STARS Employer Training

Retired Member STARS Portal

Retired Member STARS Portal for Employers

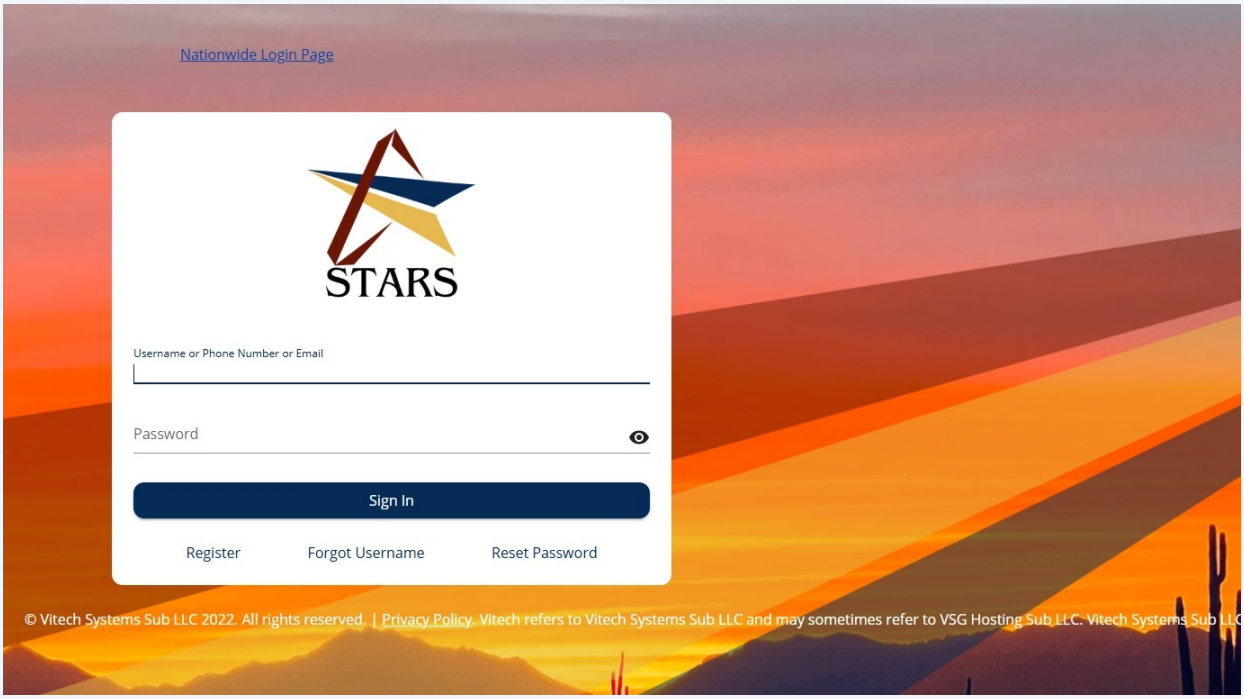
Table of Contents

Registering a member account and login	Page 1
STARS homepage features	Page 2
Updating personal and contact information	Page 3 - 6
Updating beneficiaries	Page 7 - 8
Employment information	Page 9
Uploading documents	Page 9 - 10
Review Payments	Page 10
Educational opportunities	Page 11
Using Secure Messages	Page 11
Using the FAQ feature	Page 12
Contact Us	Page 13
Cancer insurance policy info and claims	Page 13 - 14
Health insurance	Page 14 - 15

Retired Member STARS Portal for Employers

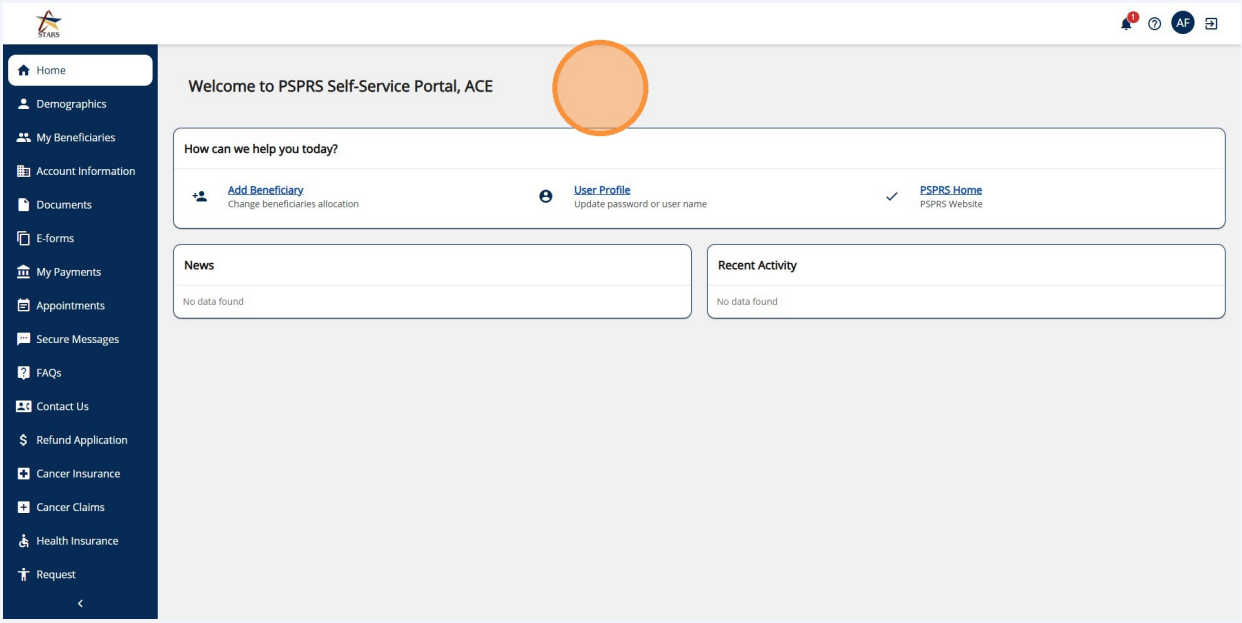
This guide provides employers an overview of the STARS portal and features used by retired plan members. With familiarity of the STARS retiree portal, employers will be better able to help retiring members understand the system and its functions. Retirees will use the portal to update personal and beneficiary information, check employment and payment history, communicate with PSPRS, enroll in health insurance and submit various requests.

1 Retirees will enter their **Username**, **Password** and select **Sign In.**

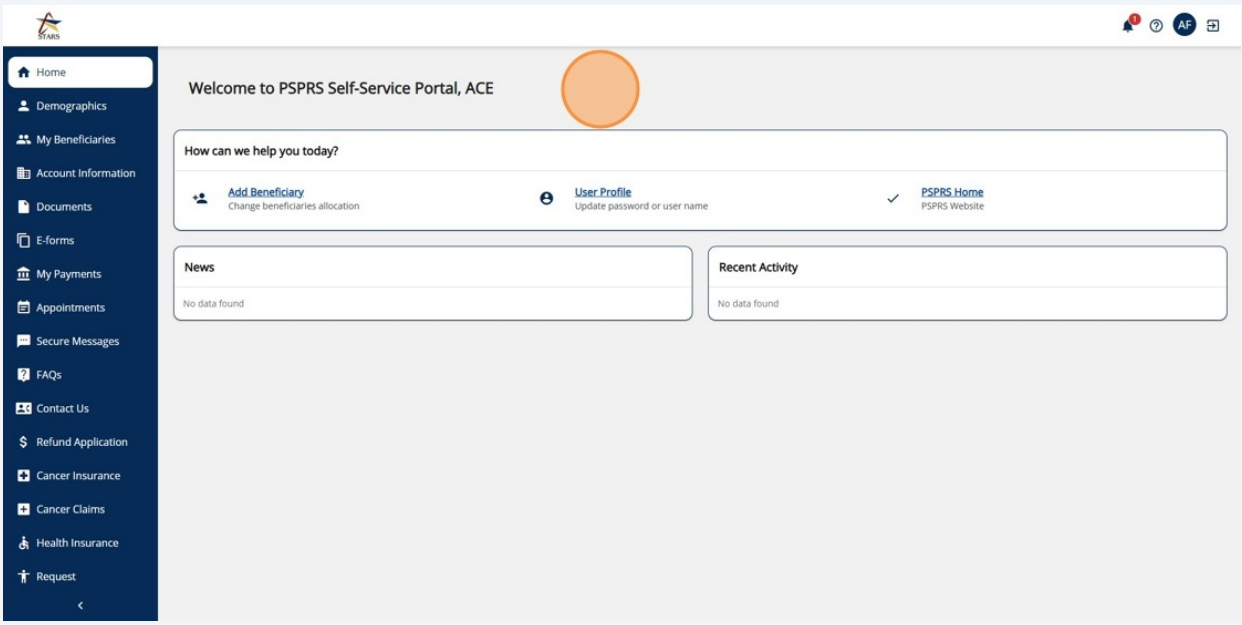


Alert! All retiree users will first need to complete a one-time registration. New users will click **Register**, verify their identity using personal information already on record with PSPRS and respond to a verification request sent via email or phone.

2 Welcome to the STARS **home page** used by retirees. Users will notice the **Home** tab on the left-hand side is highlighted, confirming the retiree is on the main dashboard. The blue area is the **Left Navigation Pane**, which provides access to all major sections of STARS.

