

STARS Portal Overview

Active Member



Active Member

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Active Member STARS Portal Overview

This guide provides members with an overview of the STARS portal and features. Members can now perform common transactions such as updates to personal and beneficiary information, request pension benefit and service purchase cost estimates, communicate with PSPRS and submit applications and various requests.

1

Go to my.psprs.com. Enter your **Username** (email address), Enter **Password** and select **Sign in**.

Nationwide Login Page

STARS

Username or Phone Number or Email

Password

Sign In

Register Forgot Username Reset Password

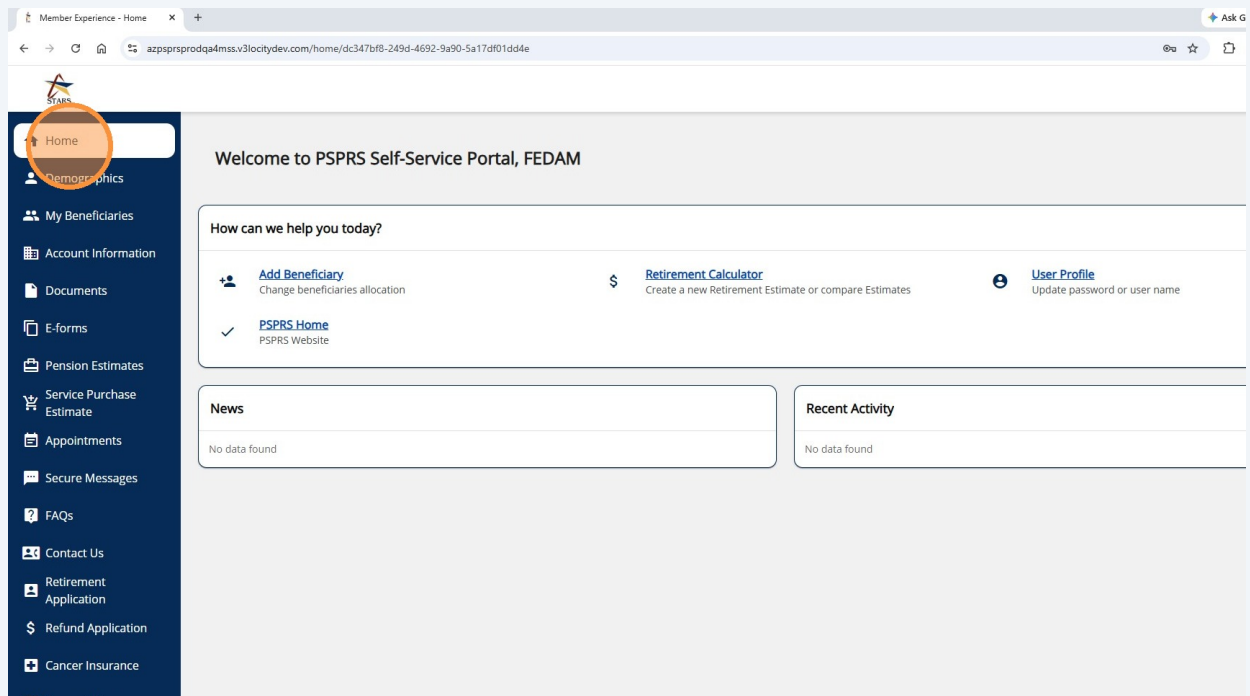
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Alert! All users will need to complete a one-time registration. Click **Register** to verify your identity using personal information already on record with PSPRS and respond to a verification request sent via email or phone.

2

Welcome to the STARS **home page** used by members. Notice the **Home** tab on the left-hand side is highlighted, this is the main dashboard. The blue area is the **Left Navigation Pane**, which provides access to all major sections of STARS.



