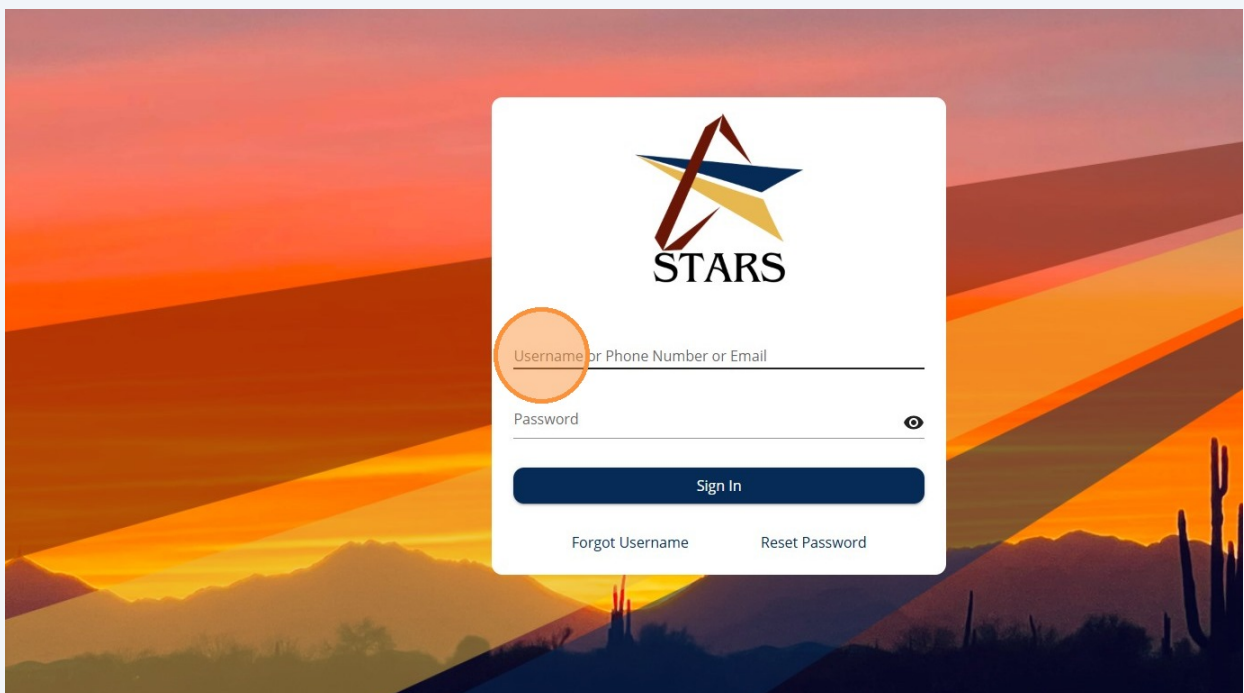
Exploring STARS

This document provides a guided overview of the STARS Employer Self Service Dashboard, designed to help employers and local boards become familiar with navigating the system and understand its core functionality. Through screenshots and step-by-step prompts, users are introduced to the login process, dashboard layout, navigation tools, and key areas used to manage employer and member-related tasks.

1 Purpose of This Document

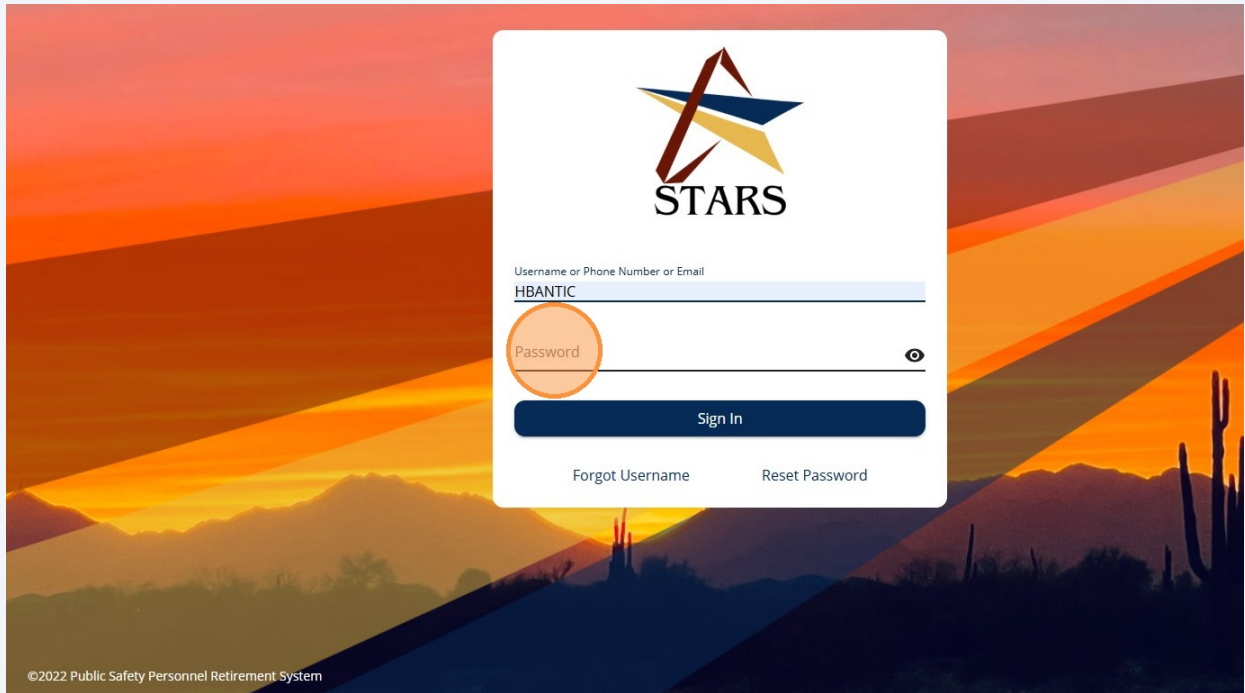
- Introduce employers and local boards to the STARS Employer Self Service Dashboard
- Provide a visual, step-by-step reference for navigating the system
- Familiarize users with the layout, icons, and terminology used in STARS
- Highlight where key employer functions are performed within the dashboard
- Serve as a reference tool during training sessions and for future on-the-job use
- This document is intended to support high-level system orientation. More detailed, process-specific training and documentation will be provided as users progress in their use of STARS.

2 Enter **Username**.



3

Enter **Password** and select **Sign in**.



4

This starts the **Two-Factor Authentication**. Select which method you would like to receive the six-digit verification code.

Two Factor Authentication

1

Choose Delivery Method

2

Enter Verification Code

You must verify your account in order to proceed. Certain actions in Self Service are considered sensitive and require you to authenticate for added security. Please follow the steps below to authenticate yourself.