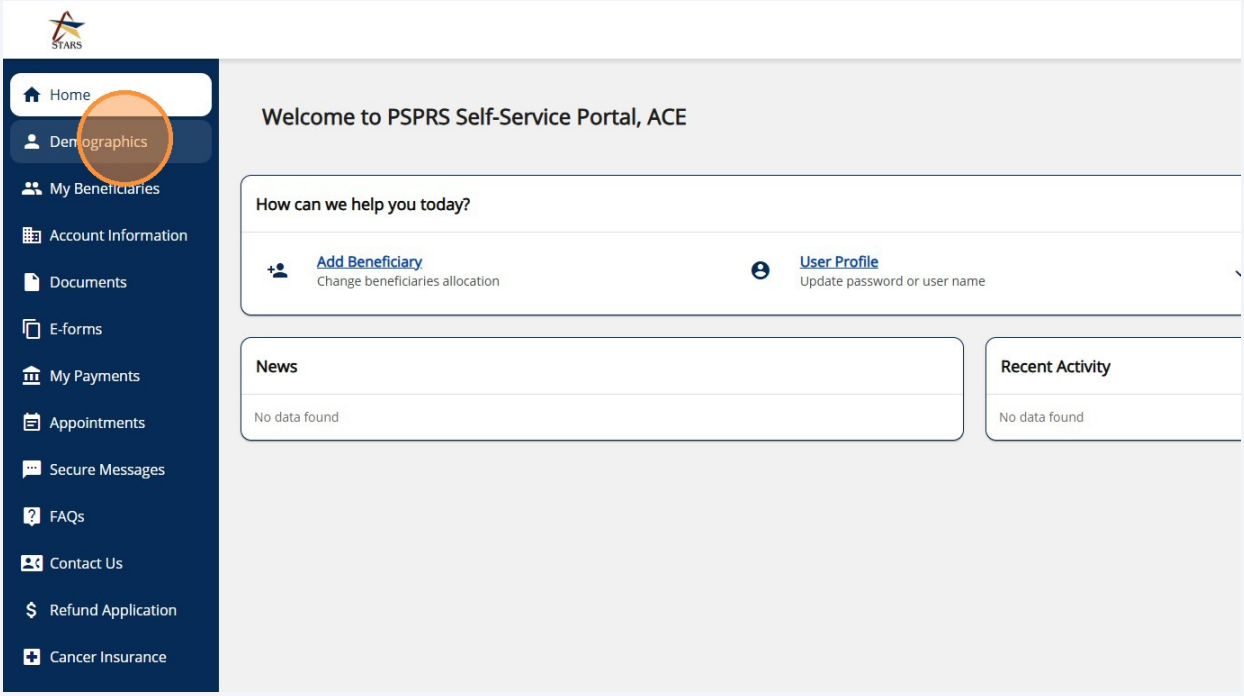


3 The **How can we help you today?** section has shortcut links to STARS tabs used to perform common transactions. Next to the links you see descriptions that explain what the quick link processes.
Add Beneficiary - This is used for updating member beneficiaries.
User Profile - This allows users to update passwords and/or user name.
PSPRS Home - This is used to access the PSPRS website



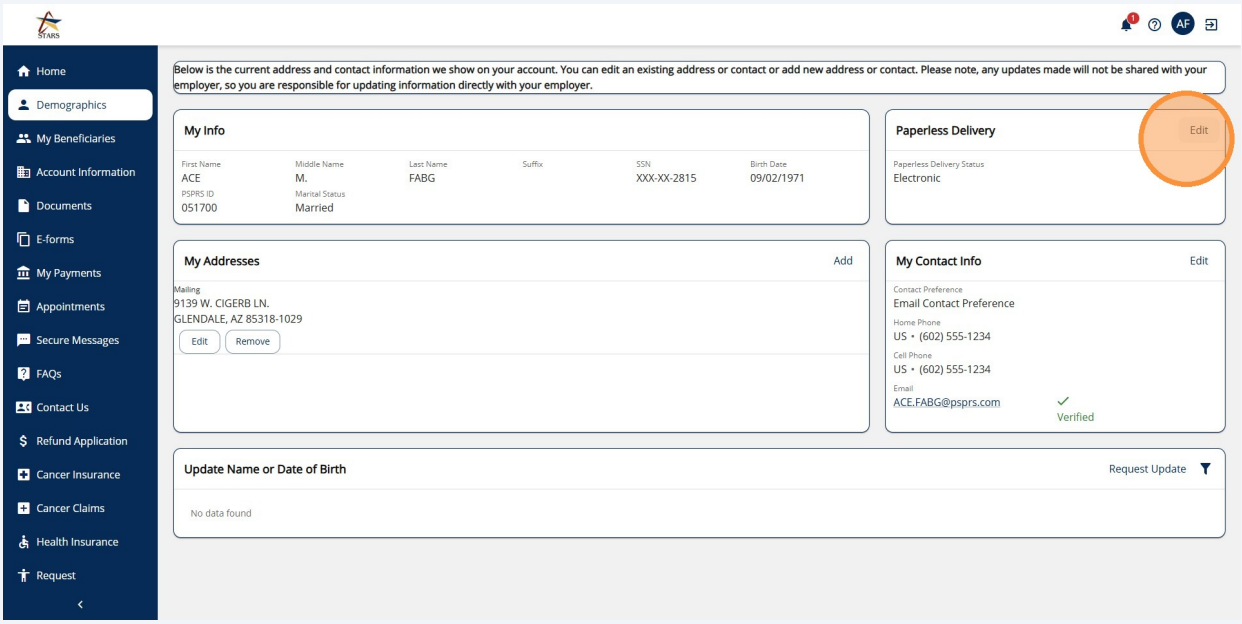
4

The **Demographics** tab is used by retirees to update their address, contact information, name and date of birth.