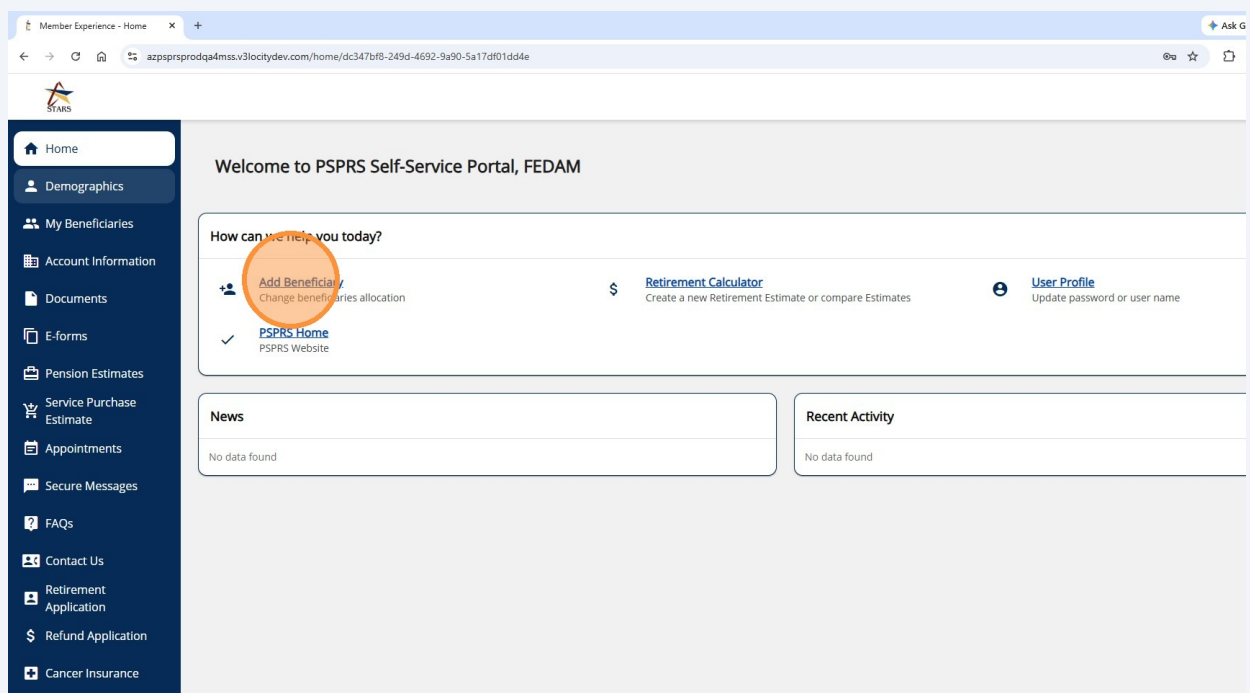
3

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 beneficiaries.

Retirement Calculator - Creates new retirement estimates

User Profile - Update passwords and/or user name.



4

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

Below is the current address and contact information we show on your account. You can edit an existing address or contact or add new address or contact. Please note, any updates made will not be shared with your employer, so you are responsible for updating information directly with your employer.

My Info					
First Name	Middle Name	Last Name	Suffix	SSN	Birth Date
FEDAM	R.	FETO		XXX-XX-9157	08/06/1982
PSPRS ID	Marital Status				
055166	Married				

Paperless Delivery	Edit
Paperless Delivery Status	
Electronic	

My Addresses	Add
Mailing	
1615 W. RAFAEL ST.	
TUCSON, AZ 85742	
Edit Remove	

My Contact Info	Edit
Contact Preference	
Email Contact Preference	
Home Phone	
US • (602) 555-1234	
Cell Phone	
US • (602) 555-1234	
Email	
FEDAM.FETO@psprs.com	
Verified	

Update Name or Date of Birth	Request Update
No data found	

5

Members may edit demographic information by selecting **Edit** for any section to update.

You can edit an existing address or contact or add new address or contact. Please note, any updates made will not be shared with your employer.

SSN	Birth Date
XXX-XX-9157	08/06/1982

Paperless Delivery	Edit
Paperless Delivery Status	
Electronic	

My Contact Info	Edit
Contact Preference	
Email Contact Preference	
Home Phone	

6

The **Paperless Delivery** feature allows members to choose to receive **Electronic** (paperless) or paper copy of documents. This includes 1099Rs and other typically mailed communications.

Last Name FETO	Suffix	SSN XXX-XX-9157	Birth Date 08/06/1982	Paperless Delivery Status Electronic
-------------------	--------	--------------------	--------------------------	---

Edit Member Info ✕

Paperless Delivery Status
Electronic

Cancel Save

My Contact Info

Contact Preference
Email Contact Preference

Home Phone
US • (602) 555-1234

Cell Phone
US • (602) 555-1234

Email
FEDAM.FETO@psprs.com

7

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

You can edit an existing address or contact or add new address or contact. Please note, any updates made will not be shared with your employer.

SSN XXX-XX-9157 Birth Date 08/06/1982	Paperless Delivery Edit Paperless Delivery Status Electronic
--	---

Add	My Contact Info Edit Contact Preference Email Contact Preference Home Phone US • (602) 555-1234 Cell Phone US • (602) 555-1234
------------	---

8 By clicking **edit**, members can enter a new phone number or email.

The screenshot shows a modal window titled "Edit Contact Info" with a close button (X) in the top right corner. The form contains several sections for updating contact information:

- Contact Preference:** A dropdown menu currently set to "Email Contact Preference".
- Country:** A dropdown menu set to "United States of A...".
- Home Phone:** A text input field containing "(602) 555-1234", which is circled in orange.
- Primary Phone:** A toggle switch that is currently turned off.
- Cell Phone:** A text input field containing "(602) 555-1234".
- Business Phone:** A text input field.
- Fax:** A text input field.
- Email*:** A text input field containing "FFDAM.FETO@nsprs.com".

On the right side of the modal, there are two panels: "Paperless Delivery" showing "Paperless Delivery Status: Electronic" and "My Contact Info" showing a summary of the current contact details, including the home and cell phone numbers and email address.

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

The screenshot shows a member's profile page on the "STARS" system. The page has a dark blue sidebar with navigation links: 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, and Cancer Claims.

The main content area displays the following information:

- My Info:** A table with fields for First Name (FEDAM), Middle Name (R.), Last Name (FETO), Suffix, SSN (XXX-XX-9157), and Birth Date (08/06/1982). Below this is a section for Marital Status (Married).
- My Addresses:** A section showing a mailing address: 9652 N. BAFIL ST., TUCSON, AZ 85742. It includes "Edit" and "Remove" buttons.
- Update Name or Date of Birth:** A section with a "Request Update" button, which is circled in orange.
- Paperless Delivery:** A section showing "Paperless Delivery Status: Electronic" with an "Edit" button.
- My Contact Info:** A section showing contact preferences, including Home Phone, Cell Phone, and Email (FEDAM.FETO@psprs.com). It includes a "Request Update" button and a "Verified" status indicator.