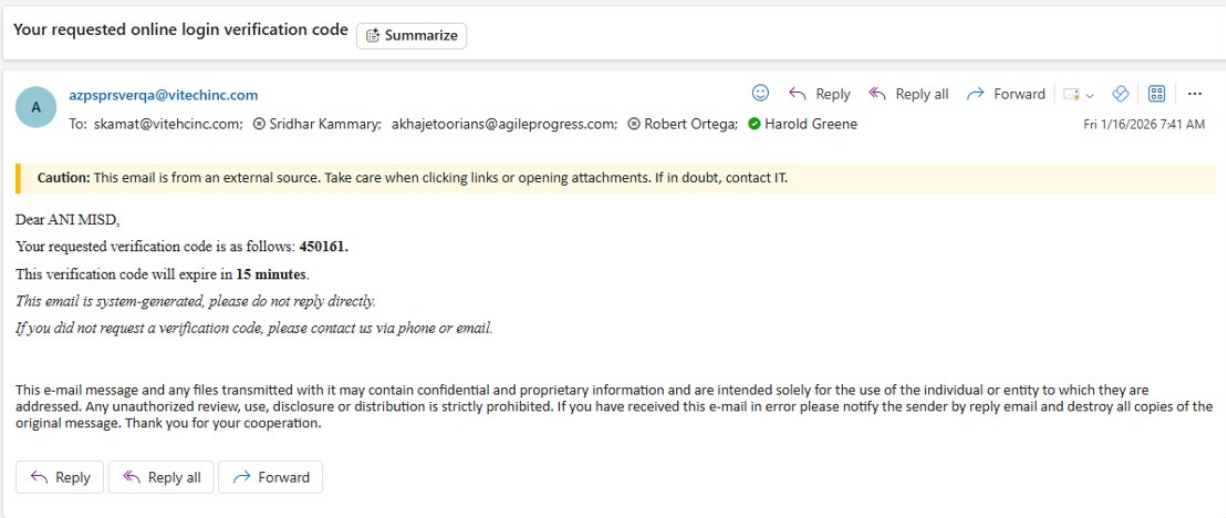
Delivery Method

- Email - CA*****@psprs.com
- Text - (***)-***-1234
- Voice - (***)-***-1234

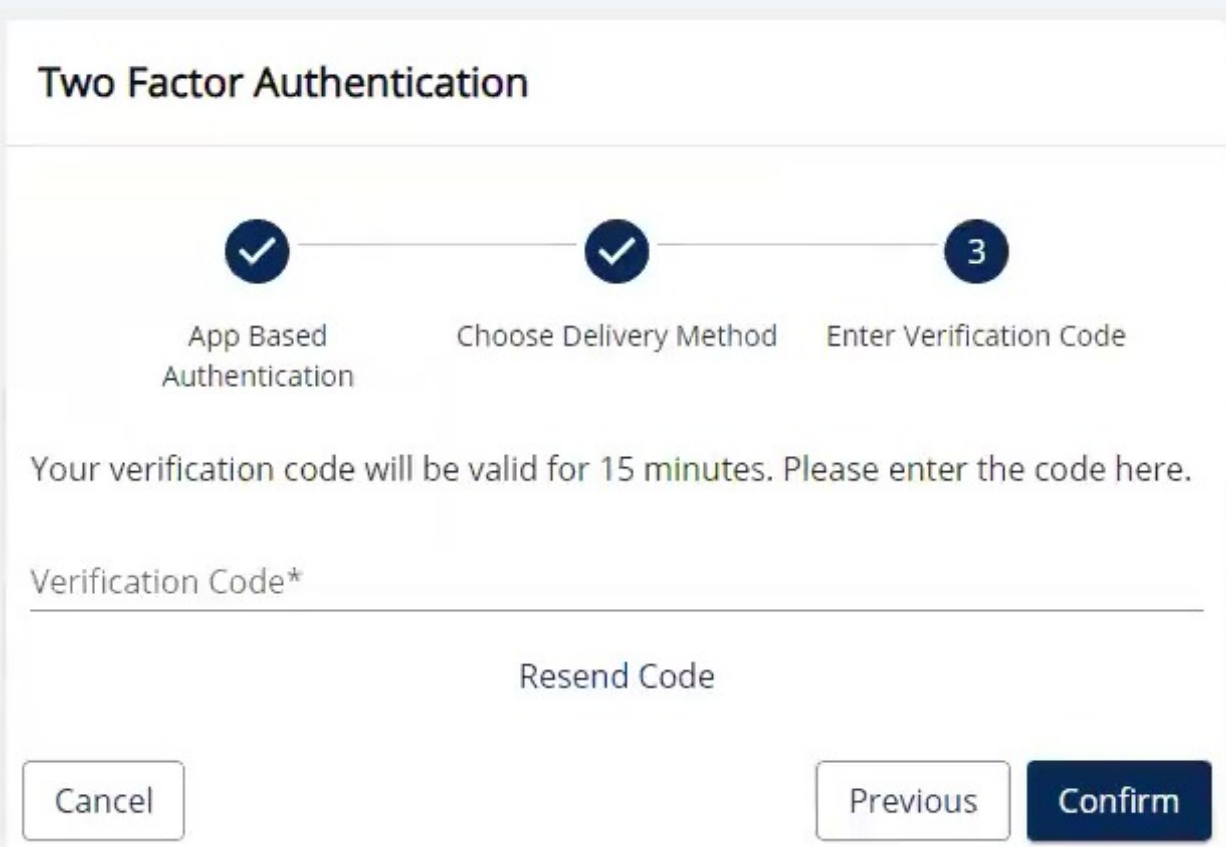
Cancel

Next

5 In this example, email was selected to receive the **verification code**.

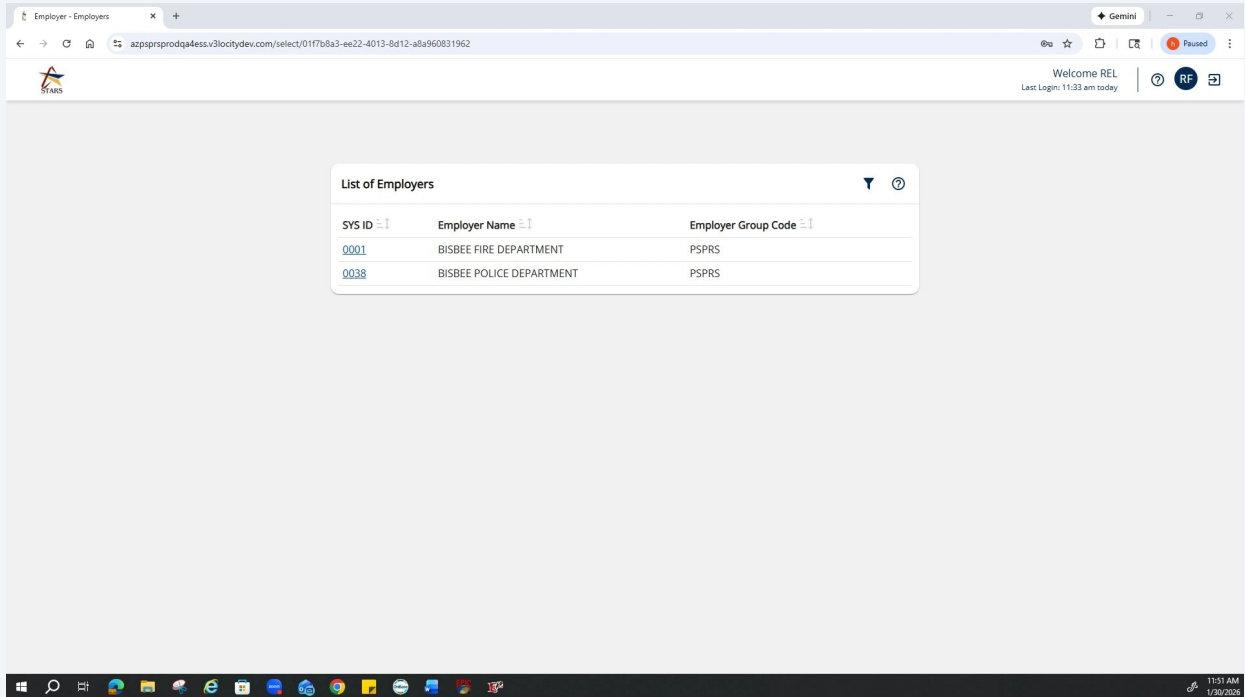


6 Enter the **verification code** and select **confirm**.



7

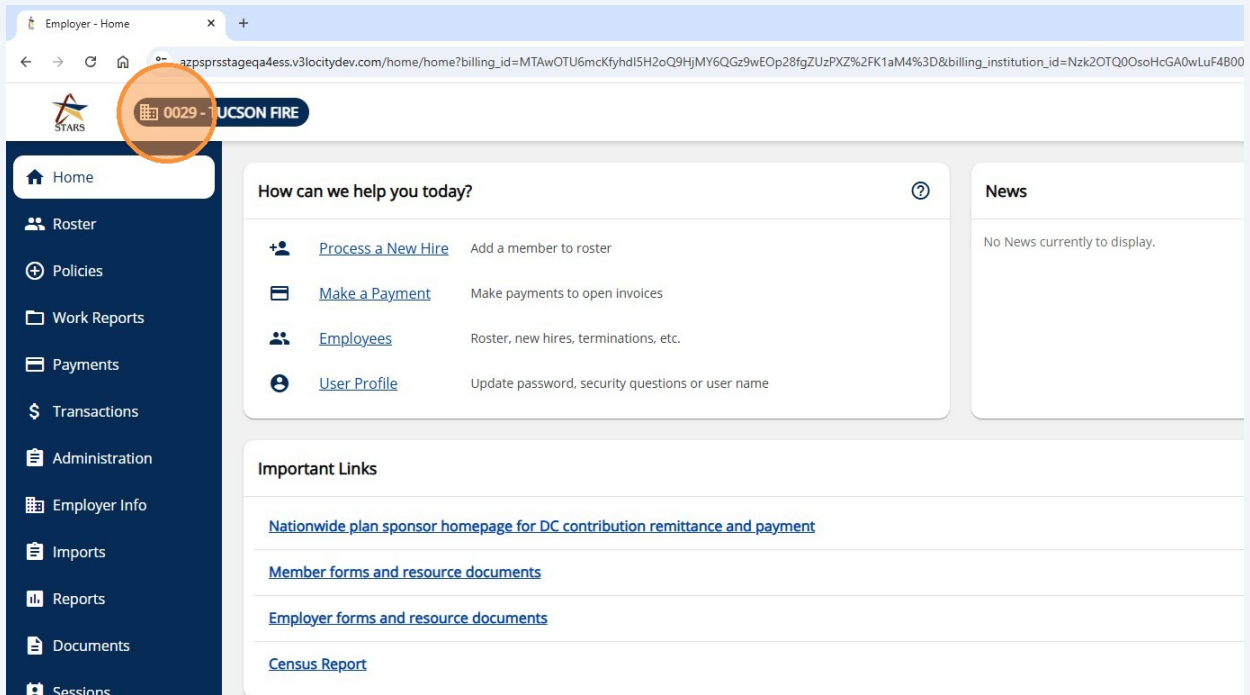
Please note that administrators who perform or will designate STARS tasks for multiple employers (Police, fire, corrections, elected officials) will see and must select the desired employer from the **List of Employers** menu.



8

Welcome to the STARS home page used by employers and local boards. Users will notice the **Home** tab on the left-hand side is highlighted — this confirms we're on the main dashboard. Staying on the left side of the screen, the blue area is the **Left Navigation Pane**, which provides access to all major sections of STARS.

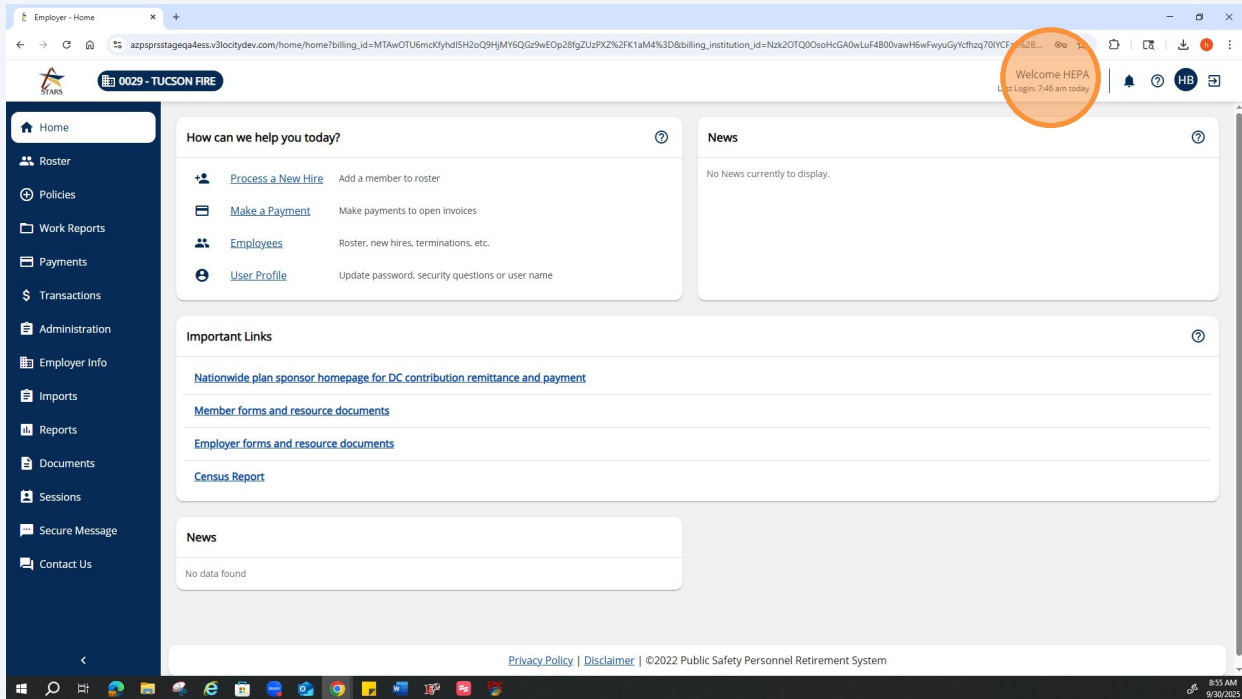
In the upper left corner, you will see the employer that you are logged into through the **Employer Designation Bar**.



Tip! Employer staff can quickly change through multiple employer accounts (police/fire/elected officials) through the **Employer Designation Bar**.

