



Employer STARS – Quick Reference Guide/Cheat sheet

Working in STARS is easy with a few steps for each task.

STARS Account Administrator Access

Step	Action	Detail
Step 1	Access employer portal	<ul style="list-style-type: none"> Access employer.psprs.com. Contact your IT department if you get a firewall error message. Enter username (work email address) and STARS password to log in. First time logging in? Click “Reset password,” and follow directions.
Step 2	Set up access	<ul style="list-style-type: none"> If you do not have access after Step 1, have your leader complete Account Admin Change form to allow you access to manage account. Once processed by PSPRS you will be able to log in.
Step 3	Email	<ul style="list-style-type: none"> Once Step 2 is completed, you can log into portal.
Step 4	Review and action	<ul style="list-style-type: none"> Manage your team with the Employer Info tab, then in the Administration tab set the role(s) you wish them to have in STARS.
Step 5	Exit	<ul style="list-style-type: none"> Click on the profile icon and choose to log out. This will help protect your information and account.

Staff STARS Account Access

Step	Action	Detail
Step 1	Access employer portal	<ul style="list-style-type: none"> Access employer.psprs.com. Enter username (work email address) and STARS password to log in. First time logging in? Click “Reset password,” and follow directions.
Step 2	Set up access	<ul style="list-style-type: none"> If you do not have access after Step 1, contact your Account Administrator. They can add you into the system. If you don’t know who administers your employer’s account you can contact PSPRS at Help@psprs.com.
Step 3	Email	<ul style="list-style-type: none"> Once Step 2 is completed, you will be able to log in.
Step 4	Login	<ul style="list-style-type: none"> Log in and begin working in STARS.
Step 5	Exit	<ul style="list-style-type: none"> Click on the profile icon and choose to log out. This will help protect your information and account.



Managing Member Data in STARS



Step	Action	Detail
Step 1	Prepare file	<ul style="list-style-type: none"> • Create a demographic file with any updates to your PSPRS and CORP members information.
Step 2	Upload data	<ul style="list-style-type: none"> • Go to the Imports tab to upload the file, or make the changes manually. • All member data will be imported and validated for errors.
Step 3	Process data	<ul style="list-style-type: none"> • Process the file (click the three dots to the left of the Import Header ID and choose Process). • The status will change to Completed once processing is complete. • Contributions can now be reported for this member.
Step 4	Exit	<ul style="list-style-type: none"> • Click on the profile icon and choose to log out. • This will help protect your information and account.

Making Contributions & Payments to PSPRS

Step	Action	Detail
Step 1	Prepare file	<ul style="list-style-type: none"> • Create a contribution file with recent payroll and contribution information. • Remember to report regular pay cycle and adjustments separately. • Each upload must include pay period start and end dates. • Multiple pay period dates can be used with adjustment files.
Step 2	Upload data	<p>In the Imports tab:</p> <ul style="list-style-type: none"> • Upload the file, or report the contributions manually. • Data will be processed into work report(s), one each for each payment type (defined benefit, defined contribution etc.)
Step 3	Process data	<ul style="list-style-type: none"> • Process the file (click the three dots to the left of the Import Header ID and choose Process).
Step 4	Review work reports	<ul style="list-style-type: none"> • Review Errors and Warnings in work report/invoice. • NOTE: Errors must be resolved, warnings can be skipped – and any amounts will default to PSPRS calculations.
Step 5	Enter bank information	<ul style="list-style-type: none"> • In Payments tab add Bank Account information.
Step 6	Process payment	<ul style="list-style-type: none"> • Process payment against your work reports.
Step 7	Exit	<ul style="list-style-type: none"> • Click on the profile icon and choose to log out. • This will help protect your information and account.



Health Insurance Processing



Step	Action	Detail
Step 1	Prepare file	<ul style="list-style-type: none"> • Create a health insurance file with recent additions (change of coverage, open enrollment) or transactions.
Step 2	Upload data	<ul style="list-style-type: none"> • Upload the file, or make the changes manually.
Step 3	Validate then Process data	In the Imports tab: <ul style="list-style-type: none"> • Validate the data (click the three dots to the left of the Import Header ID and choose Validate) • Process the changes (click the three dots to the left of the Import Header ID and choose Process).
Step 4	Exit	<ul style="list-style-type: none"> • Click on the profile icon and choose to log out. • This will help protect your information and account.

Local Board Secretary

Step	Action	Detail
Step 1	Access employer portal	<ul style="list-style-type: none"> • Access employer.psprs.com. • Enter username (work email address) and STARS password to log in. • First time logging in? Click “Reset password,” and follow directions.
Step 2	Set up access	<ul style="list-style-type: none"> • If you do not have access after Step 1, contact your PSPRS at Help@psprs.com. • PSPRS will set up access.
Step 3	Email	<ul style="list-style-type: none"> • Once Step 2 is completed, you will be able to log in.
Step 4	Login	<ul style="list-style-type: none"> • Log in and begin working in STARS.
Step 5	Exit	<ul style="list-style-type: none"> • Click on the profile icon and choose to log out. • This will help protect your information and account.

PSPRS Resources

Post-Launch Resources	Date	Details (Office hours are open to all employers)
STARS webpage	Ongoing	https://www.psprs.com/employers-local-boards/stars-pension-administration-system/
Zoom office hours <i>Live support with PSPRS staff</i>	At launch and ongoing	Click to join Office Hours Zoom Mon-Fri - 9 a.m. – noon and 1 - 4 p.m. (See website for current week/dates and times)
Email <i>Will receive auto-response with common solutions/tips</i>	Ongoing Outside of office hours	help@psprs.com