The bottom of the page shows a Windows taskbar with various application icons and a system clock indicating 9:30 AM on 3/18/2024.

10

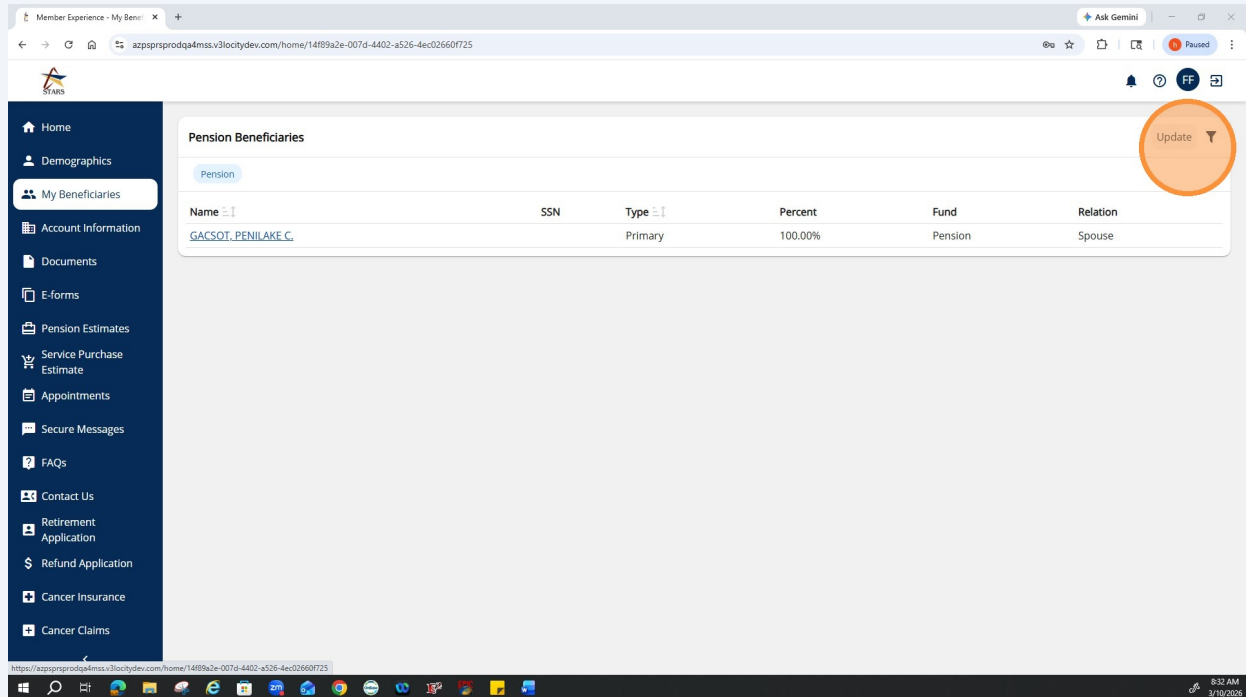
Member users will complete each step of the “Wizard” to update information. Additional documents may be required. Documents can be uploaded and sent securely to PSPRS during this process.