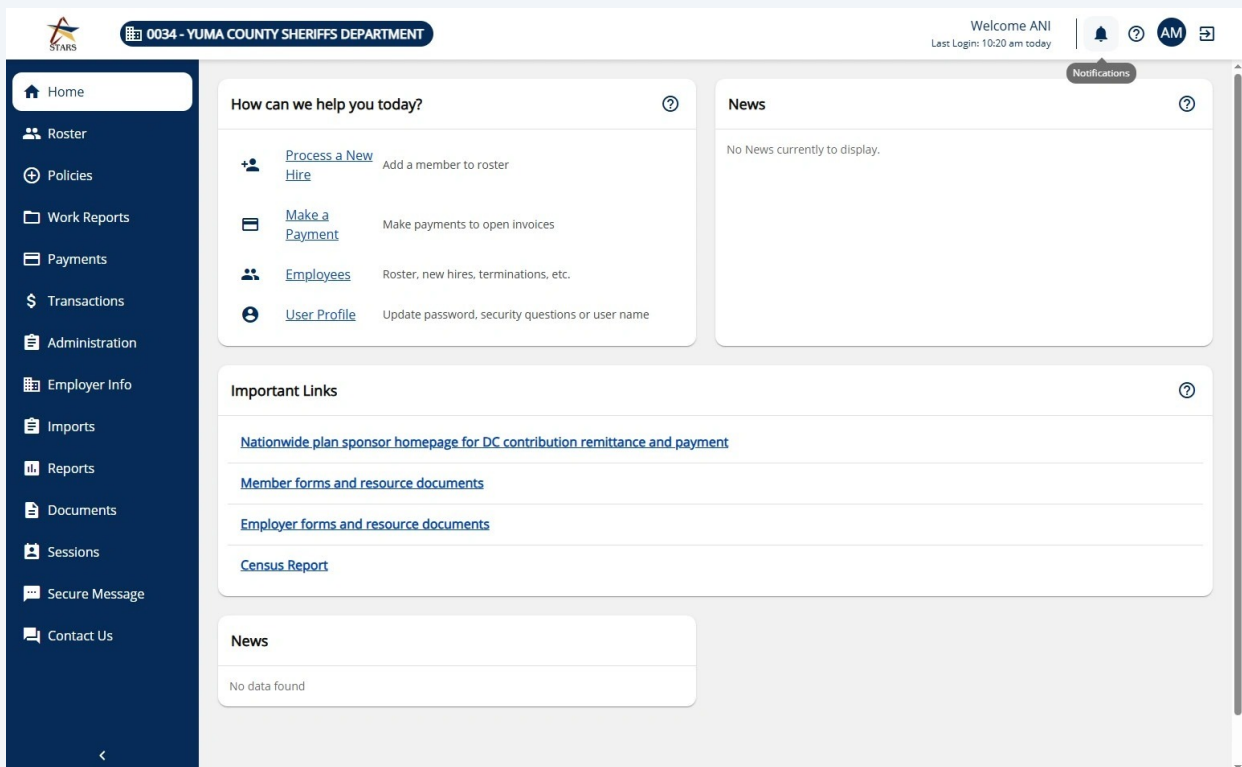
9

To the right of the employer's name is the **Welcome** bar, which displays the user's login name.



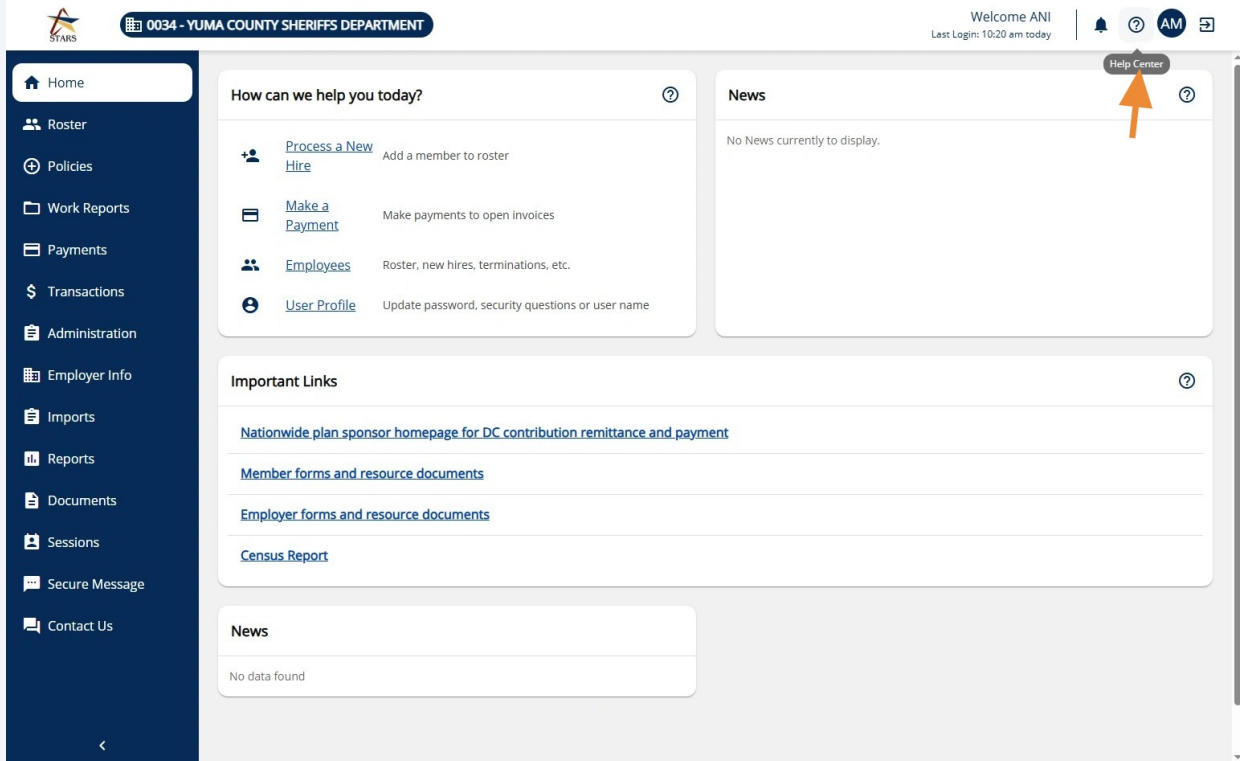
10

To the right of that users will see the bell-shaped icon. This icon is for system **Notifications** about information such as invoices that have not been processed.



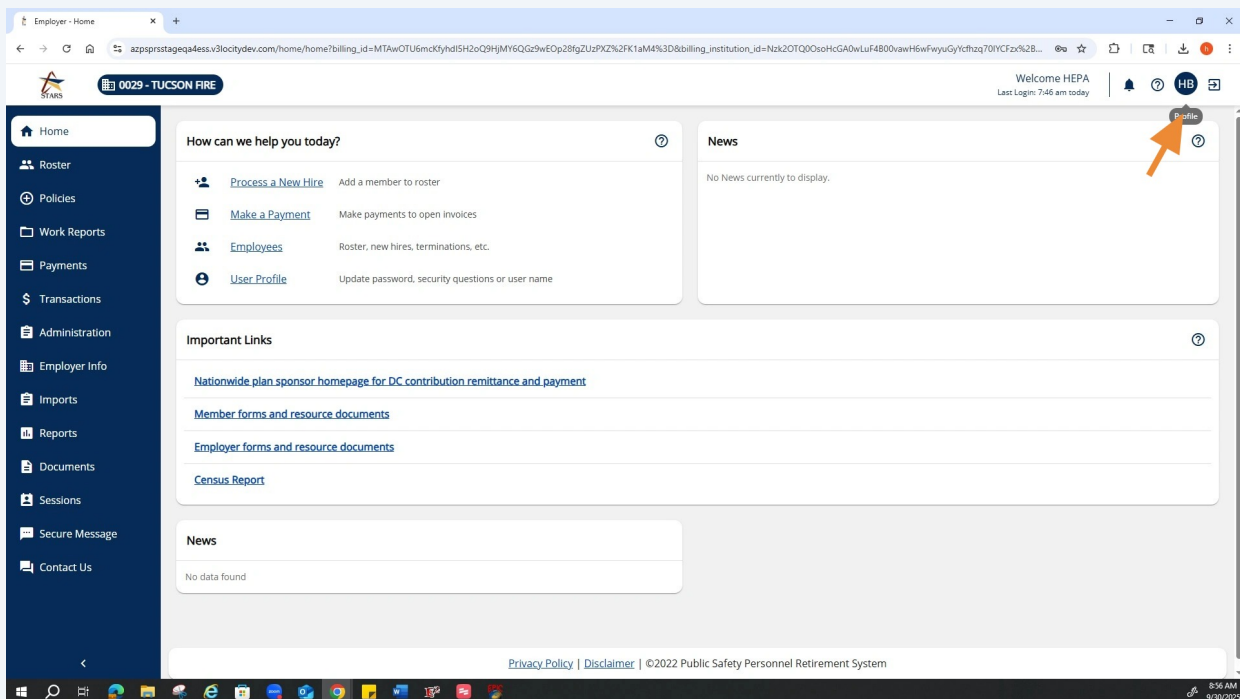
11

The question mark icon is for the STARS **Help Center**. Once clicked, this icon will open a search engine to assist users in finding information by topic. Please note that PSPRS will continue to populate the **Help Center** with information.

