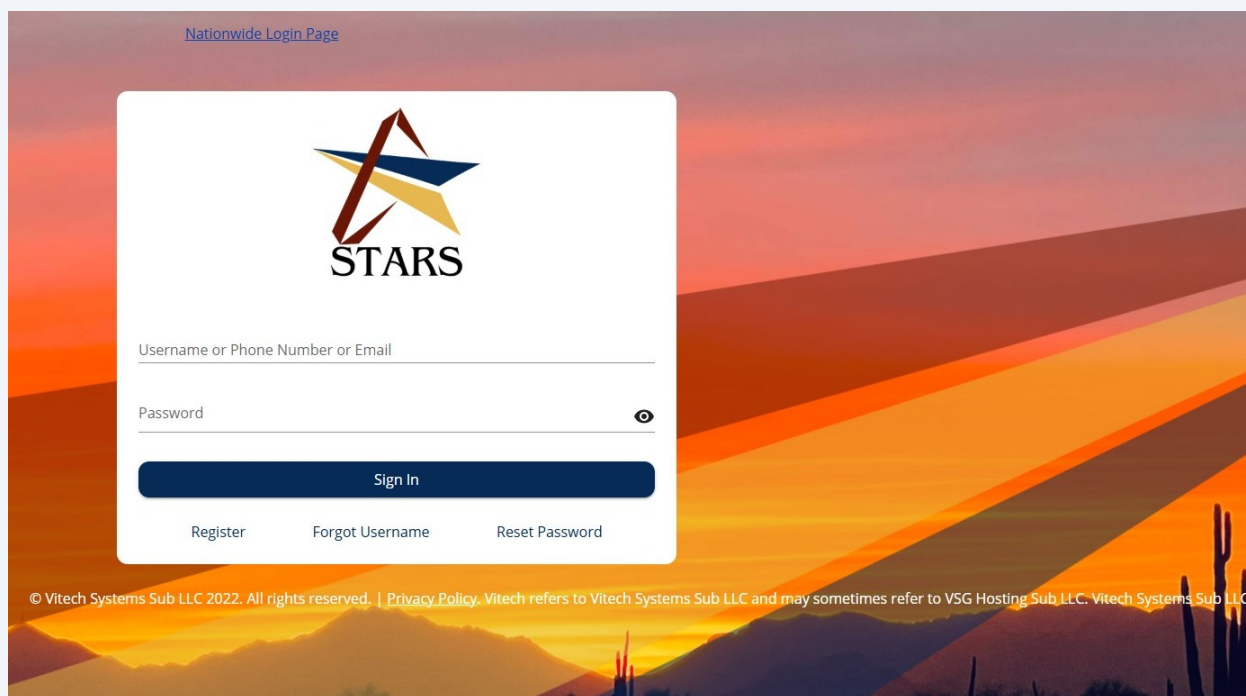


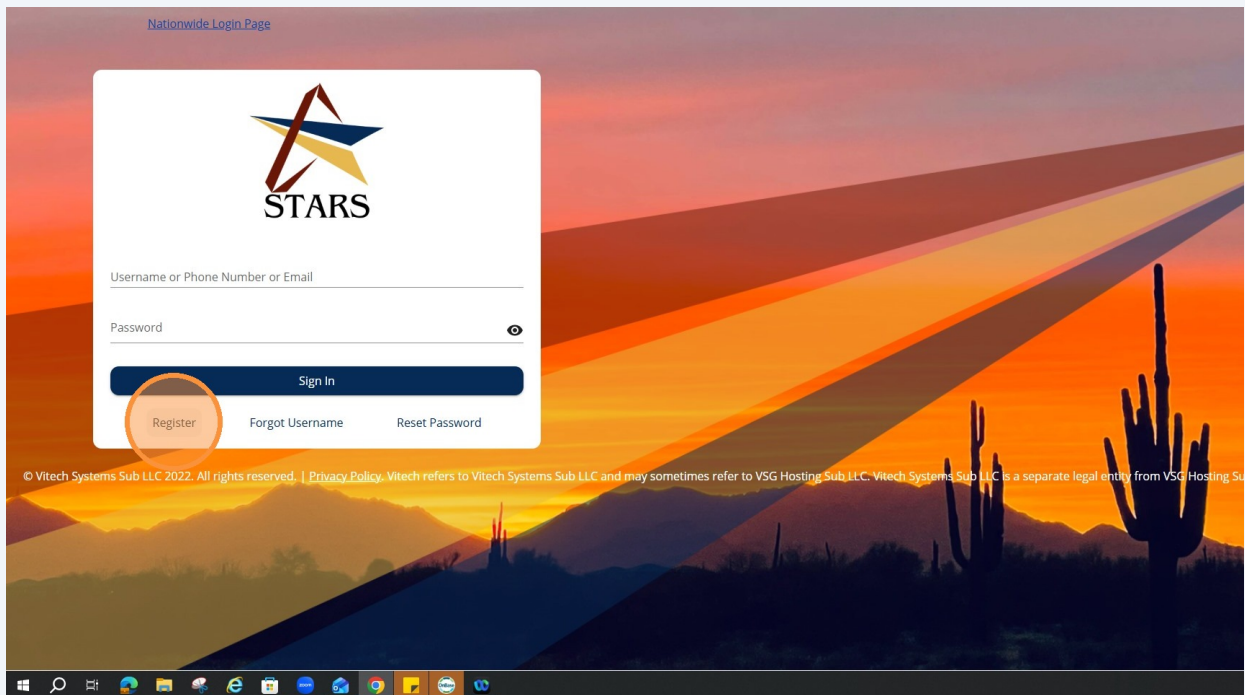
How to Register New Member, Retiree and Beneficiary Accounts

All members, retirees, and beneficiaries who are first time users of STARS will have to register a new account to gain access. The system holds existing PSPRS records and