v3locitydev.com/home/e344dc52-d1b1-476e-a4d2-e1deabfa0000

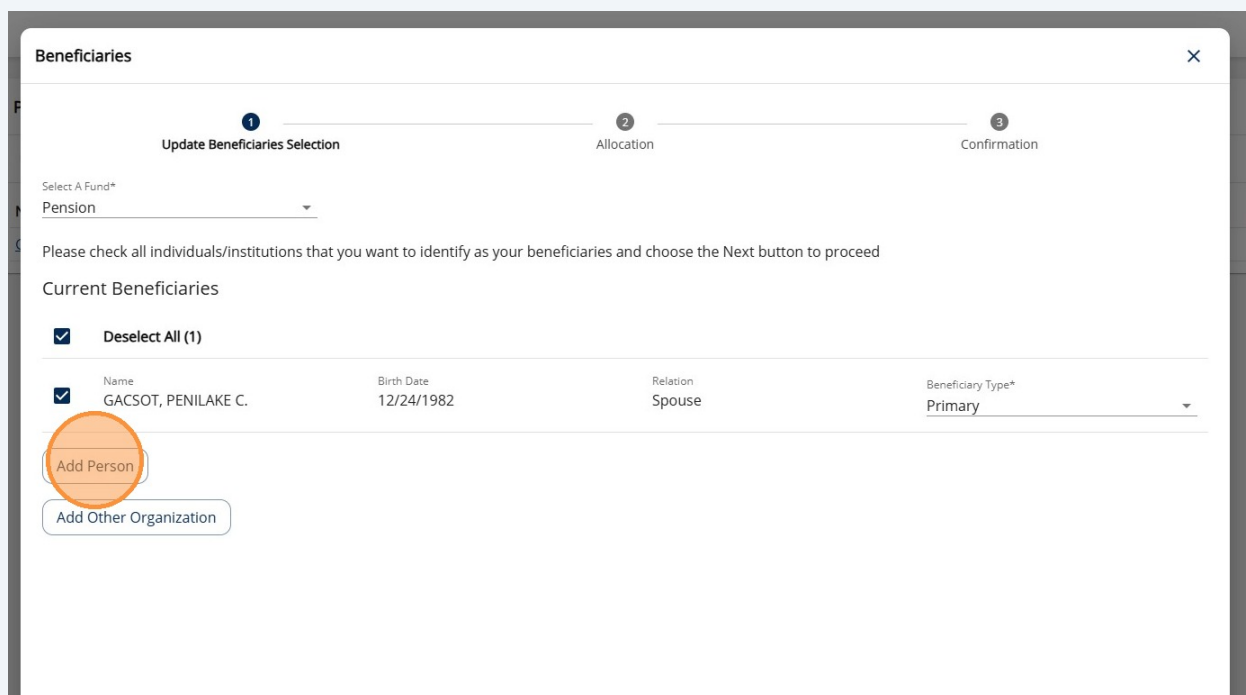
11

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

12 Members will click **Update** to update beneficiary information.



13 Member users will click **Add Person** or **Add Organization** as a beneficiary.



14 Areas marked with asterisks are required fields.

Beneficiaries
Step 1 of 3: Update Beneficiaries Selection

Current Beneficiaries

☒ Deselect All (1)

Name	Birth Date	Relation	Beneficiary Type*
GACSOT, PENILAKE C.	12/24/1982	Spouse	Primary

[Remove this beneficiary](#)

Personal Info

Beneficiary Type*

Prefix

First Name

Middle Name

Last Name

Birth Date

SSN

Relation

Permanent Address

Country

Address 1

Address 2

City

State

Zip

Contact

Contact Preference

Email Contact Preference

Country

Unit...

Home Phone

Country

Unit...

Cell Phone

Country

Unit...