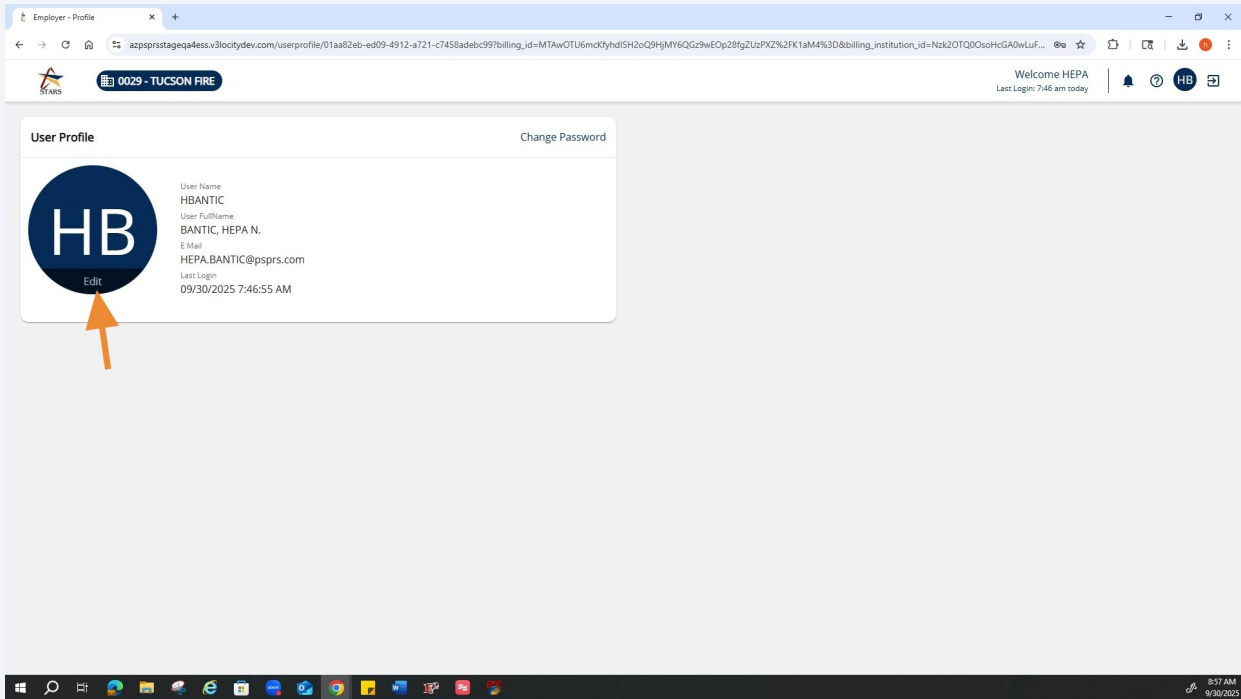


12

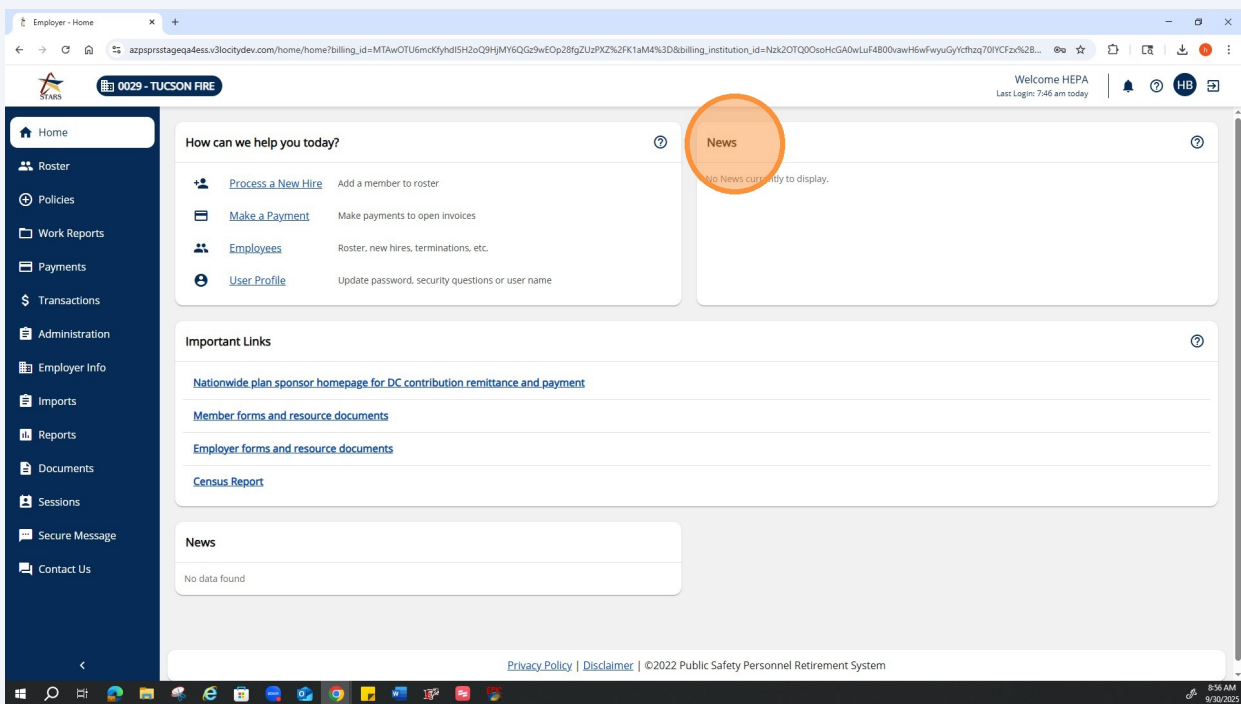
The **Profile** icon is noted by the circle and default use of the user's initials. This feature contains information about logged-in users of STARS.



13 The profiles of users can be personalized to include pictures or other artwork.



14 The **News** section is where users will find information that PSPRS is distributing to employers and local boards.



15

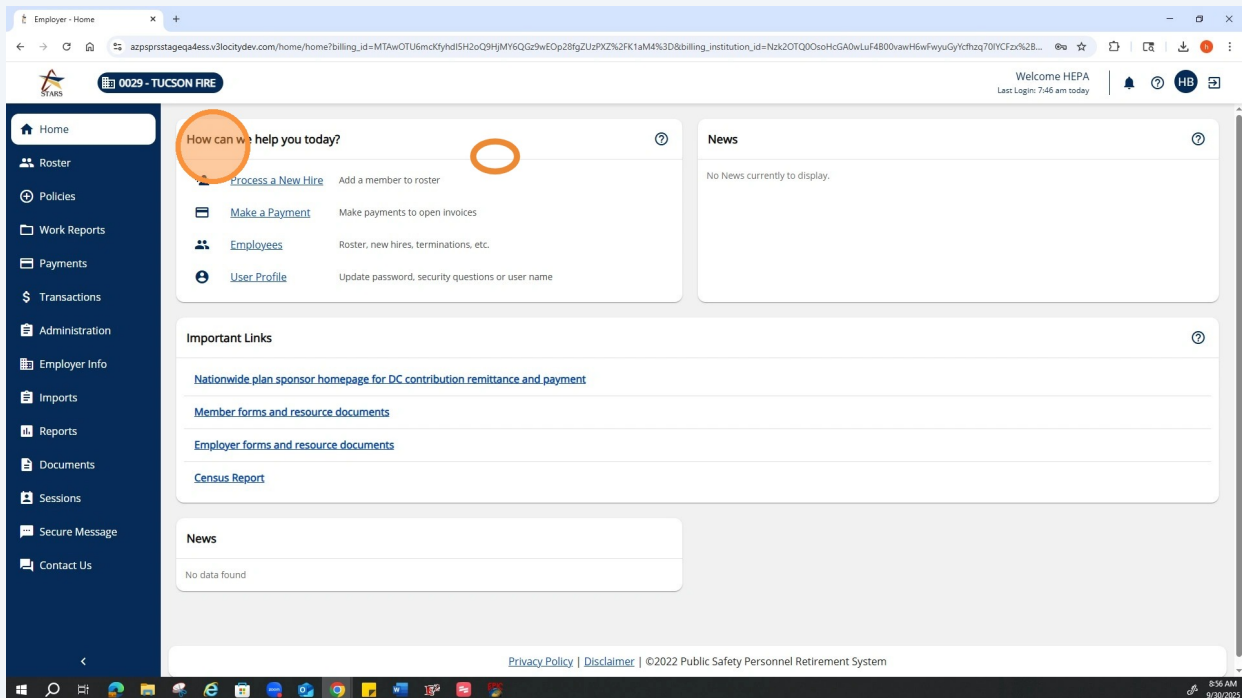
The **How can we help you today?** section has shortcut links to STARS tabs used to perform common transactions. Next to the links you see descriptions that explain what the quick link processes.

Process a New Hire – This is used for manually adding plan members (PSPRS, CORP and elected officials plan members) to the employer roster.

Make a payment – This is used by employers to make payments on open invoices.

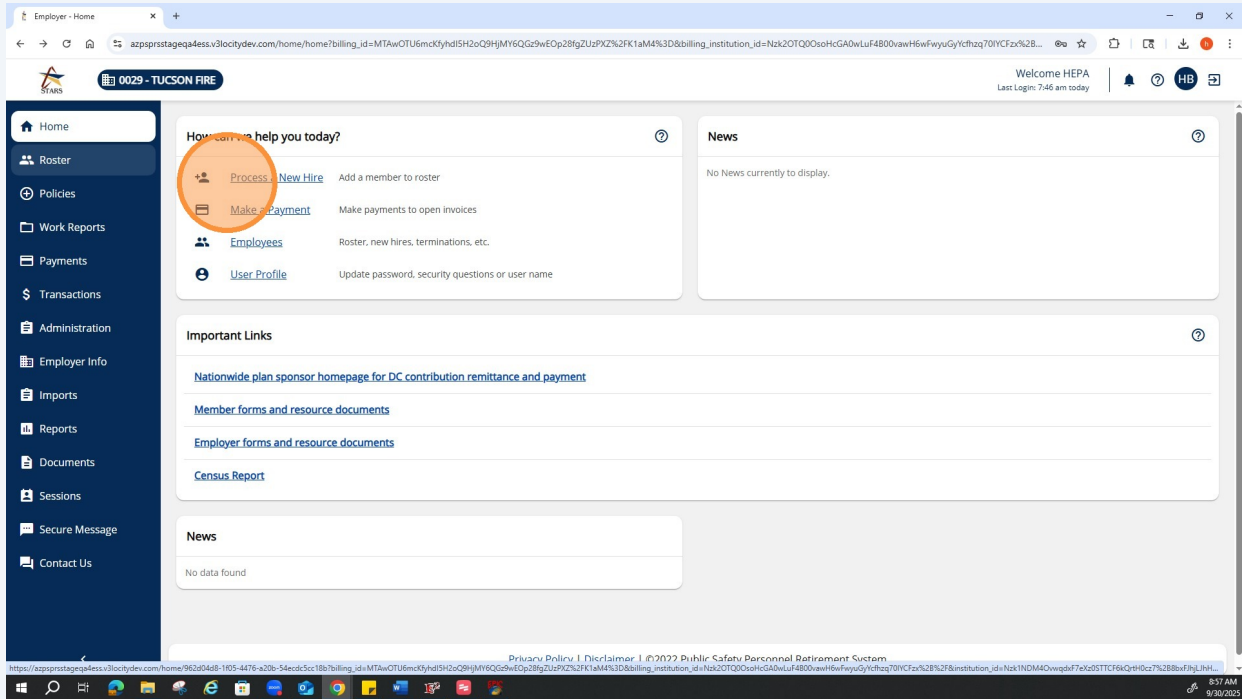
Employees – This accesses an employer’s current roster of members, new hires, terminations, retirees and additional information.

User Profile – This allows users to update passwords, security questions and/or user name.



16

Users will notice that clicking a link in the **How can we help you today?** section will activate the corresponding left-hand navigation bar tab. For example, selecting the **Process a New Hire** link will activate the **Roster** tab in the left-hand navigation bar.



17

The **Roster** tab displays a list of all currently active members, members who have terminated, refunded or retired. This page provides information such as PSPRS ID number, service start date, employment status, member tier, election type, hire date and termination date. The roster tab will also display if a member is currently employed with another employer, if applicable.

In the upper right corner is the **Add New Employee** function. This is where employers can manually add new members to the roster. Next is the **More** option, which allows employers to export the roster. Further to the right is the **Filter** icon, which resembles a funnel, and this allows employers to create specific reports from the roster.