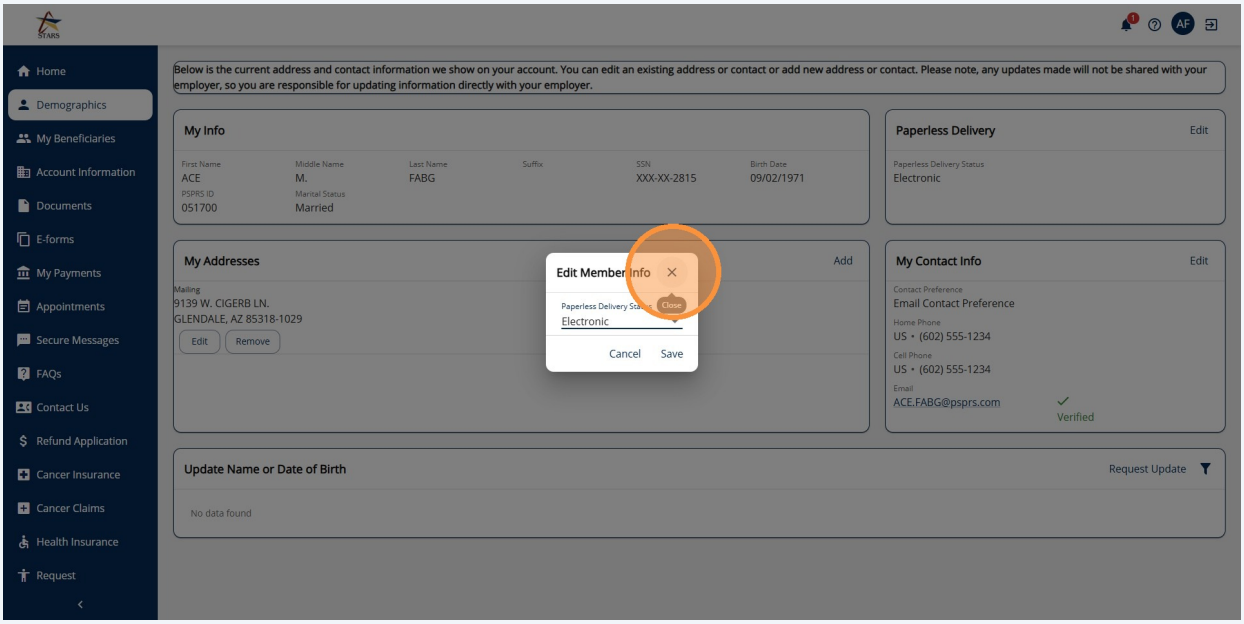


5

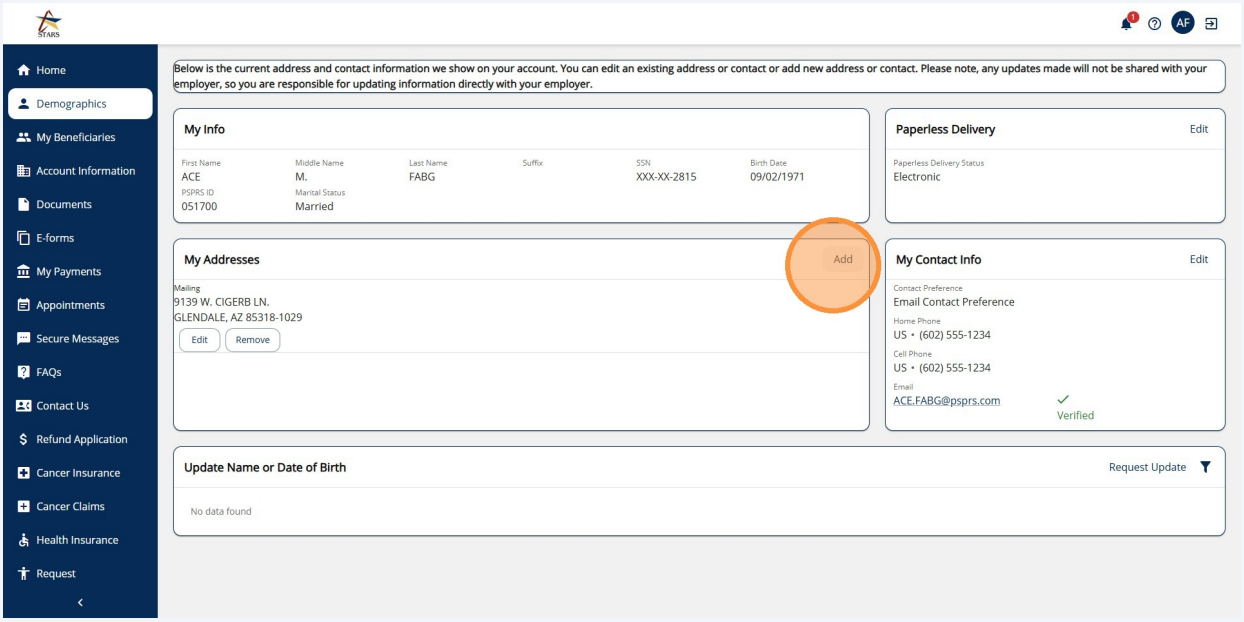
Retirees may update demographic information by clicking **Edit** in any section to update.



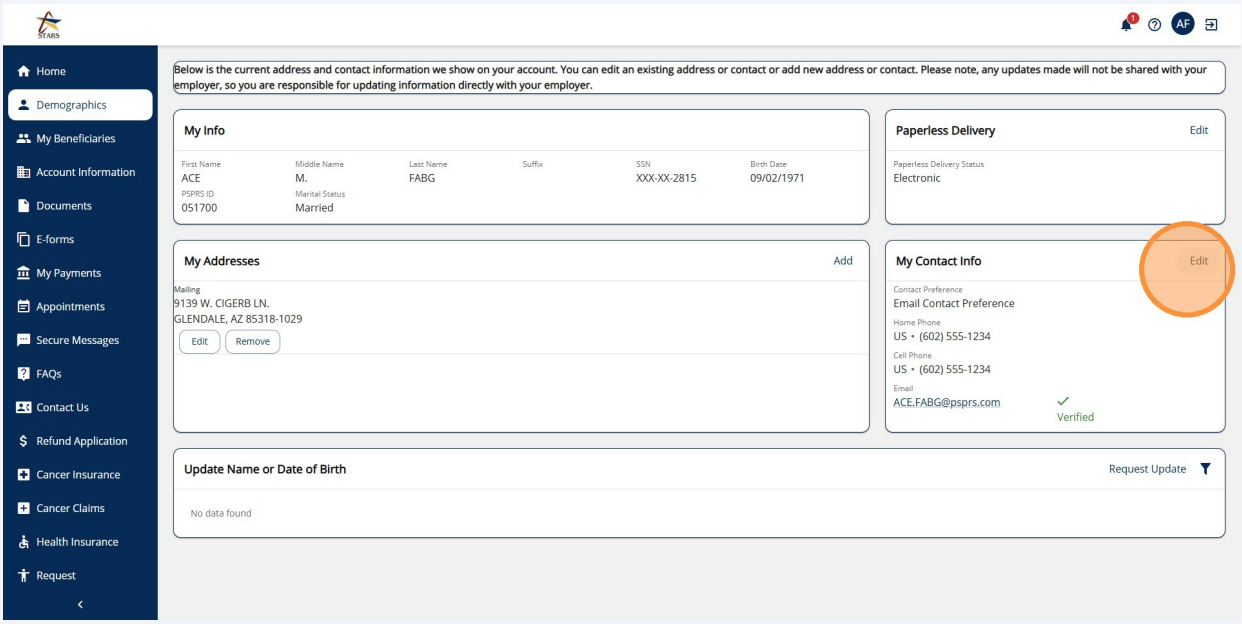
6 The **Paperless Delivery** feature allows retirees to choose to receive **Electronic** (paperless) or paper copy of documents.



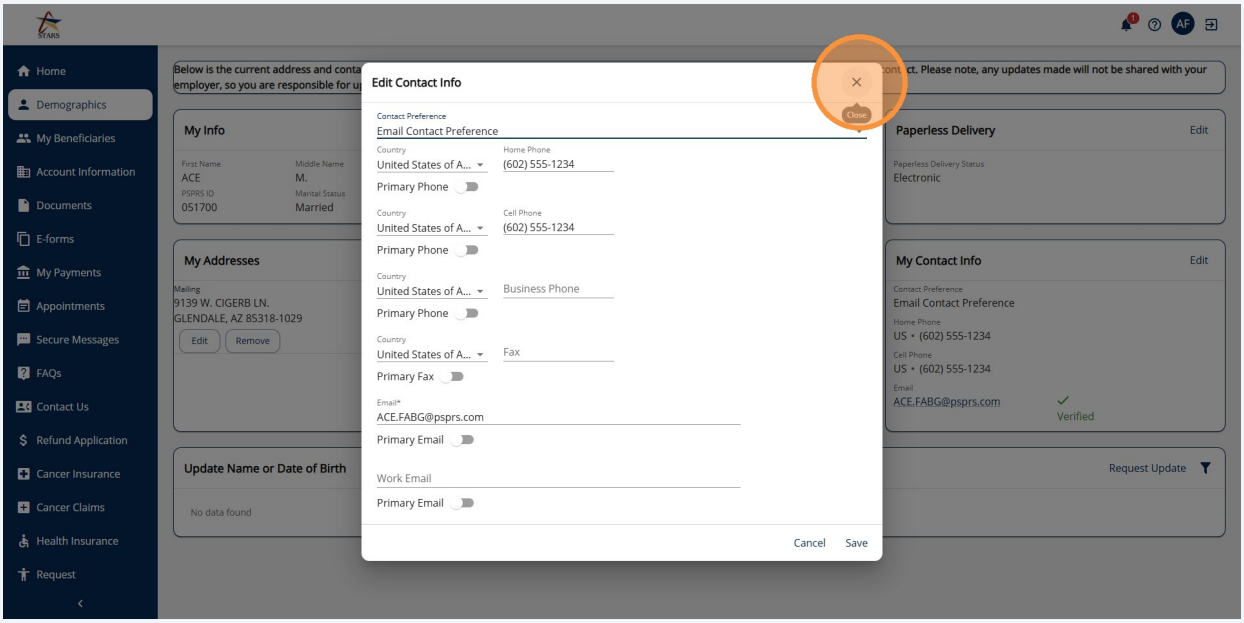
7 Retiree users will edit address information through the **My Address Info** section.



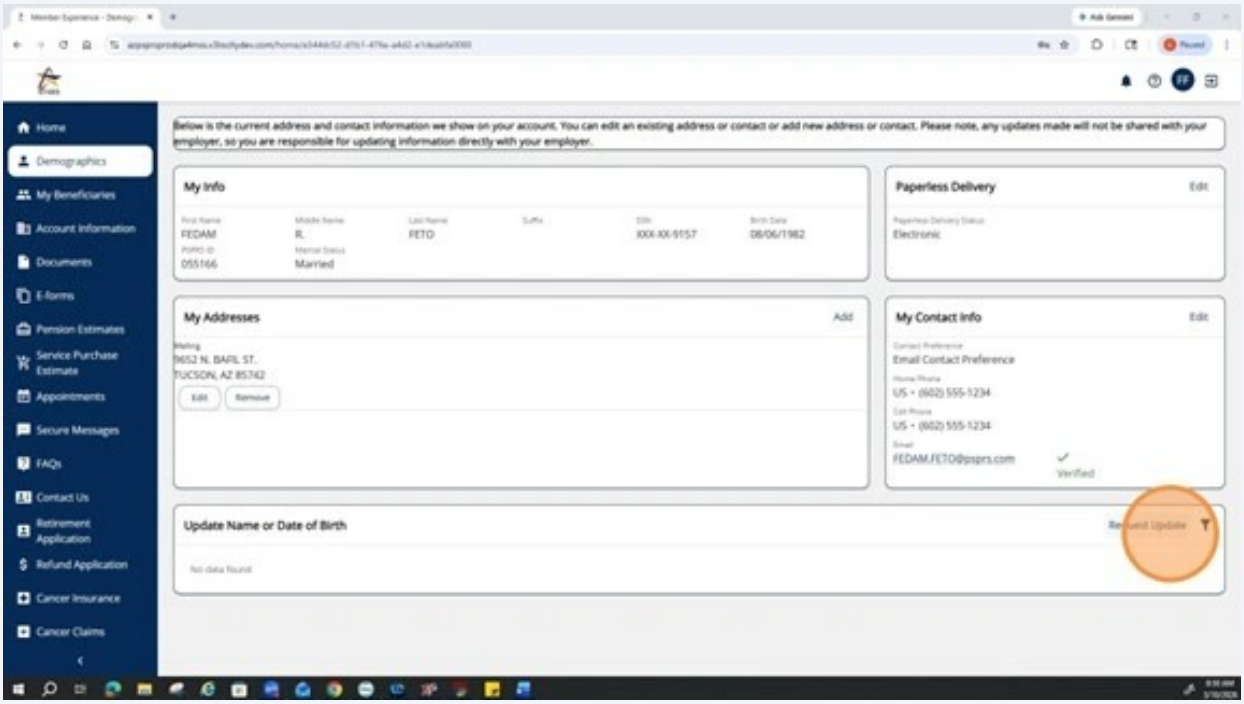
8 Retiree users will edit contact information through the **My Contact Info** section.