Business Phone

Work Email

Email

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

Home

Demographics

My Beneficiaries

Account Information

Documents

E-forms

Pension Estimates

Service Purchase Estimate

Appointments

Secure Messages

FAQs

Contact Us

Retirement Application

Refund Application

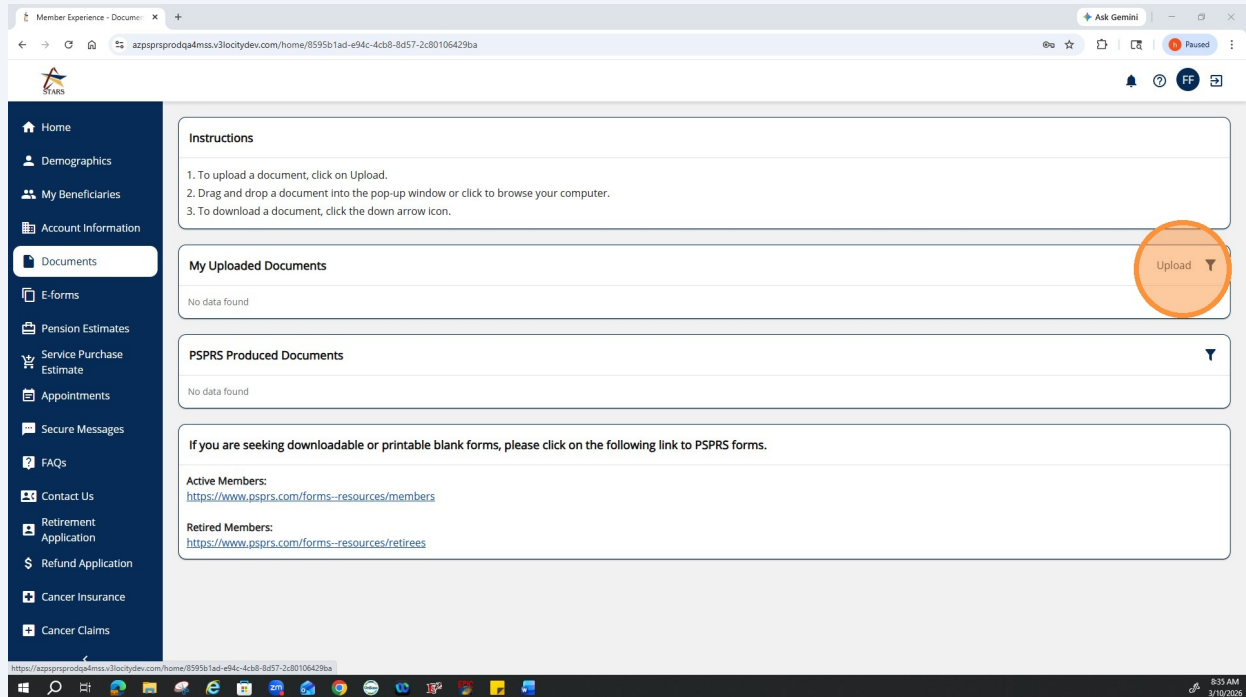
Plan Enrollments

Status	Plan	Start Date
Active	PSPRS	04/05/2004

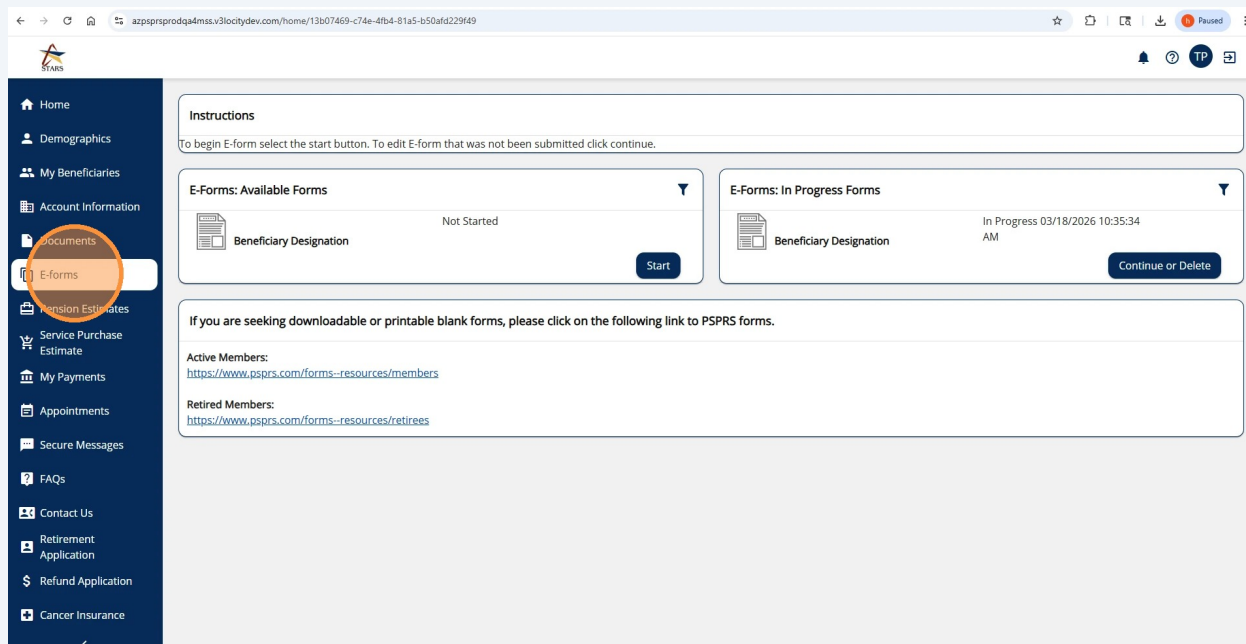
Employment Details

SSN	Employer	Plan	Tier	Employment Status	Hire Date	Term Date
	NORTHWEST FIRE DISTRICT	PSPRS	Tier 1	Hired	04/05/2004	