0029 - TUCSON FIRE

Welcome HEPA
Last Login: 7:46 am today

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

Roster

SSN	PSPRS ID	Participant	Agreement	Service Start Date	Employment Status	Tier	Election Type	DC Rate	Hire Date	Term Date	Position	Employed with another employer	Plan status
XXX-XX-9163	061091	ABABP, ARAFA F.	0029 - TUCSON FIRE	04/18/2004	Quit/Terminated	Tier 1	DB		04/18/2004	05/31/2019		Yes	Disabled
XXX-XX-7045	007306	ABCET, HENEFIG D, JR.	0029 - TUCSON FIRE		Quit/Terminated	Tier 1	DB		06/02/1991	06/15/1991		Yes	Retired
XXX-XX-2642	010081	ABCIG, KEBE B.	0029 - TUCSON FIRE	03/14/1960	Quit/Terminated	Tier 1	DB		03/14/1960	03/31/1980		No	Closed
XXX-XX-0389	073549	ABFASMI, RENIDAPI L.	0029 - TUCSON FIRE	07/10/2005	Hired	Tier 1	DB		07/10/2005			No	Active
XXX-XX-9806	014563	ABIG, TANEBEGE O.	0029 - TUCSON FIRE	08/11/1952	Quit/Terminated	Tier 1	DB		08/11/1952	08/31/1976		No	Deceased
XXX-XX-6622	029536	ABLODLA, BIGEDE C.	0029 - TUCSON FIRE	12/02/2001	Entered DROP	Tier 1	DB		12/02/2001			No	DROP
XXX-XX-1267	037251	ABOF, BAHIR.	0029 - TUCSON FIRE	06/22/2008	Quit/Terminated	Tier 1	DB		06/22/2008	10/01/2008		No	Inactive

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8:37 AM 9/28/2025

18

The **Policies** tab and function includes an employer's members who are enrolled in the PSPRS Cancer Insurance Program.

0029 - TUCSON FIRE

Welcome HEPA
Last Login: 7:46 am today

Roster

SSN	PSPRS ID	Participant	Agreement	Service Start Date	Employment Status	Tier	Election Type	DC Rate	Hire Date	Term Date	Position	Employed with another Employer	Plan status
XXX-XX-9163	061091	ABABP, ARAFA F.	0029 - TUCSON FIRE	04/18/2004	Quit/Terminated	Tier 1	DB		04/18/2004	05/31/2019		Yes	Disabled
XXX-XX-7045	007306	ABCET, HENEFIG D. JR.	0029 - TUCSON FIRE		Quit/Terminated	Tier 1	DB		06/02/1991	06/15/1991		Yes	Retired
XXX-XX-2642	010081	ABCIG, KEBE B.	0029 - TUCSON FIRE	03/14/1960	Quit/Terminated	Tier 1	DB		03/14/1960	03/31/1980		No	Closed
XXX-XX-0389	073549	ABFASMI, RENIDAPI L.	0029 - TUCSON FIRE	07/10/2005	Hired	Tier 1	DB		07/10/2005			No	Active
XXX-XX-9806	014563	ABIG, TANEBEGE O.	0029 - TUCSON FIRE	08/11/1952	Quit/Terminated	Tier 1	DB		08/11/1952	08/31/1976		No	Deceased
XXX-XX-6622	029536	ABLODLA, BIGEDE C.	0029 - TUCSON FIRE	12/02/2001	Entered DROP	Tier 1	DB		12/02/2001			No	DROP
XXX-XX-1267	037251	ABOF, BAHIR.	0029 - TUCSON FIRE	06/22/2008	Quit/Terminated	Tier 1	DB		06/22/2008	10/01/2008		No	Inactive

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The **Export Coverages** function of the **Policies** tab enables employers to pull reports about member cancer insurance participation and coverage.

0029 - TUCSON FIRE

Welcome HEPA
Last Login: 7:46 am today

Coverages

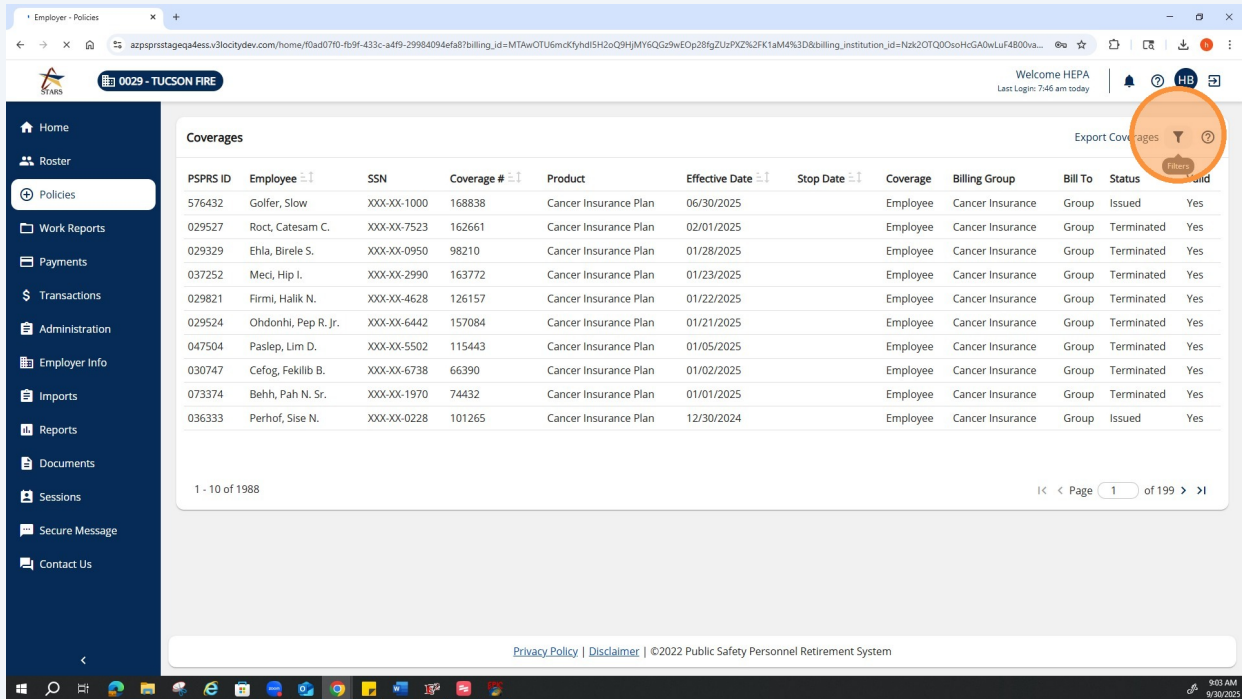
PSPRS ID	Employee	SSN	Coverage #	Product	Effective Date	Stop Date	Coverage	Billing Group	Bill To	Status	Valid
576432	Golfer, Slow	XXX-XX-1000	168838	Cancer Insurance Plan	06/30/2025		Employee	Cancer Insurance	Group	Issued	Yes
029527	Roct, Catesam C.	XXX-XX-7523	162661	Cancer Insurance Plan	02/01/2025		Employee	Cancer Insurance	Group	Terminated	Yes
029329	Ehla, Birele S.	XXX-XX-0950	98210	Cancer Insurance Plan	01/28/2025		Employee	Cancer Insurance	Group	Terminated	Yes
037252	Meci, Hip I.	XXX-XX-2990	163772	Cancer Insurance Plan	01/23/2025		Employee	Cancer Insurance	Group	Terminated	Yes
029821	Firmi, Halik N.	XXX-XX-4628	126157	Cancer Insurance Plan	01/22/2025		Employee	Cancer Insurance	Group	Terminated	Yes
029524	Ohdonhi, Pep R. Jr.	XXX-XX-6442	157084	Cancer Insurance Plan	01/21/2025		Employee	Cancer Insurance	Group	Terminated	Yes
047504	Paslep, Lim D.	XXX-XX-5502	115443	Cancer Insurance Plan	01/05/2025		Employee	Cancer Insurance	Group	Terminated	Yes
030747	Cefog, Fekilib B.	XXX-XX-6738	66390	Cancer Insurance Plan	01/02/2025		Employee	Cancer Insurance	Group	Terminated	Yes
073374	Behh, Pah N. Sr.	XXX-XX-1970	74432	Cancer Insurance Plan	01/01/2025		Employee	Cancer Insurance	Group	Terminated	Yes
036333	Perhof, Sise N.	XXX-XX-0228	101265	Cancer Insurance Plan	12/30/2024		Employee	Cancer Insurance	Group	Issued	Yes

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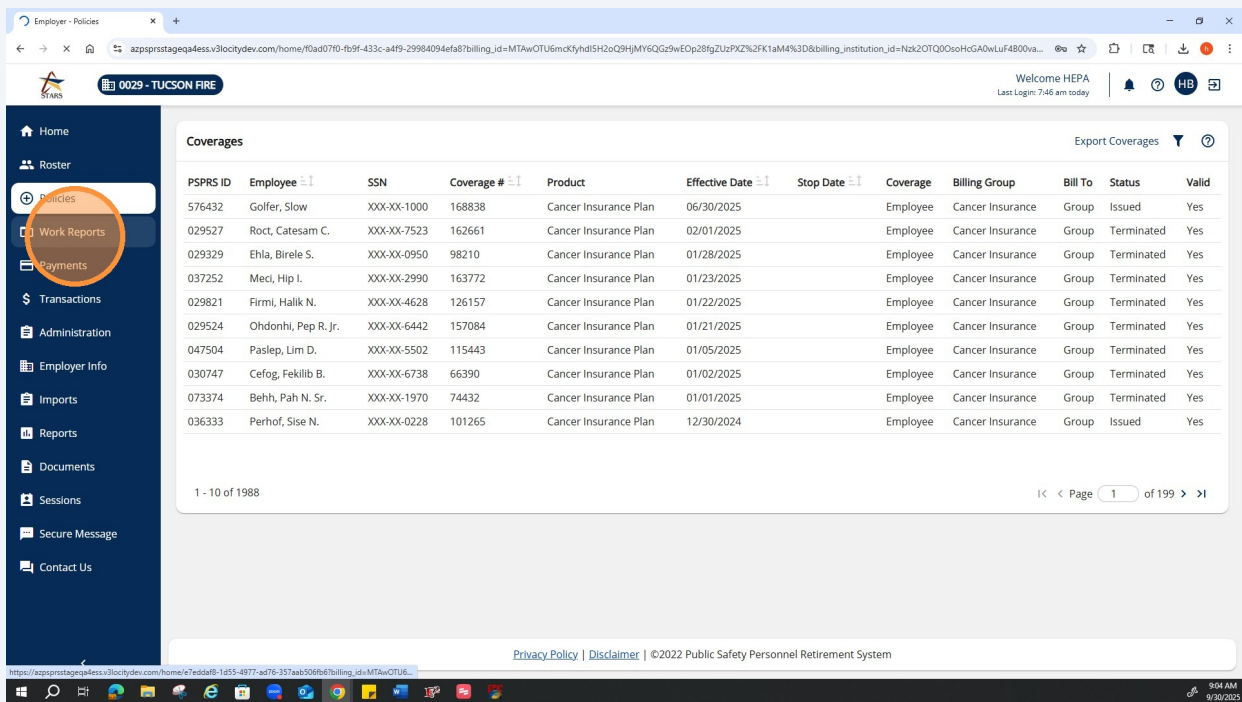
20

The **Filter** function, represented by the funnel icon, enables users to perform detailed searches within the **Policies** tab.