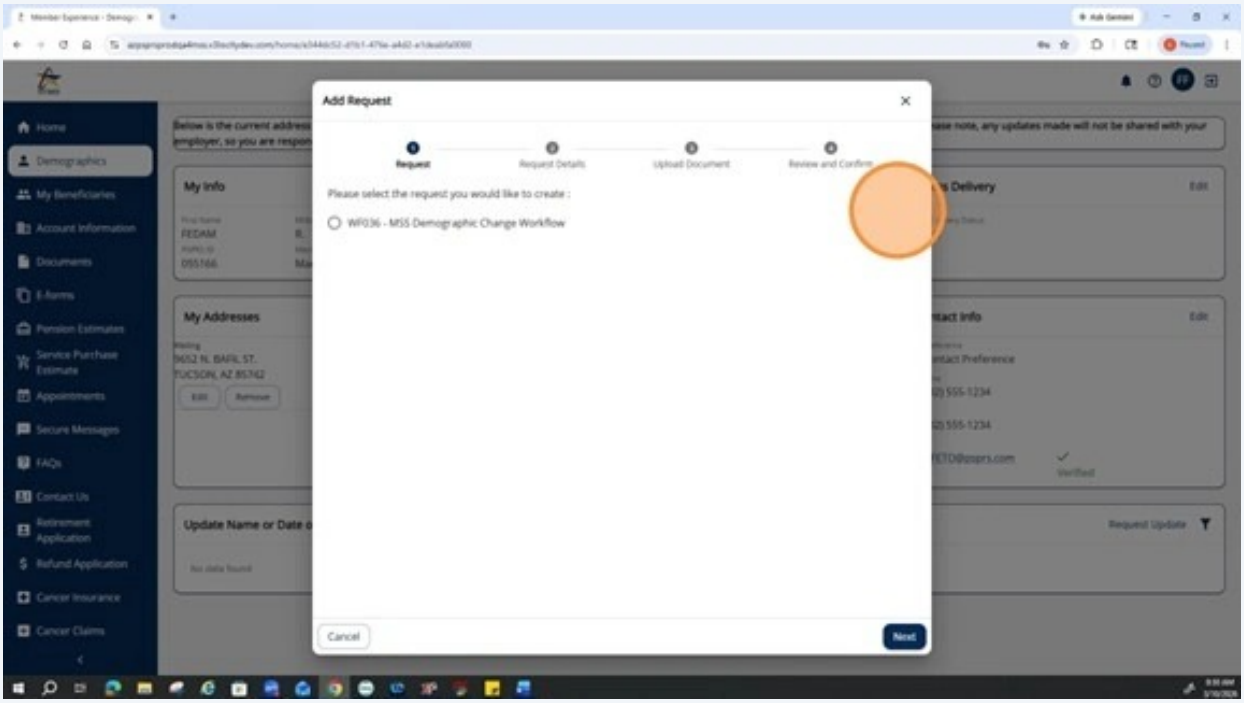
9 By clicking **edit**, retirees can enter a new phone number or email address.



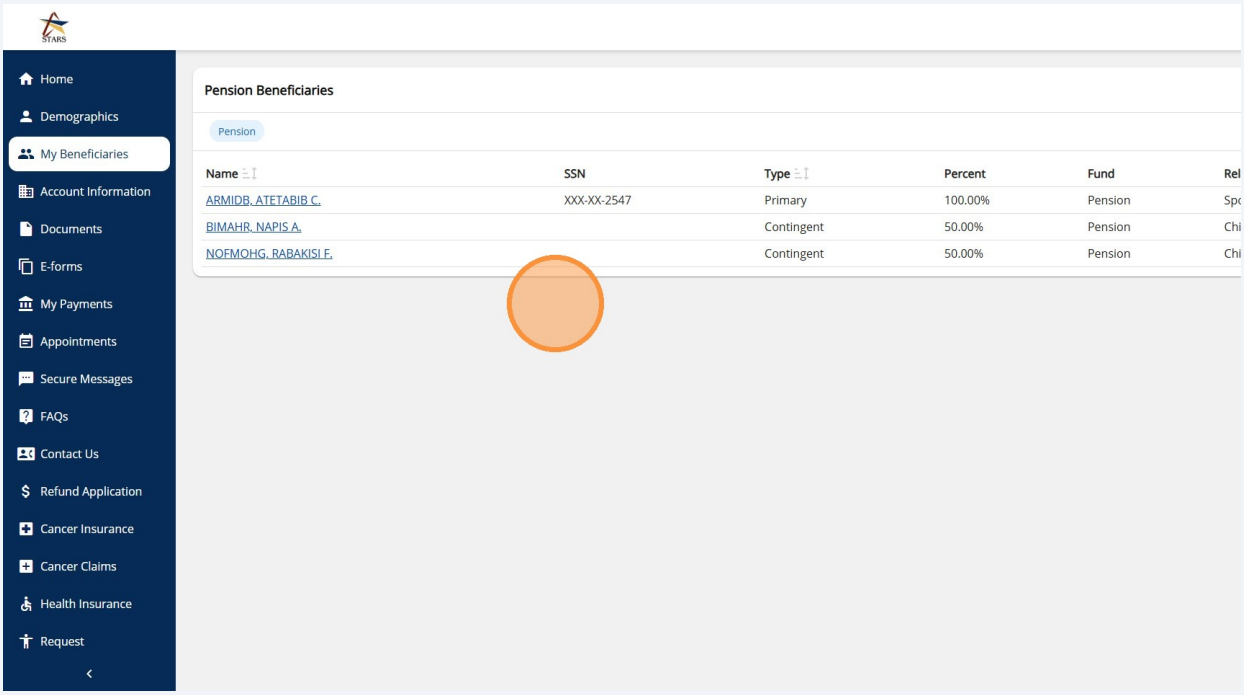
10 Retirees seeking to update their Name or Date of Birth will need to **Request Update**. This initiates a review by PSPRS before updates are finalized.



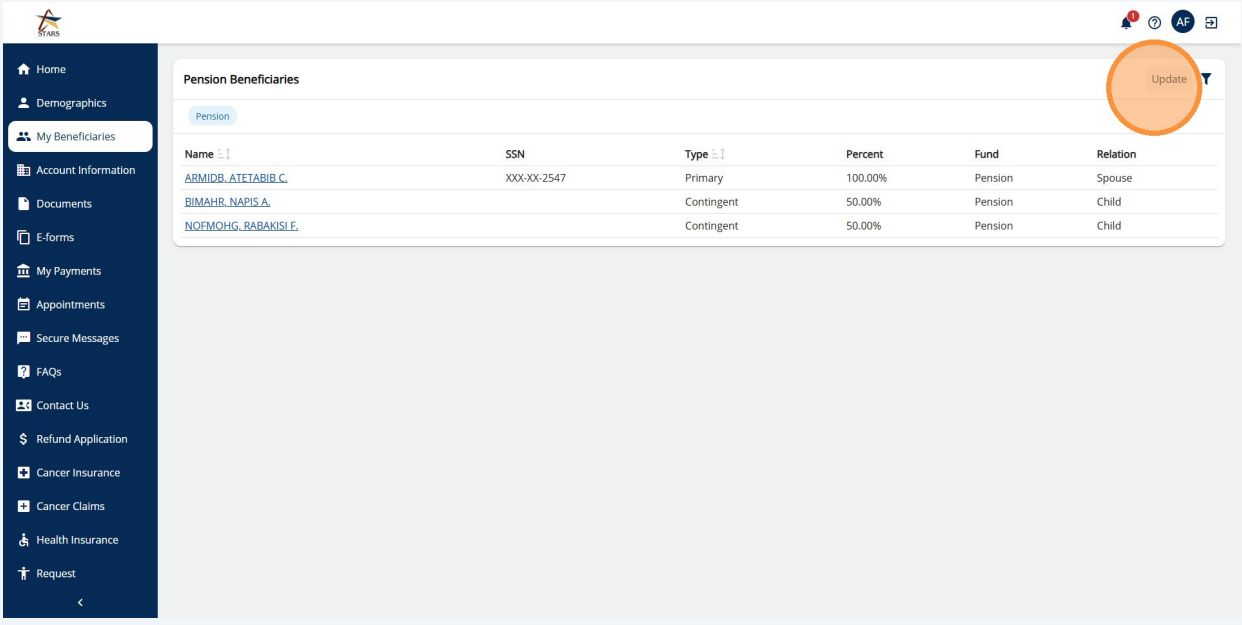
11 Retiree users will complete each step of the “Wizard” to update information. Additional documents may be required. Documents can be uploaded and sent securely to PSPRS during this process.