requires a two-step user authentication for security purposes. New users experiencing difficulties with registering accounts can email PSPRS at Help@psprs.com or call 602-255-5575 for assistance.

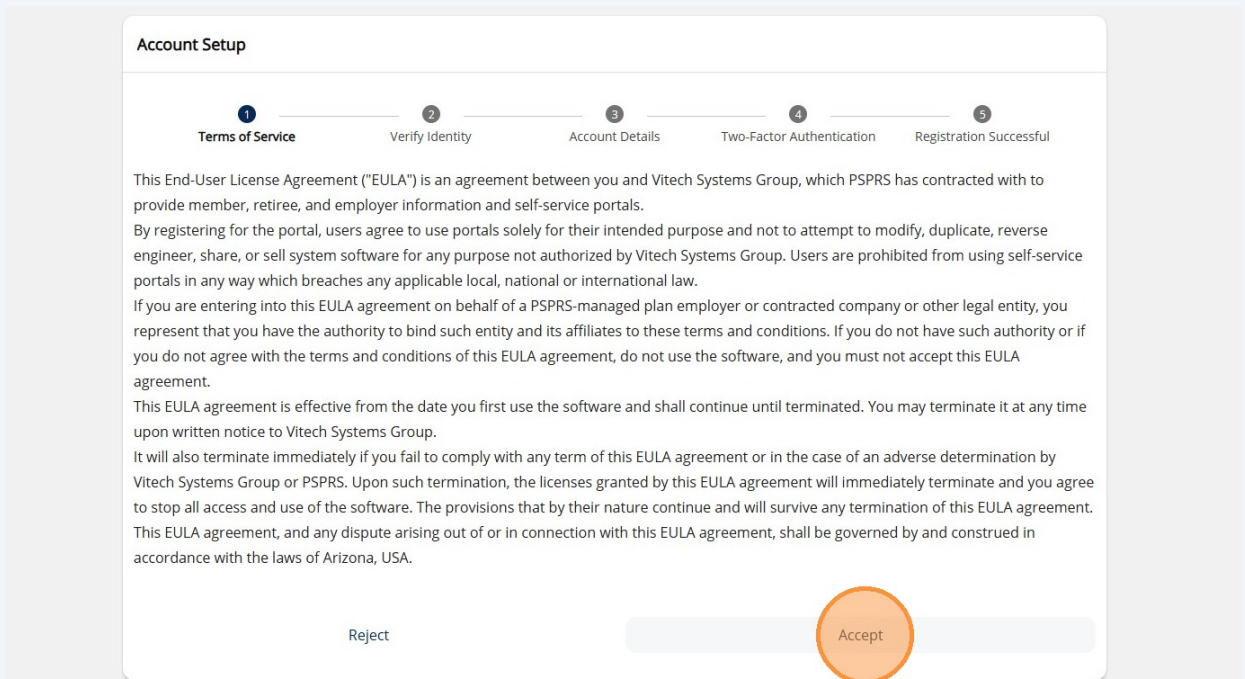
- 1 New users will need to start at the STARS member **login** page: my.psprs.com.