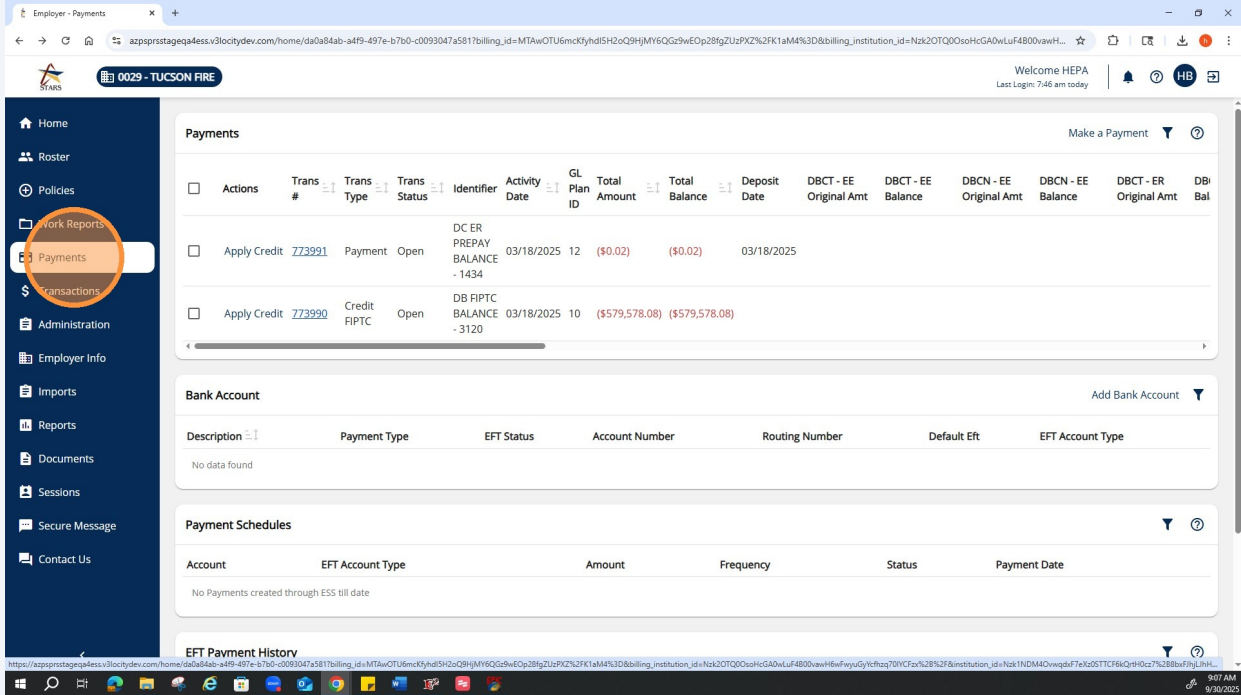
21

The **Work Reports** tab accesses all manually entered or imported employer contribution files. In the upper right corner is where users can generate reports and adjustment reports. Files can be exported by clicking the **three-dot menu**, which resembles a snowman. The **Filters** tab allows employers to filter your reports search.



22

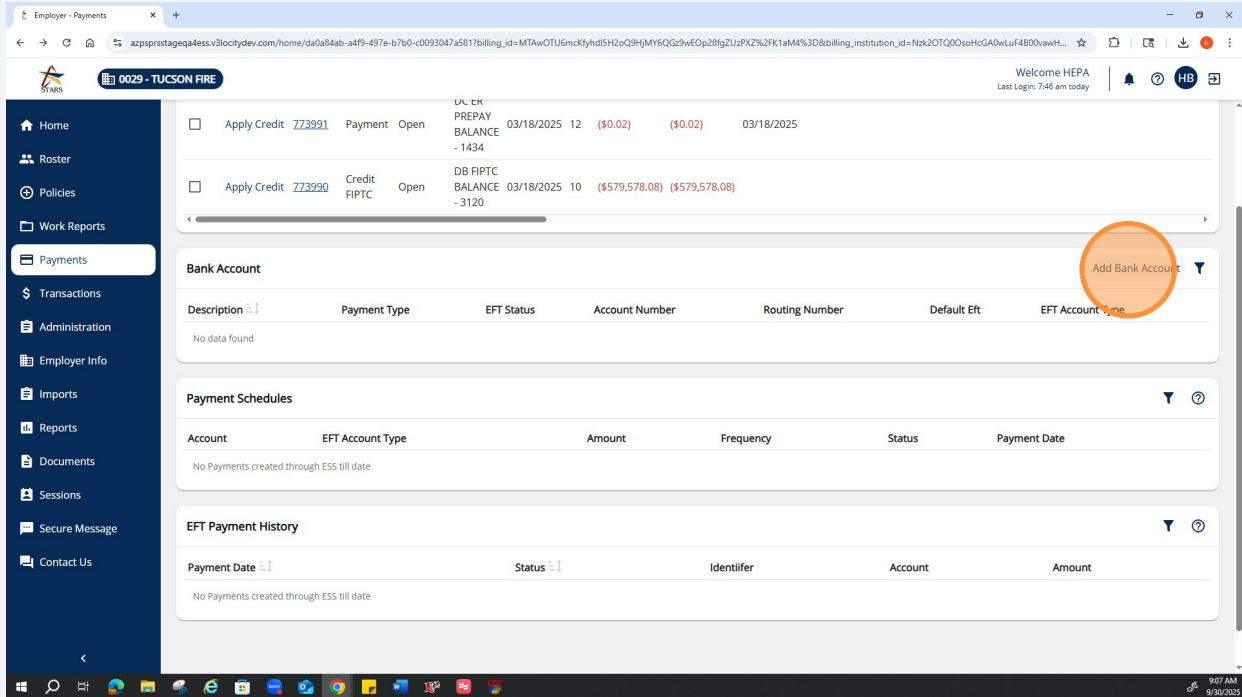
The **Payments** tab houses submitted work reports and open contribution and cancer insurance premium invoices that are paid by employers. Please note that STARS accepts Automated Clearing House (ACH) and will not support E-Bill payments.



23

The **Payments** tab is also used by employers to connect their bank accounts to STARS to pay all invoices. To complete this process, click the **Add Bank Account** function and complete all required fields, including routing and bank account numbers and type of account. The STARS **Payments** function permits employers to enter and use numerous accounts.

Administrators or their designees must enter bank account information. Establishing this information promptly helps ensure timely processing of work reports and avoids interest charges associated with late submissions.



24

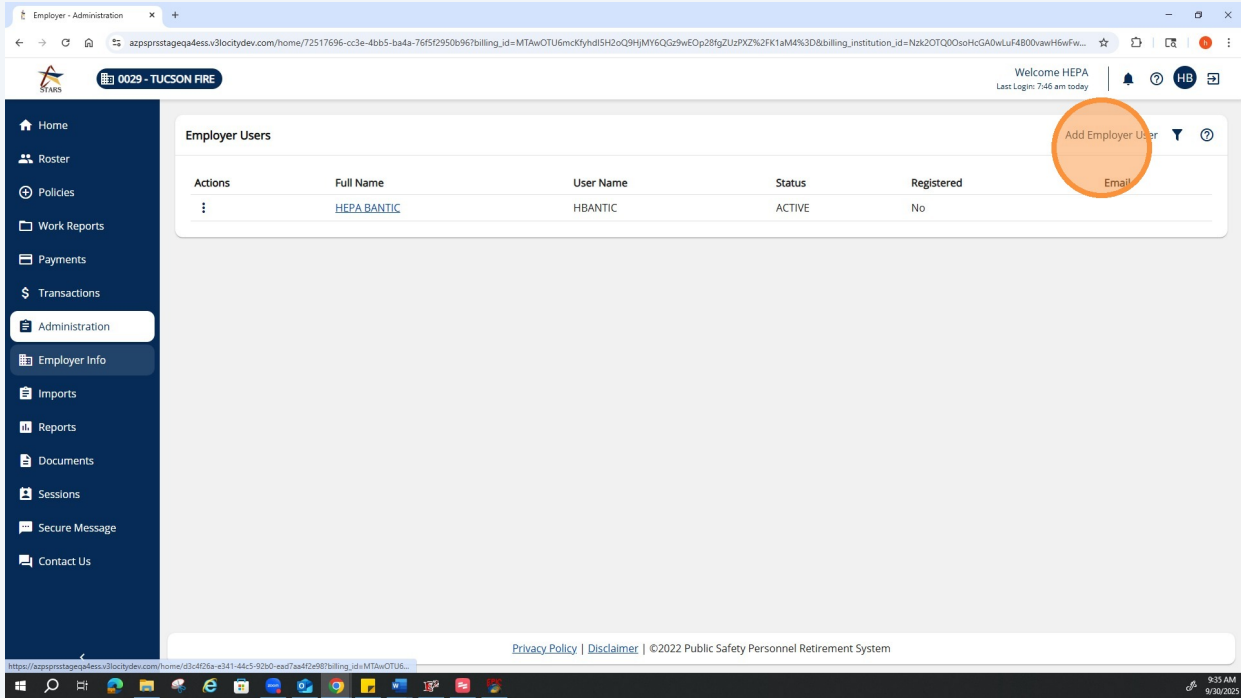
The **Transactions** tab accesses records of employer transactions, including open and closed work reports. **Fund Details** and **Show Fund Groups** are functions in the upper left corner. When transactions are presented under **Fund Details**, which is the default, data is broken down by the type of reported contribution (Examples: DBCN_EE, DBCN_ER, DCCN_EE, DCCN_ER, etc.). When the **Show Fund Group** is selected, all reported contribution types are combined (Examples: DB, DC, CIP, etc.).