16 The **Documents** tab is used by members to upload documents.

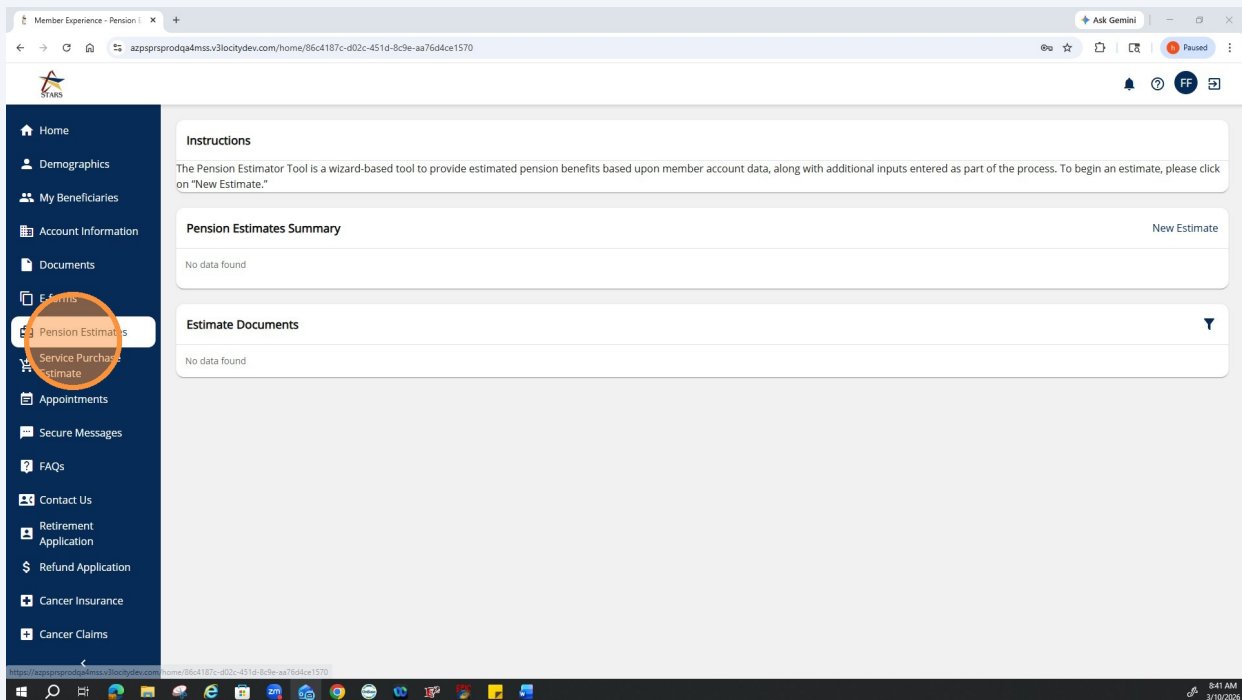


17 Members who wish to complete a beneficiary change form can also use the **E-forms** tab.



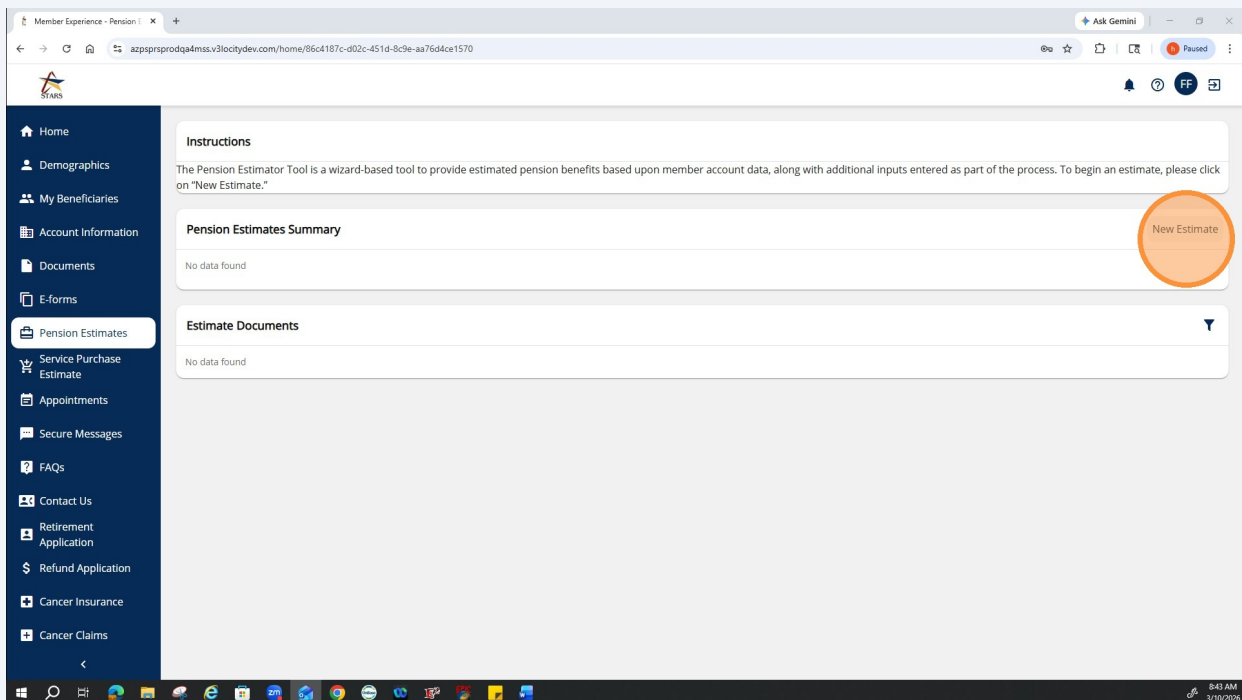
18

The **Pension Estimate** tab is used by members to calculate retirement benefit estimates.



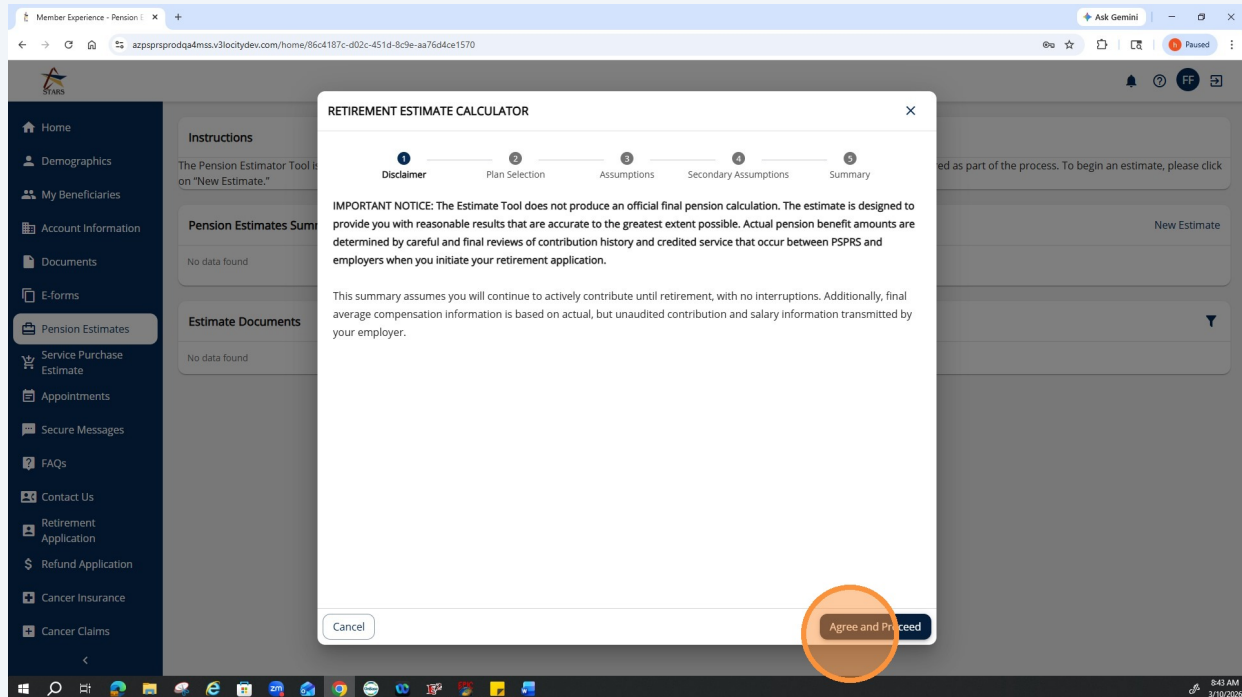
19

Members click **New Estimate** to calculate a retirement estimate.