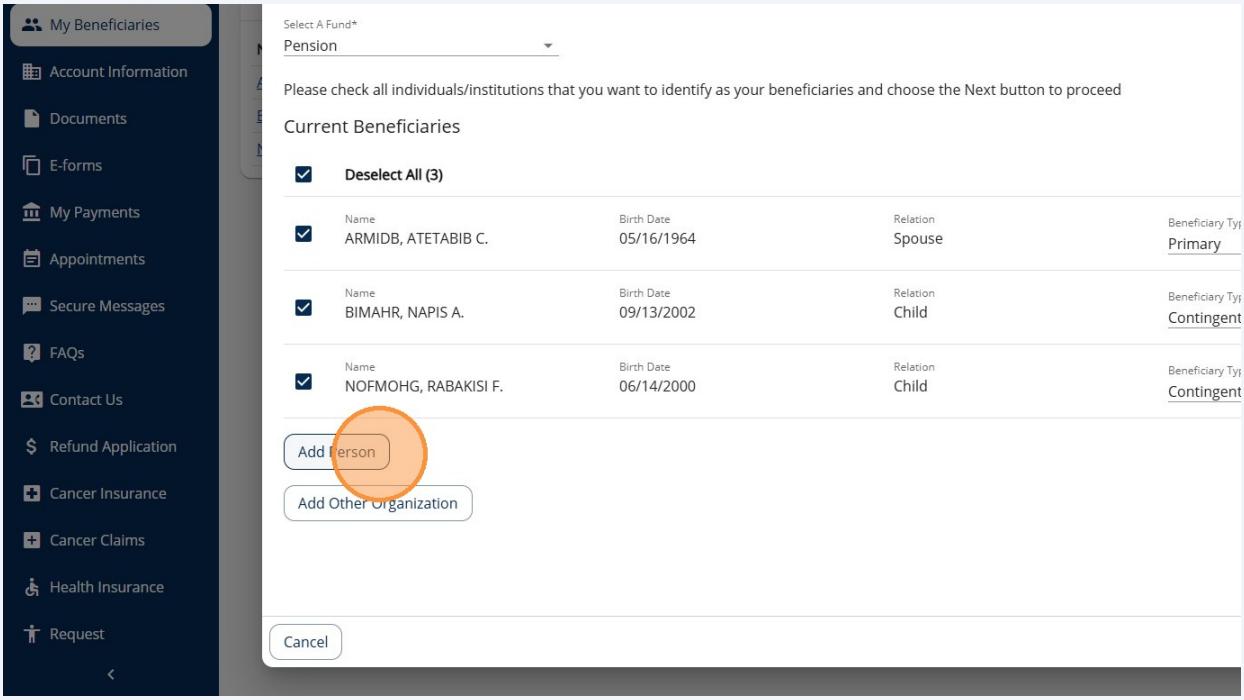
12 The **My Beneficiaries** tab is where retiree users' beneficiaries are listed and can be updated.



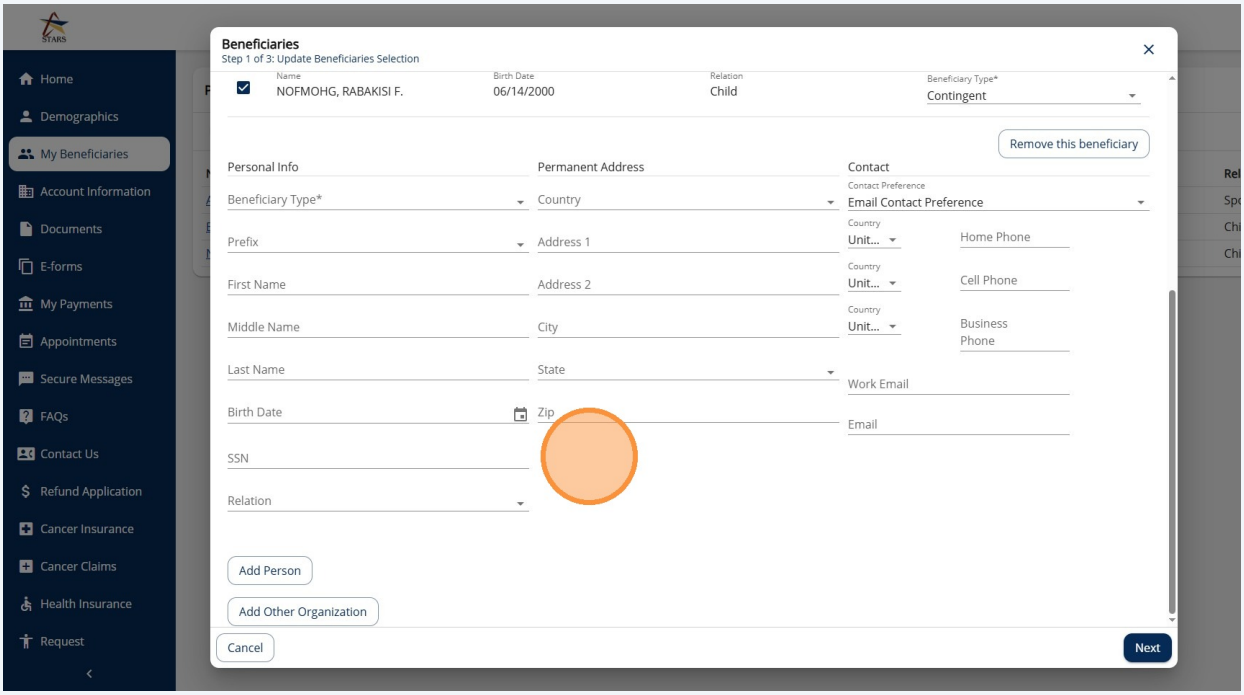
13 Retirees will click **Update** to update beneficiary information.