The screenshot shows the 'Employer - Transactions' page for '0029 - TUCSON FIRE'. The 'Show Fund Groups' button is highlighted with an orange circle. Below it is a table of transactions:

Trans #	Trans Type	Report Status	Trans Status	Identifier	Deposit Date	Pay Period End Date	Total Original	Total Balance	Activity Date	Released Date	Due Date	GL Plan ID	DC	DB	CIP
886610	WH Report	Initial	Open	2025-03 0029 TUCSON FIRE		04/05/2025	\$0.00	\$0.00	03/23/2025		04/25/2025		\$0.00	\$0.00	\$0.00
886609	Billing Adj.	Initial	Open	2025-09 0029 TUCSON FIRE		09/30/2025	\$0.00	\$0.00	09/30/2025		10/30/2025		\$0.00	\$0.00	\$0.00
886464	Billing Adj.	Released	Open	886464 DB 09/21/24 0029 TUCSON FIRE		09/21/2024	\$1,698.34	\$1,698.34	09/12/2025	09/12/2025	09/26/2025	10	\$0.00	\$1,698.34	\$0.00
886463	WH Report	Pending	Open	2025-03 0029 TUCSON FIRE		03/22/2025	\$0.00	\$0.00	03/09/2025		04/11/2025		\$0.00	\$0.00	\$0.00
886460	Billing Adj.	Released	Open	886460 DB 01/25/25 0029 TUCSON FIRE		01/25/2025	\$3,396.72	\$3,396.72	09/12/2025	09/12/2025	09/26/2025	10	\$0.00	\$3,396.72	\$0.00
847242	Invoice	Final	Open	847242 CIP 07/01/2025 0029 TUCSON FIRE			\$32,650.00	\$32,650.00	07/01/2025		08/31/2025	40	\$0.00	\$0.00	\$32,650.00
773991	Payment		Open	DC ER PREPAY BALANCE - 1434	03/18/2025		(\$0.02)	(\$0.02)	03/18/2025			12	(\$0.02)	\$0.00	\$0.00
773990	Credit FIPTC		Open	DB FIPTC BALANCE - 3120			(\$579,578.08)	(\$579,578.08)	03/18/2025			10	\$0.00	(\$579,578.08)	\$0.00
773942	Billing Adj.	Released	Open	[PD25-547404.P525-547403] [0029] [TUCSON FIRE]		02/22/2025	\$834.84	\$834.84	10/20/2024	03/17/2025	03/28/2025	12	\$834.84	\$0.00	\$0.00

25

The **Administration** tab is for and accessible only to individuals appointed by their employer to serve the highest administrative role in STARS. Administrators assign new staff users and roles and access levels related to human resources, payroll, finance, health and cancer insurance. This page also lists the current staff members who have access to the employer self-service portal, and has the **filter** function (the funnel icon) to allow for detailed searches. The upper right part of the screen enables administrators to add new employer users by selecting **Add Employer User**. Providing staff access is a two-step process requiring use of the **Employer Info** and **Administration** tabs.



26

The **Employer Info** hosts information related to carrying out PSPRS-related administrative tasks. This tab contains the employer system identification number and employer number for Nationwide 401 (a) defined contribution administration and payments, as well as employer contacts registered in STARS. Please note that employer STARS contacts must be authorized through the **Administration** tab functions to gain system access.

The **Employer Info** tab appears as follows when opened:

The screenshot shows the 'Employer - Employer Info' page for '0029 - TUCSON FIRE'. The page is divided into several sections:

- Employer Demographics:** A table with the following data:

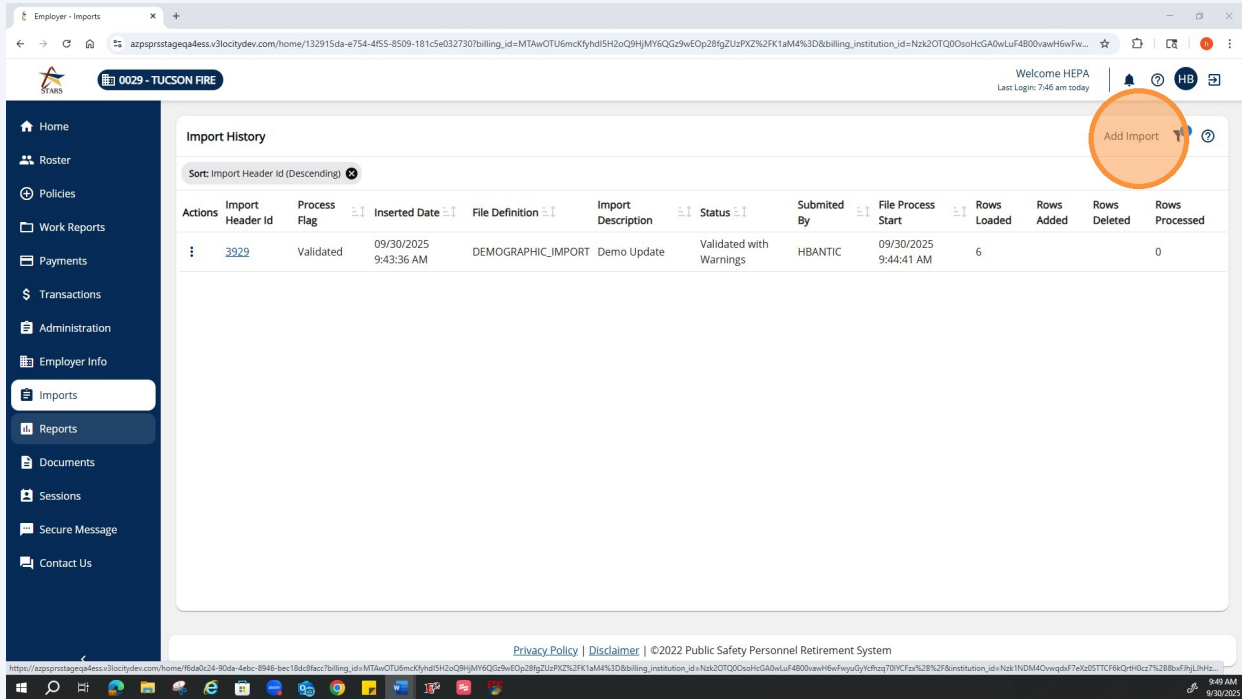
Employer Name TUCSON FIRE	SYS ID 0029	Joiner Status Active	Joiner Effective Date 07/01/1968
Employer Type Fire	Plan Group PSPRS	Social Security Withheld No	Actively Contributing Yes
Ebill Customer ID 1157	Nationwide ID 56325001		
- Employer Addresses:** A section with an 'Add Address' button. The mailing address is: 3744 W. NIRGANH AVE., TUCSON, AZ 85726-7210. There is an 'Edit' button.
- Contact Info:** A section with an 'Edit' button. It includes: Contact Preference, Fax Contact Preference, Work Phone (US • (602) 555-1234), and Fax (US • (602) 555-1234).
- Contacts:** A table with columns for Name, Role, Start Date, and Stop Date. The data is as follows:

Name	Role	Start Date	Stop Date
NALH, LASAB, D.	Finance Director	03/18/2025	
FASCI, KED, D.	Cancer Insurance	07/20/2021	
BANTIC, HEPAN, N.	HR	03/18/2025	
SODTANIL, GERI, O.	Cancer Insurance	03/02/2022	
POFG, MEL, L.	Payroll	03/18/2025	

The 'Employer Info' menu item in the left sidebar is circled in orange. The page footer shows '1 - 5 of 7' and 'Page 1 of 2'.

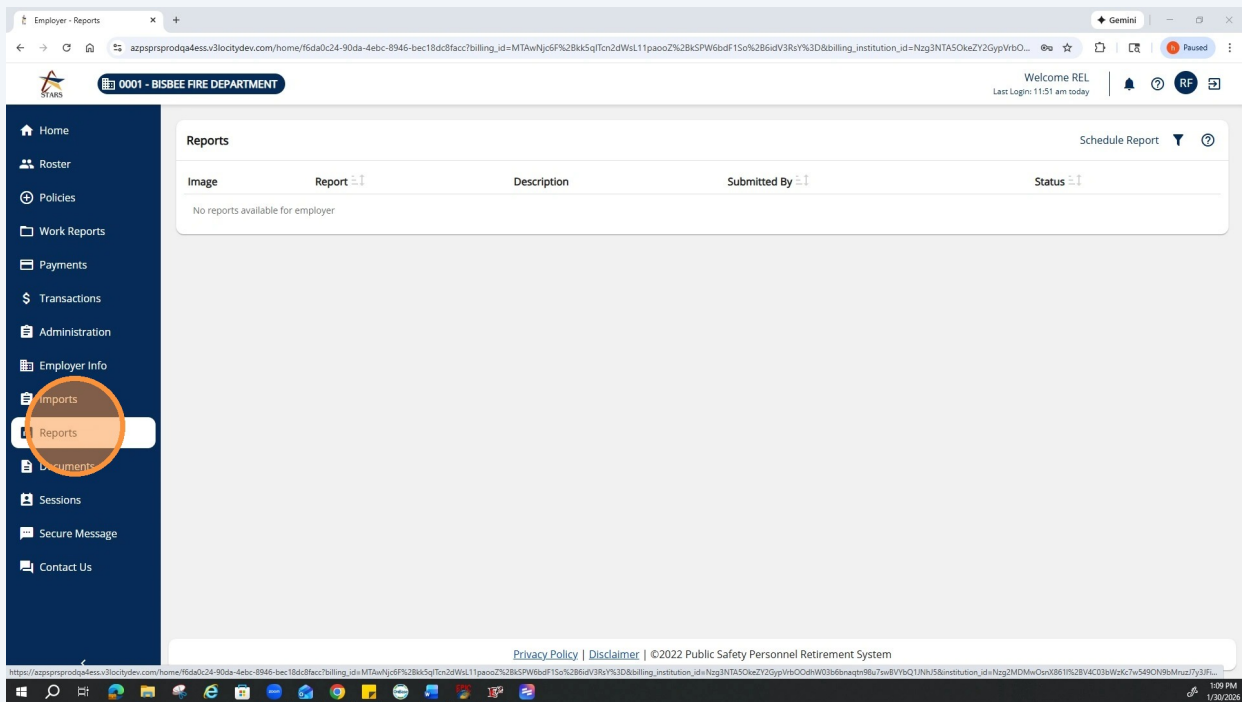
27

The **Imports** tab is used to upload contribution or demographic files. Start the process by selecting **Add Import** in the upper right corner. Select the type of import from the drop-down menu. Browse for and upload your upload file, provide a description of the file and select **next** to begin the file import process.



28

The **Reports** tab and functions are under development. It is likely that PSPRS will use this feature to post customized reports that are requested by employers and unavailable through filter parameters set in STARS.



29

The **Documents** tab is where local board minutes and the local board member and employer update forms are uploaded by the local board or employer. To upload a document, click on **Upload Document**.

The screenshot shows the 'Employer - Documents' page in a web browser. The page title is '0029 - TUCSON FIRE'. The user is logged in as HEPA, with the last login time being 7:46 am today. The 'Documents' tab is active, showing a list of documents. Each document entry includes a 'Print' button, a document icon, the document name (e.g., 'ER - Local Board'), a description (e.g., 'ER - Local Board - 1/13/2025 - 29 - TUCSON FIRE'), and a date. An orange circle highlights the 'Upload Document' button in the top right corner of the document list area. Below the table, there is a message: 'You will need the Adobe Acrobat Reader software to view or print the forms. If you do not already have this FREE software, you may get it by [clicking here](#).' The footer of the page includes 'Privacy Policy | Disclaimer | ©2022 Public Safety Personnel Retirement System'.