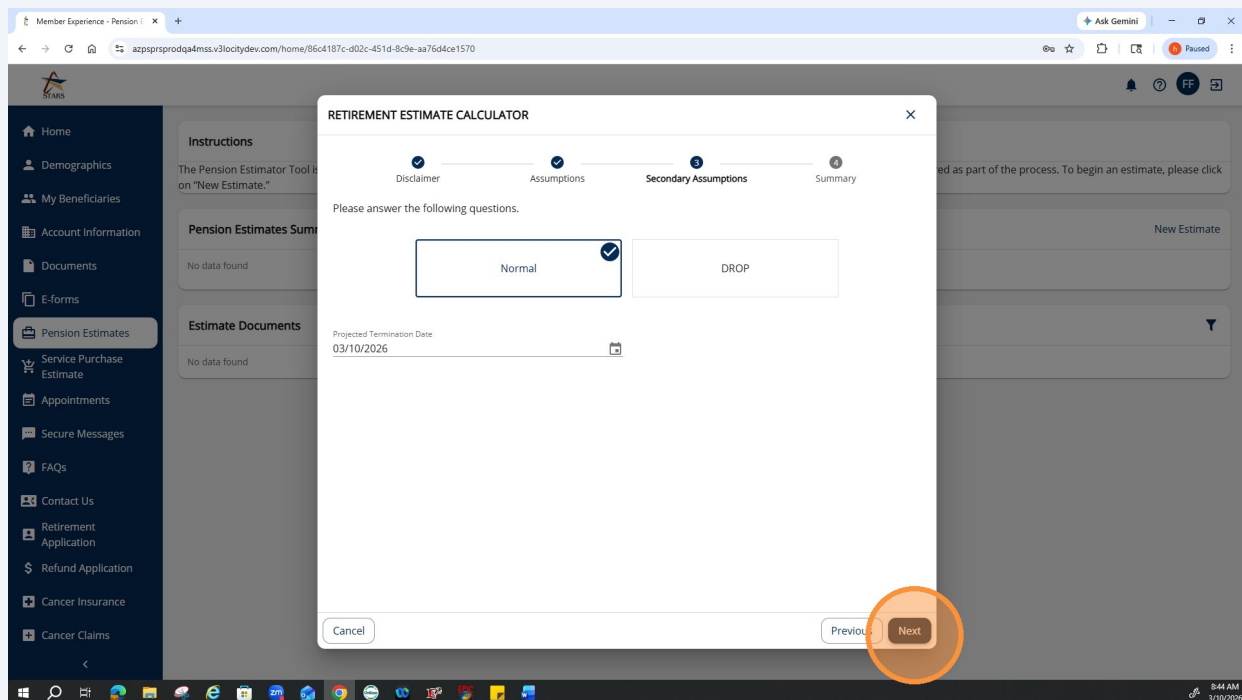
20

To use the **Retirement Estimate Calculator "Wizard,"** users will click **Agree and Proceed.**



21

Member users will need to select **Normal** or **DROP** retirement and click **next.**





Tip! The member will enter key details such as estimated retirement date or DROP entry/exit date and click **Submit**.

22

The **Retirement Estimate Calculator** results will display.

The screenshot displays the 'RETIREMENT ESTIMATE CALCULATOR' interface, specifically 'Step 4 of 4: Summary'. The calculator is overlaid on a web application background. The calculator's data is as follows:

RETIREMENT ESTIMATE CALCULATOR	
Step 4 of 4: Summary	
Plan	PSPRS
Tier	Tier 1
Termination Date	03/10/2026
Age as of effective date	43.592
Plan Service	21.930
Purchased/Transferred Service	0.000
Total Service	21.930
Non Credited Service	0.000
Credited Service	21.930
Effective Retirement Date	04/01/2026
Options Summary	
Normal Retirement Annuitant amount	est normal \$5,439.73

Navigation buttons at the bottom of the calculator include 'Cancel', 'Previous', and 'Confirm'. The background application shows a sidebar with various menu items like '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', and 'Cancer Claims'. The 'Pension Estimates' section is currently active.

23

The **Service Purchase Estimate** tab is used by members to review qualified government and military time that can be purchased and added towards a member's credited service and pension benefits. Members will click **Create Estimate** and follow the instructions and enter required information.

The screenshot shows the 'Service Purchase Estimate' tab selected in the left-hand navigation menu. The main content area contains an informational text block about Service Credit Purchases, followed by a table titled 'Service Credit Purchases'. The table is currently empty, displaying 'No data found'. An orange circle highlights the 'Create Estimate' button in the top right corner of the table.

Service Credit Purchases

	Add	Create Estimate	
No data found			

24

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

The screenshot shows the 'Appointments' tab selected in the left-hand navigation menu. The main content area displays two tables: 'Upcoming Sessions' and 'Registered Sessions'. Both tables are currently empty, displaying 'No data found'. An orange circle highlights the 'Upcoming Sessions' table header.