14 Retiree users will click **Add Person** or **Add Organization** as a beneficiary.

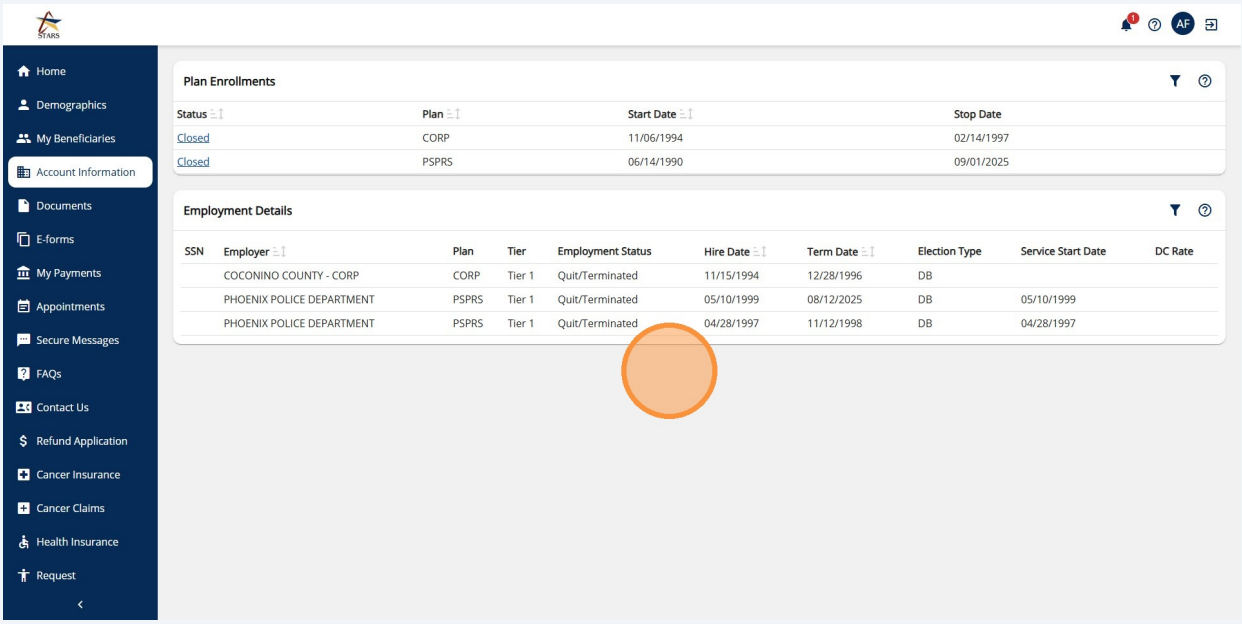


15 Areas marked with asterisks are required fields.



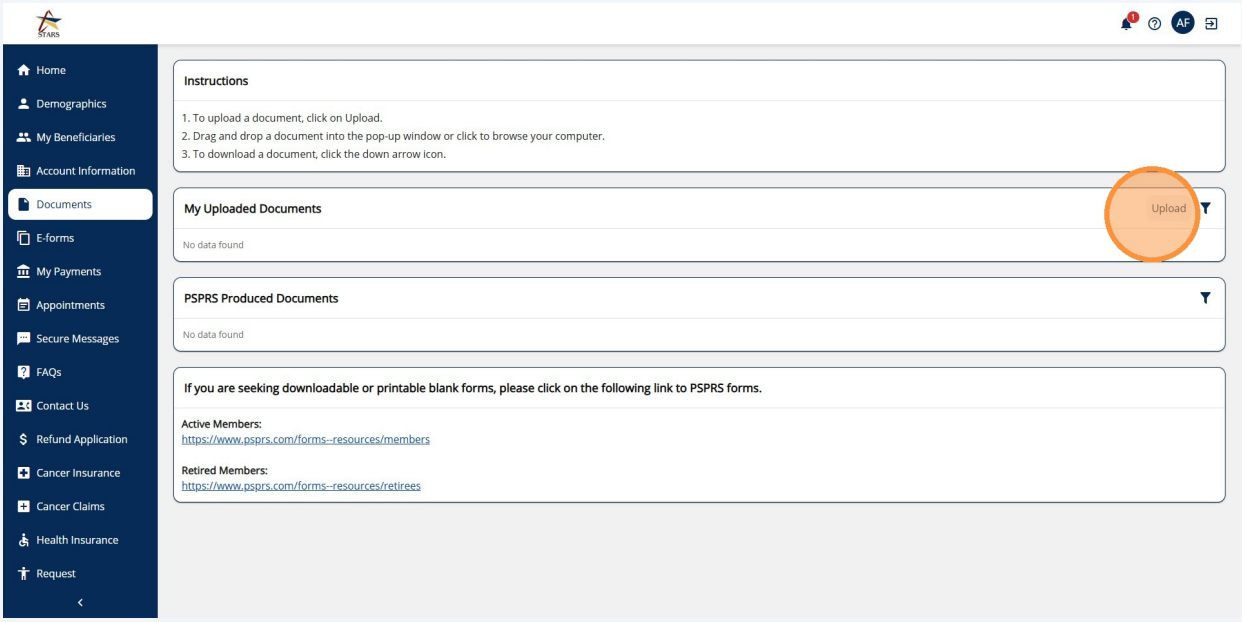
16

Retiree users can access **Employment Details**, including former employers, plan and benefit tier through the **Account Information** tab.

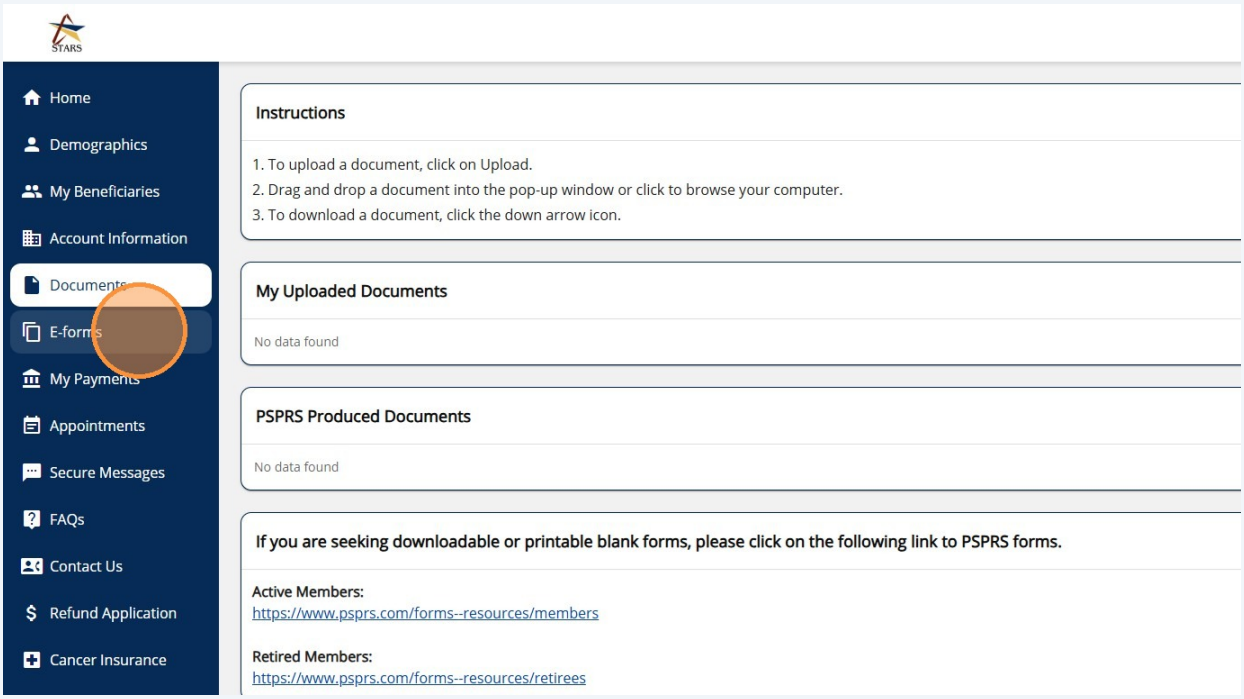


17

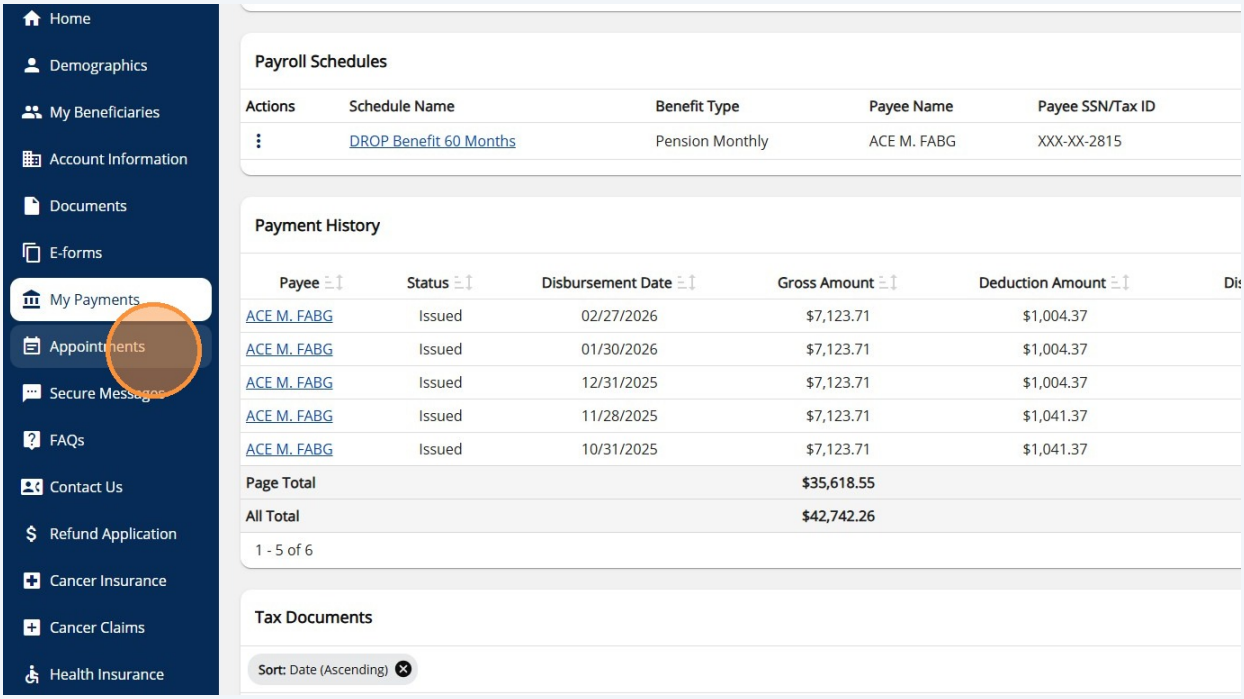
The **Documents** tab is used by retirees to upload documents.



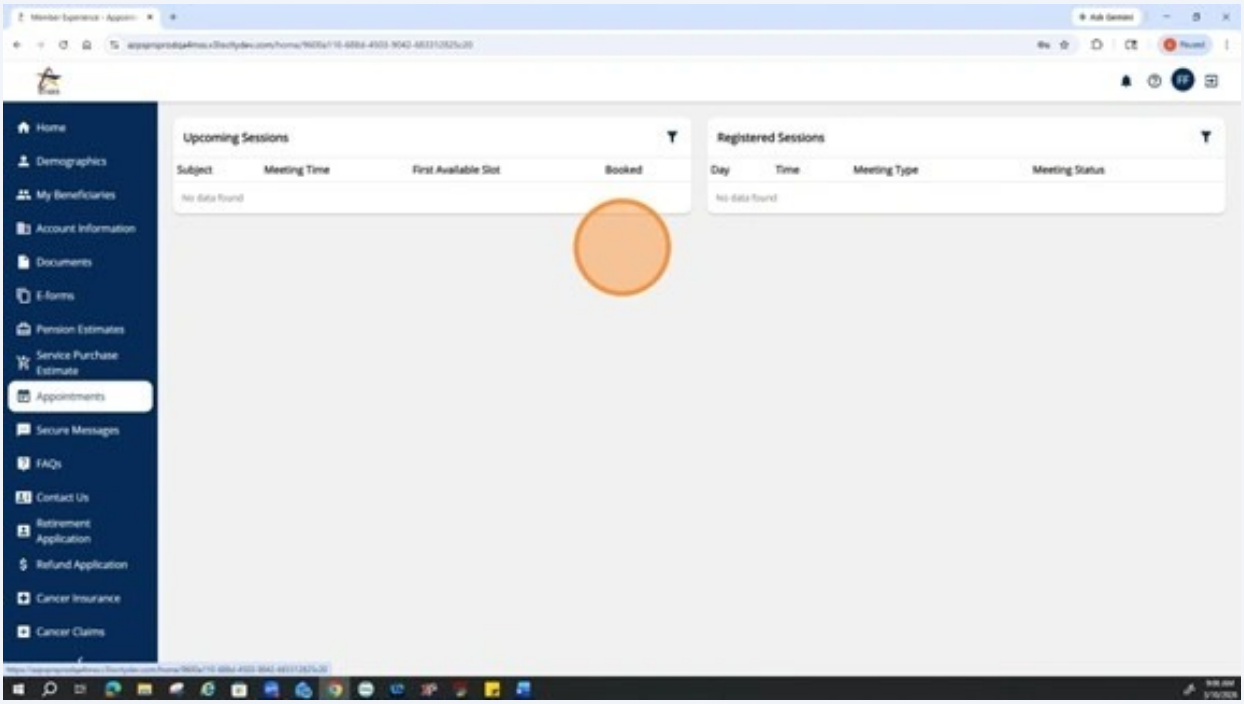
18 Retirees who wish to complete a beneficiary change form can also use the **E-forms** tab.