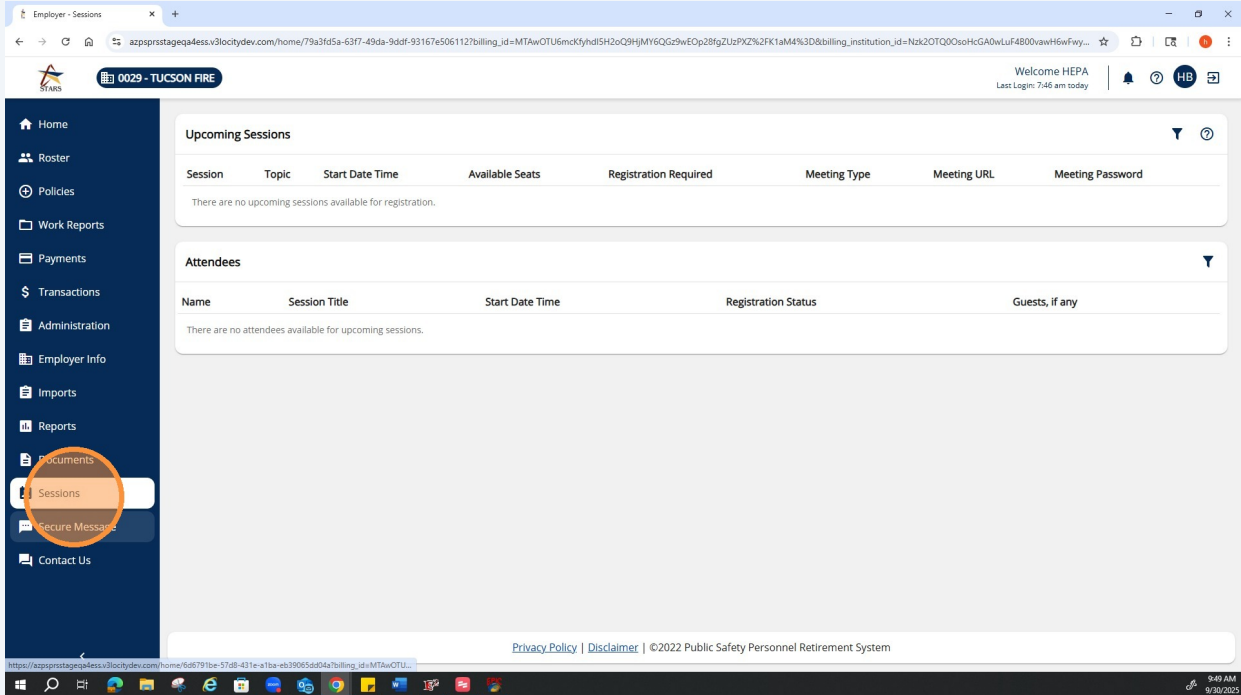
Actions	Image	Document Name	Description	Date
Print		ER - Local Board	ER - Local Board - 1/13/2025 - 29 - TUCSON FIRE	01/12/2025 10:00:00 PM
Print		ER - Local Board	ER - Local Board - 12/9/2024 - 29 - TUCSON FIRE	12/08/2024 10:00:00 PM
Print		ER - Local Board	ER - Local Board - 10/4/2024 - 29 - TUCSON FIRE	10/03/2024 9:00:00 PM
Print		ER - Local Board	ER - Local Board - 9/24/2024 - 29 - TUCSON FIRE	09/23/2024 9:00:00 PM
Print		ER - Local Board	ER - Local Board - 6/24/2024 - 29 - TUCSON FIRE	06/23/2024 9:00:00 PM
Print		ER - Local Board	ER - Local Board - 4/23/2024 - 29 - TUCSON FIRE	04/22/2024 9:00:00 PM



Tip! Once STARS is operational, you don't need to send them to PSPRS anymore.

30

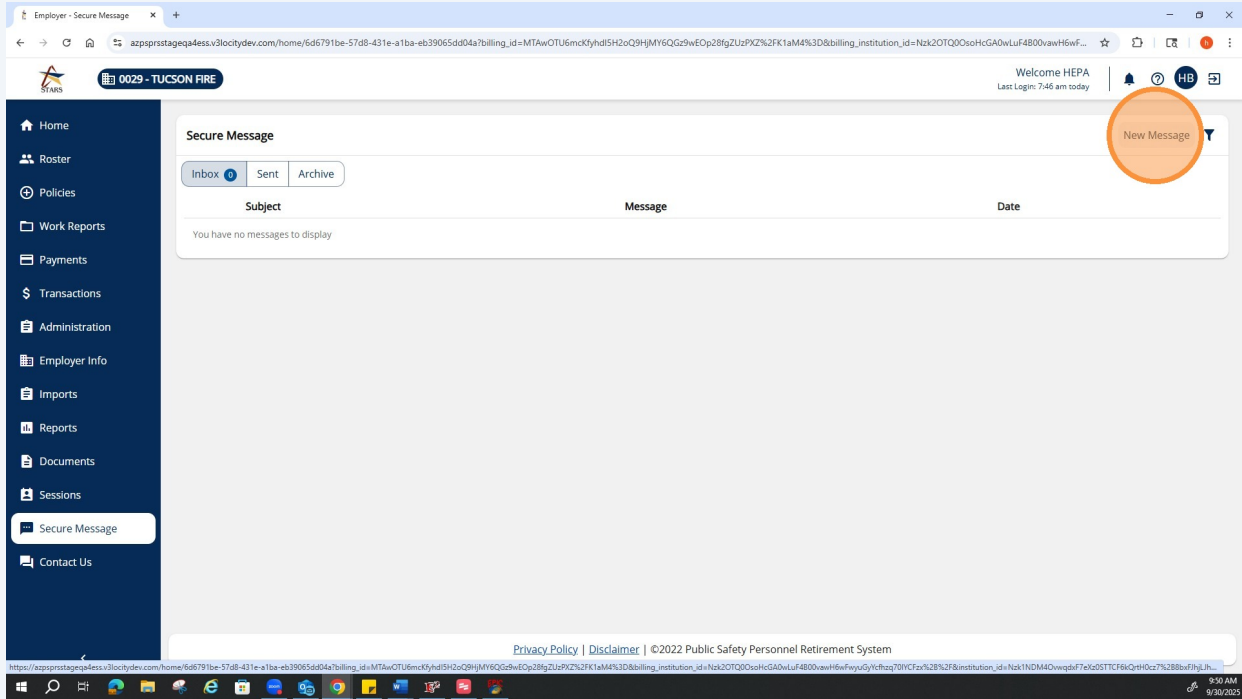
The **Sessions** tab will be used by PSPRS to notify employers of upcoming training sessions. Attendees will be able to enroll via this area and administrators can enroll staff to attend training.



31

The **Secure Message** tab and feature is used by STARS users – both administrators and staff – to communicate with PSPRS about pension administration. This function replaces the need to contact PSPRS by email or phone and offers a streamlined service should employers have difficulty performing tasks through STARS. This function allows employers to send secure messages to PSPRS and PSPRS to reply to employers.

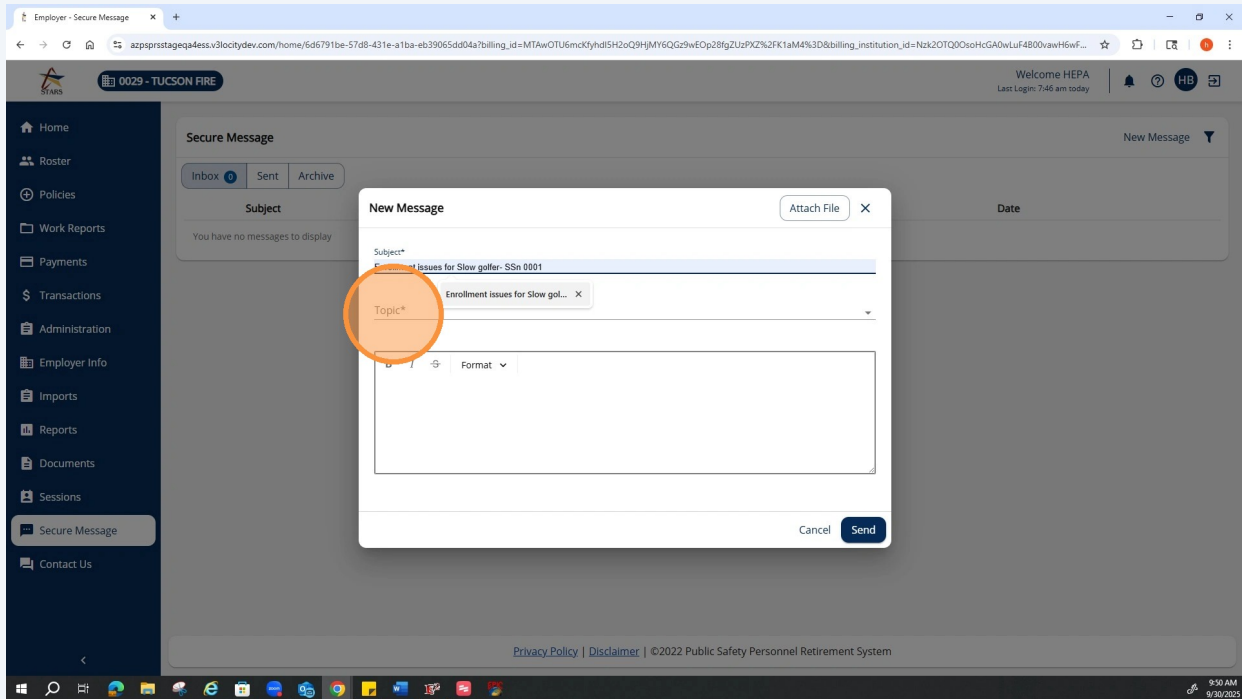
To use the **Secure Message** function click **New Message** in the upper right corner of the page.



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Use the required **Subject** field to describe the nature of the contact (Example: "Enrollment issues"). If the message pertains to individual plan members be sure to include the member name and last four digits of Social Security number or PSPRS ID number. This helps PSPRS staff identify individuals.

Next, users sending secure messages will select the **Topic** from the drop-down menu. For this example, an employer would select **Demographics** from the options. Users have the option of uploading or attaching a file to messages through the **Attach File** feature. Employers will receive an email notification when PSPRS responds to secure messages and employers can log into STARS to review the message through the **Secure Message** tab.



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The **Contact Us** tab includes contact information to reach PSPRS. There is also Frequently Asked Questions (FAQs) to assist employers. PSPRS also intends to post STARS refence materials here.