2 New users will click **Register** to start access to the STARS portal.



3 New users must click **Accept** when presented with the End-User License Agreement.



4

New users will enter their information, including their name, Social Security number and birth date and click the "I am human" security test, followed by **next** to proceed.

The screenshot shows a web form titled "Account Setup" with a progress bar at the top. The progress bar has five steps: "Terms of Service" (completed), "Verify Identity" (current step), "Account Details", "Two-Factor Authentication", and "Registration Successful". Below the progress bar, the form contains the following fields: "SSN" with the value "XXX-XX-4614", "First Name" with the value "Xenophzz", "Last Name" with the value "Brwzz", and "Birth Date" with the value "11/04/1976". Below these fields is an "I am human" security test with a green checkmark and the hCaptcha logo. At the bottom of the form, there are three buttons: "Cancel", "Previous", and "Next". The "Next" button is highlighted with an orange circle.



Tip! If your information is not recognized, try using all capitals for your first and last name. Member name must match exactly what employers entered into STARS.

5 New users will create a **User Name** and **Password**.

Account Setup

Terms of Service Verify Identity **Account Details** Two-Factor Authentication Registration Successful

All fields are required. The password is case sensitive.

- Password must have a minimum of 8 characters
- Password must have a maximum of 64 characters
- Password must have a minimum of 1 alphabetic characters
- Password must have a minimum of 1 non alphabetic characters
- All passwords should be unique and cannot match the login

Name
BRWZZ, XENOPHZZ J

User Name*

Password*

Confirm Password*

Cancel Previous **Next**

6 New users will click **next** to proceed.

Account Setup

Terms of Service Verify Identity **Account Details** Two-Factor Authentication Registration Successful

All fields are required. The password is case sensitive.

- Password must have a minimum of 8 characters
- Password must have a maximum of 64 characters
- Password must have a minimum of 1 alphabetic characters
- Password must have a minimum of 1 non alphabetic characters
- All passwords should be unique and cannot match the login

Name
BRWZZ, XENOPHZZ J

User Name*
Tigerwoods

Password*

Confirm Password*

Cancel Previous **Next**

7

New users will have to select a delivery method for the two-step verification process. Users can select email, text or phone call. Users must check their selected method – email or phone – for the verification code to enter in the **Enter Code** field before clicking **next**.

Account Setup

Terms of Service Verify Identity Account Details **Two-Factor Authentication** Registration Successful

Choose delivery method to receive a verification code

In order to protect access to your account, we require you to enter a verification code that we will send you. How would you like to receive your code?

Delivery Method

- Email - ro*****@psprs.com
- Voice - (***)-***-5575
- Text - (***)-***-5575
- Voice - (***)-***-5575
- Text - (***)-***-5575

Enter Code

A verification code has been sent to the selected delivery method which will be valid for 15 minutes. Please enter the code below.