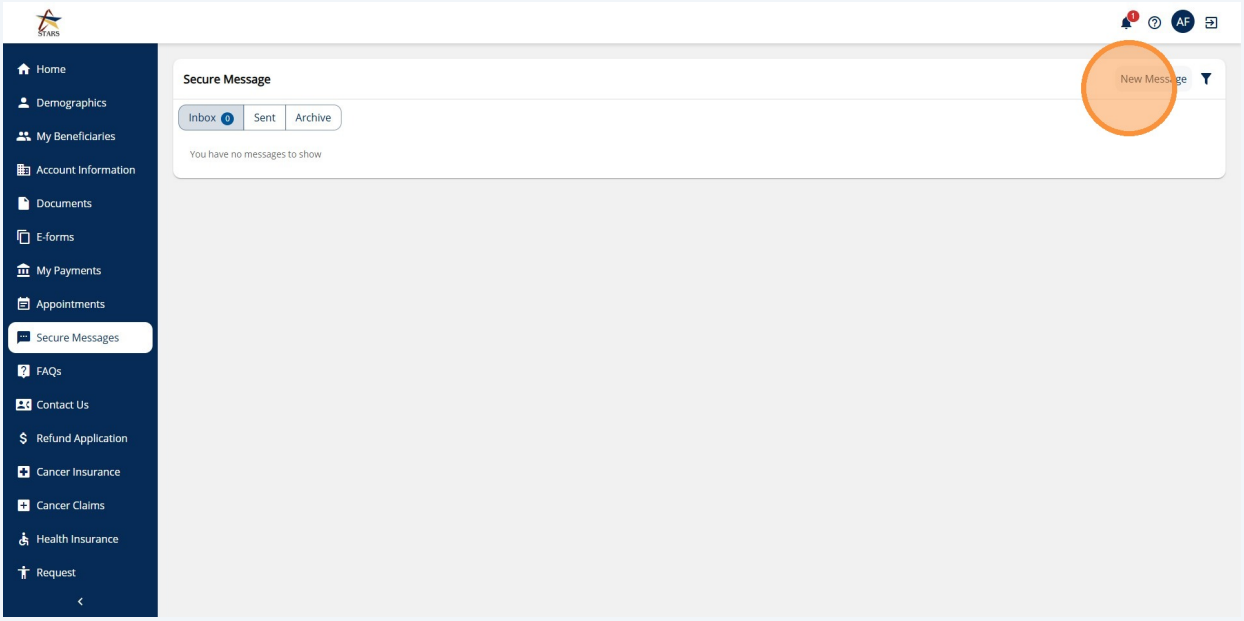
19 Retirees can view their payment history using **My Payments** tab.



20 The **Appointments** tab is used to find upcoming retiree benefit information sessions.

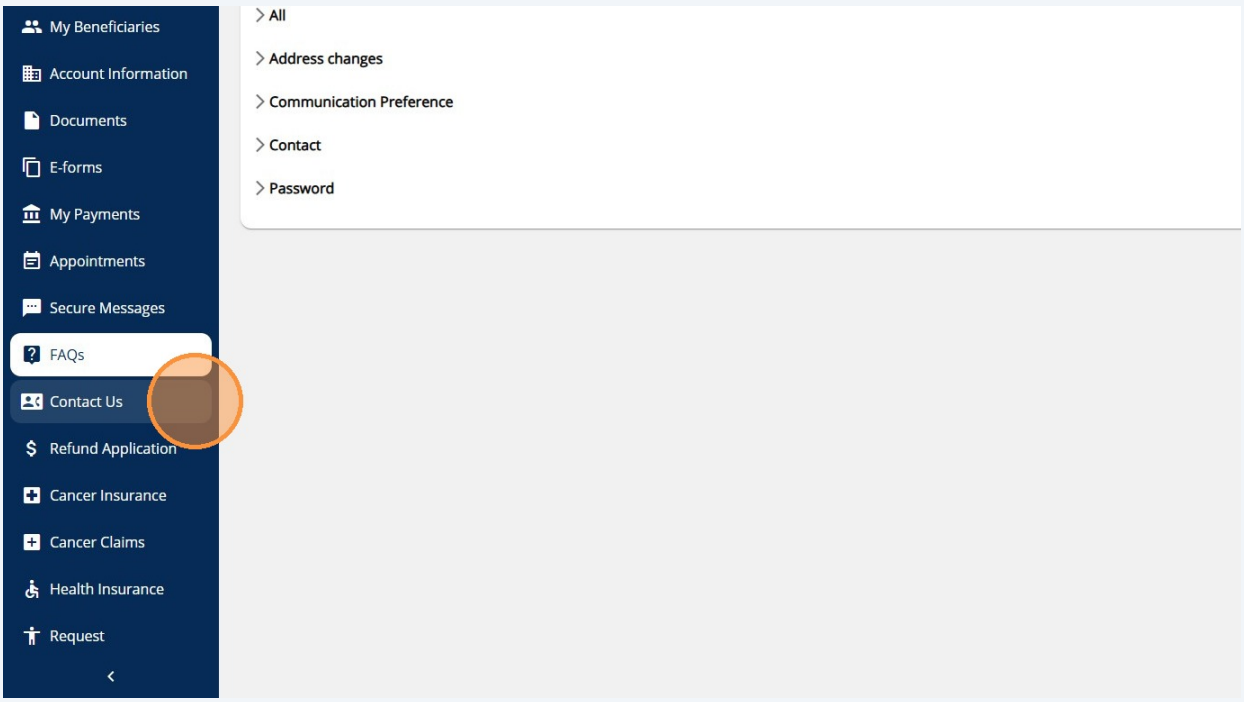


21 The **Secure Message**s tab is used by retirees to ask PSPRS for assistance or transmit information in a secure environment. Users will click New Message to contact PSPRS.



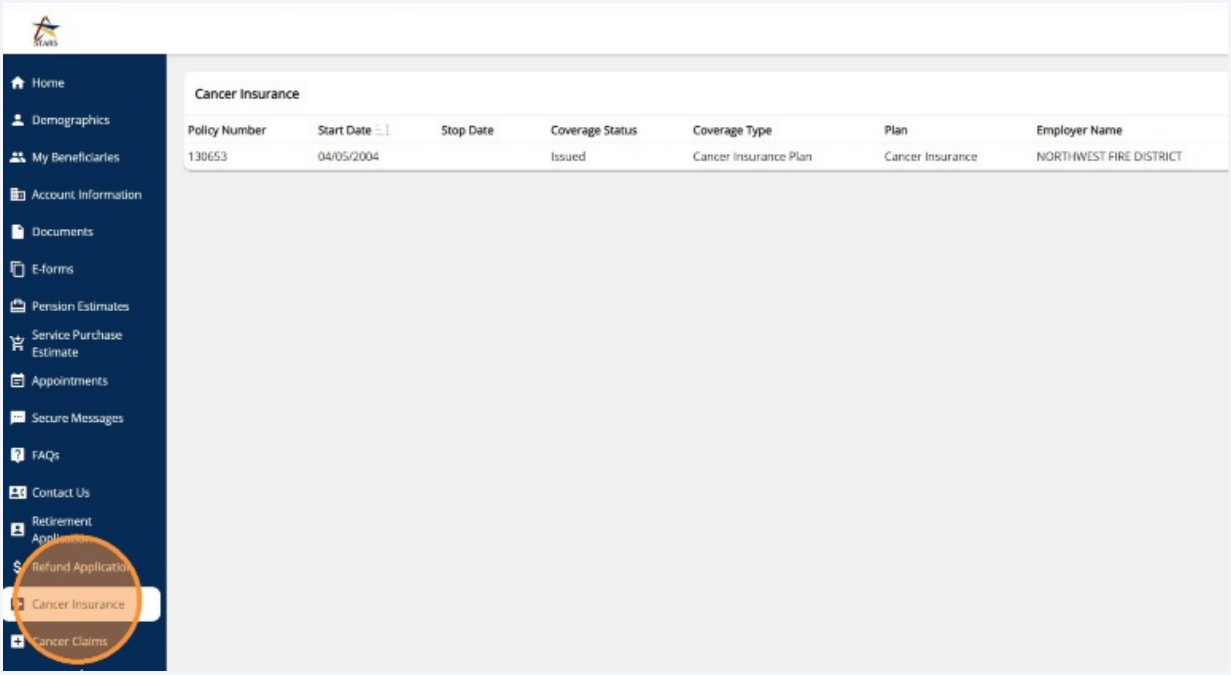
22 Retirees will enter a description of the reason for their contact in the **Subject line** and select the most applicable **Topic** from the drop-down menu. Retirees will provide additional information in the open box and have the option to upload documents as needed or requested. Retirees will receive an email notification when PSPRS has responded to the secure message. The email will notify the retiree to log into their account to read the reply.

23 The **FAQs** tab has information for retirees to research before reaching out to PSPRS through **Secure Message**.

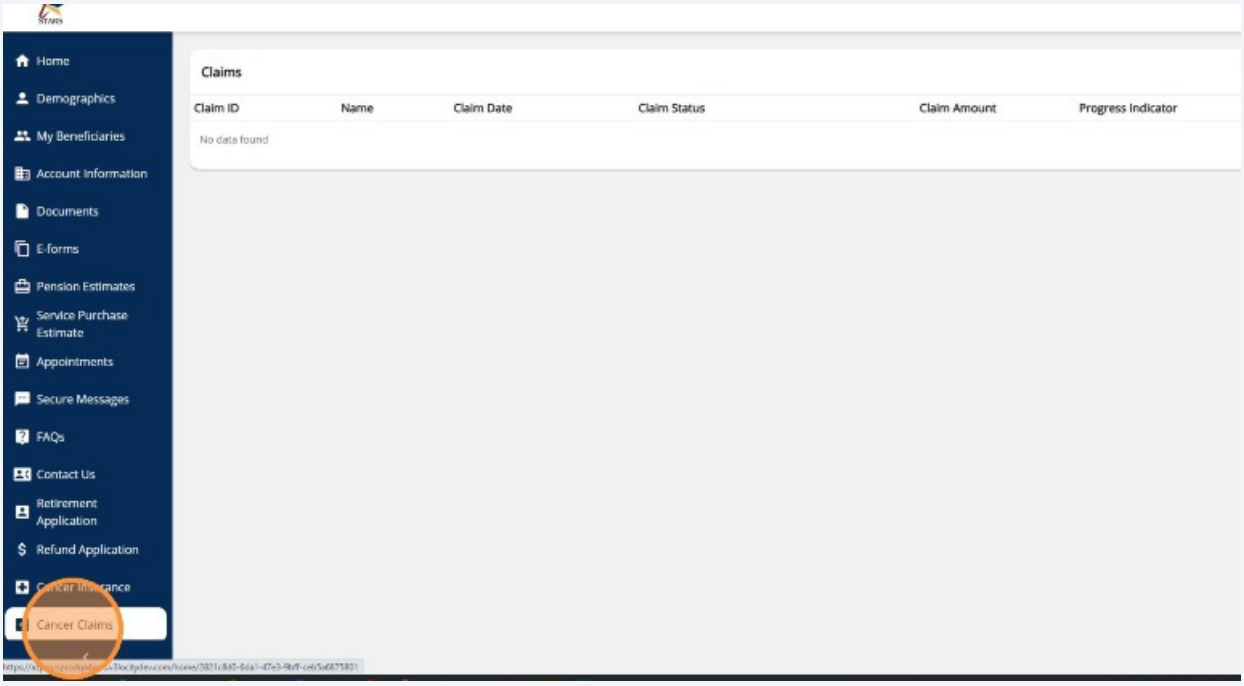


24 The **Contact Us** tab has information regarding the retirement system.

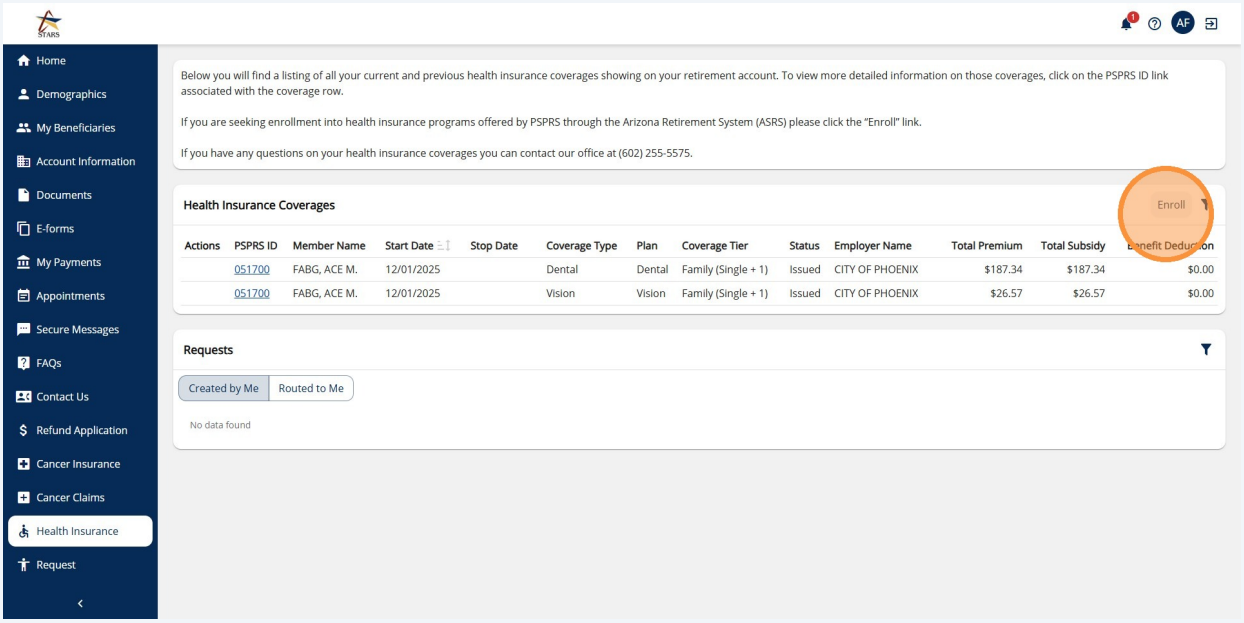
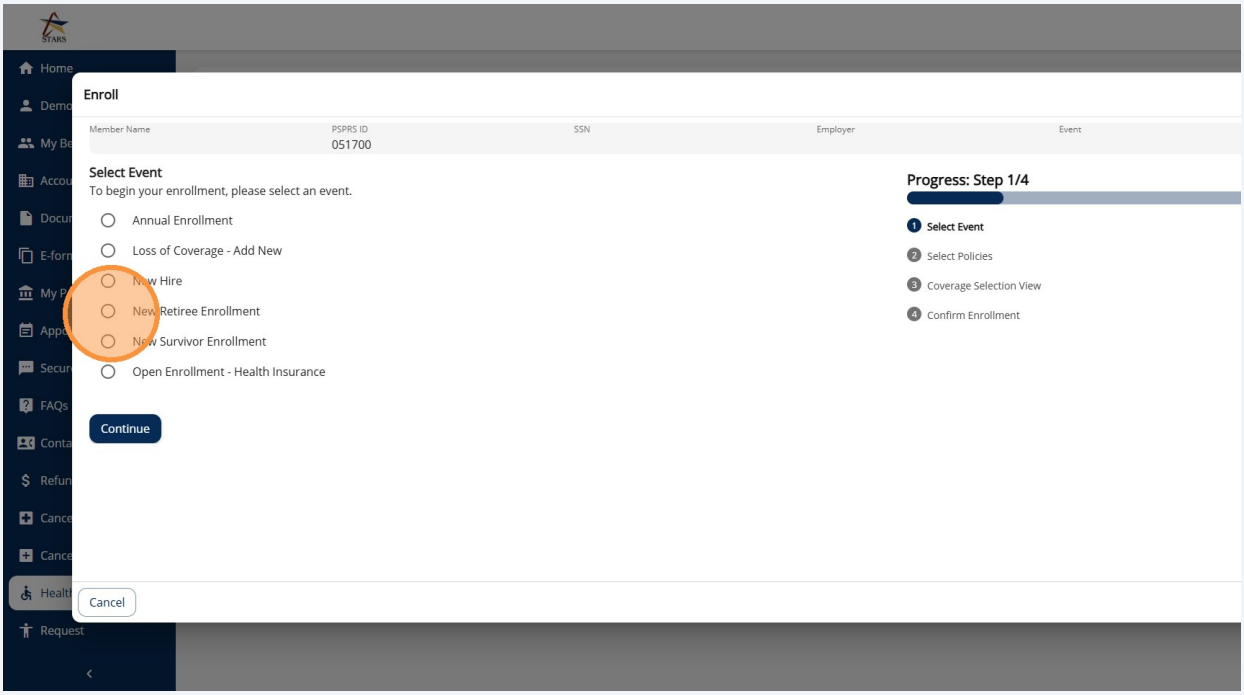
25 The **Cancer Insurance** tab has the retiree's PSPRS Cancer Insurance Policy number and coverage status.



26 The **Cancer Claims** tab will list all claims made by the retiree under the PSPRS Cancer Insurance Policy.



27 The **Health Insurance** tab lists all current insurance enrollments. Retirees can use this tab to **Enroll** into an insurance plan.



28 Retiree users will select the appropriate **Event** for the enrollment.