Verification Code*
982286

Resend Code

Cancel Previous **Next**



Tip! Two-step authentication for registering STARS accounts will come from STARS-noreply@psprs.com. New users should check their junk email box if they do not receive an email from the STARS verification process! Also, new users can contact PSPRS in the event they do not have an active email address or phone number for verification.

8 New users will click **Complete** to proceed.

4mss.v3locitydev.com/registration/f24275d2-898e-44c5-8a49-d242459b8d90

Account Setup

Progress: Terms of Service ✓, Verify Identity ✓, Account Details ✓, Two-Factor Authentication ✓, Registration Successful 5

Buttons: Cancel, Previous, Complete

9 New users will review the information on file for accuracy and click **next**.

s.v3locitydev.com/first_signin_info/5dfbc73f-8781-4c75-a212-b89fe8a2fb1b

First Time Sign In Information

Progress: 1 Personal Information, 2 Contact Information, 3 Paperless Delivery, 4 Confirmation

First Name XENOPHZZ	Middle Name J	Last Name BRWZZ
Birth Date November 04, 1976	Gender Male	SSN XXX-XX-4614

If any of this information is incorrect, please contact PSPRS at 602-255-5575.

Buttons: Cancel, Next

10

New users will verify the phone number and email address are correct and click **next**.

The screenshot shows a multi-step registration process. At the top, there are four steps: 'Personal Information' (checked), 'Contact Information' (active), 'Paperless Delivery' (3), and 'Confirmation' (4). The 'Edit Contact Information' form includes fields for Home Phone, Cell Phone, Business Phone, and Fax, each with a country dropdown (set to 'United States of A...') and a 'Primary' toggle. The email field is pre-filled with 'rortega@psprs.com'. At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons, with 'Next' highlighted in orange.

11

Select how you would like to receive documents from PSPRS. Use the down arrow to select "Electronic, Paper Only, or Both Paper and Electronic"

The screenshot shows the 'First Time Sign In Information' form. The progress bar indicates 'Personal Information' (checked), 'Contact Information' (checked), 'Paperless Delivery' (3), and 'Confirmation' (4). The 'Paperless Delivery Status*' dropdown menu is open, showing three options: 'Electronic', 'Paper Only', and 'Both Paper and Electronic'. An orange circle highlights the down arrow on the dropdown. Below the dropdown, there is a note: 'any time via the "Profile" page in your MSS account.' At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons, with 'Next' highlighted in blue.

12 New users will click **confirm**.

First Time Sign In Information

Personal Information Contact Information Paperless Delivery **Confirmation**

Home Phone
US + (602) 255-5575

Cell Phone
US + (602) 255-5575

Email
rortega@psprs.com

Paperless Delivery Status
Electronic

Cancel Previous **Confirm**

13 The STARS **Home** page confirms that the new user is registered and ready to access and update personal account details and communicate with PSPRS through the **Secure Messages** feature.

Member Experience - Home

azpsprprodqa4mssv3locitydev.com/home/dc347bf8-249d-4692-9a90-5a17df01dd4e

STARS

Your information has been successfully updated.

Welcome to PSPRS Self-Service Portal, XENOPHZZ

How can we help you today?

- Add Beneficiary**
Change beneficiaries allocation
- Retirement Calculator**
Create a new Retirement Estimate or compare Estimates
- User Profile**
Update password or user name

PSPRS Home
PSPRS Website

Secure Messages

News
No data found

Recent Activity
No data found

Home
Demographics
My Beneficiaries
Account Information
Documents
E-forms
Pension Estimates
Service Purchase Estimate
Appointments
Secure Messages
FAQs
Contact Us
Retirement Application
Refund Application
Cancer Insurance
Cancer Claims

7:39 AM
4/6/2025



Tip! The STARS Home page example above is for a hypothetical active member. The portal for retirees is nearly identical – but includes options to review pension payment history and to make health insurance updates.