Upcoming Sessions

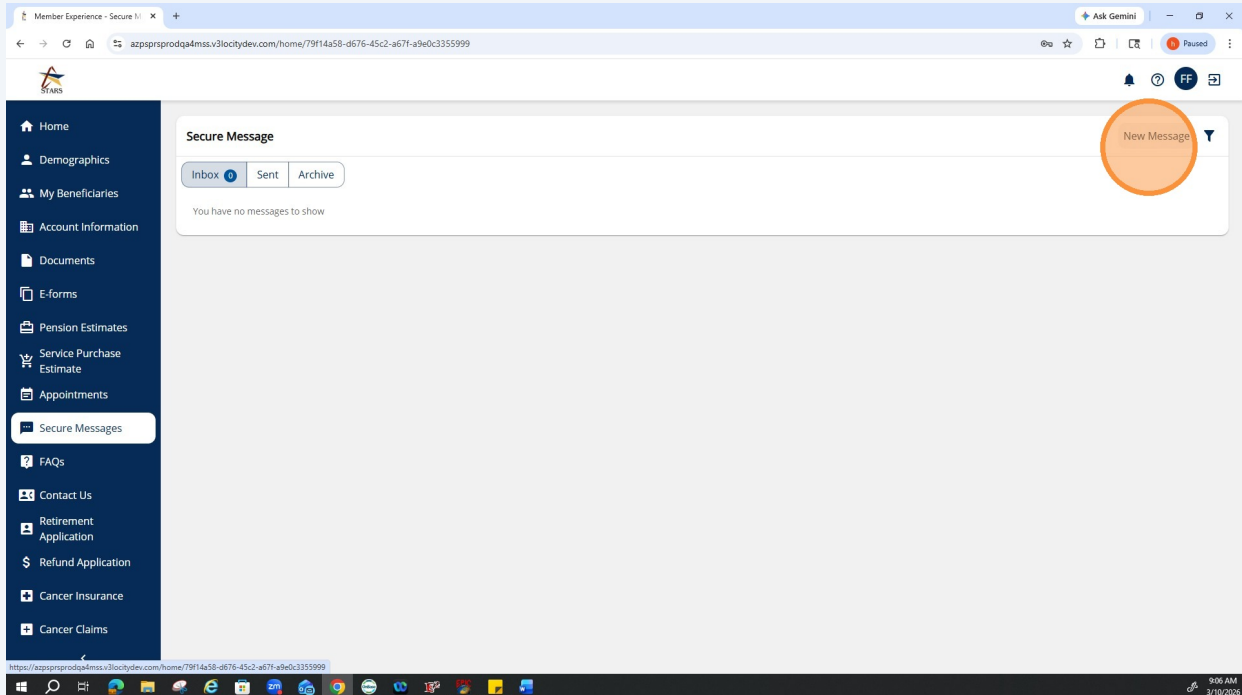
Subject	Meeting Time	First Available Slot	Booked
No data found			

Registered Sessions

Day	Time	Meeting Type	Meeting Status
No data found			

25

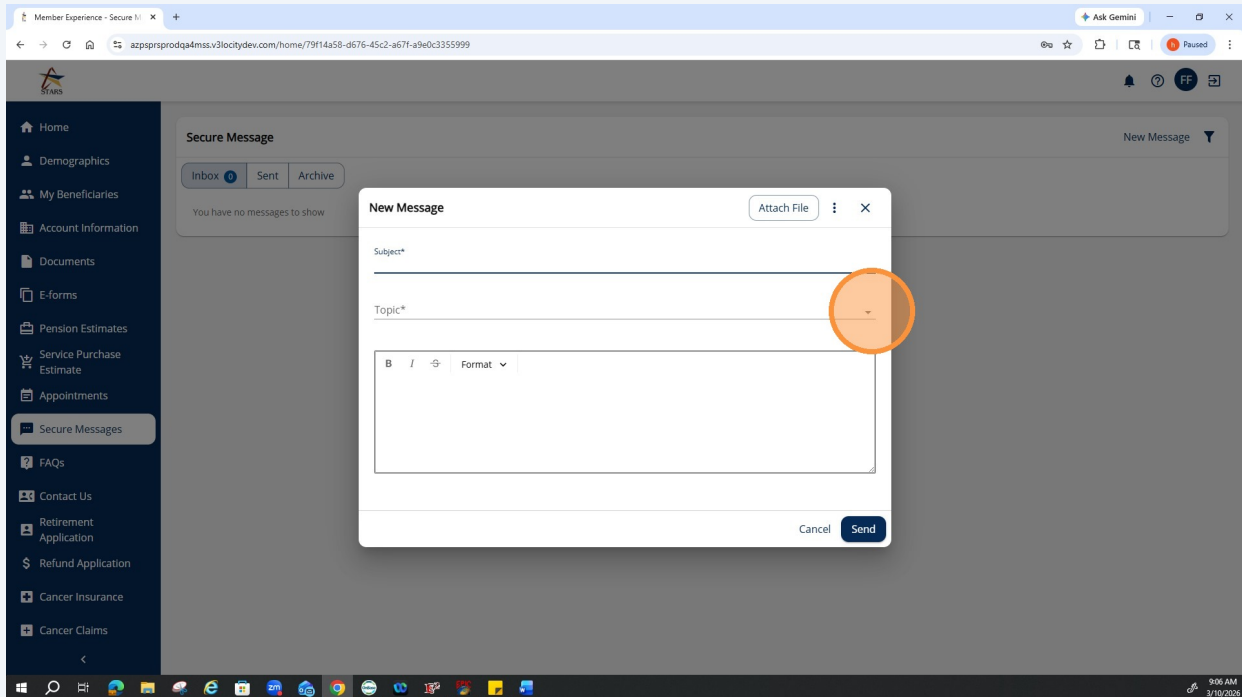
The **Secure Messages** tab is used by members to ask PSPRS for assistance or transmit information in a secure environment. Users will click **New Message** to contact PSPRS.



26

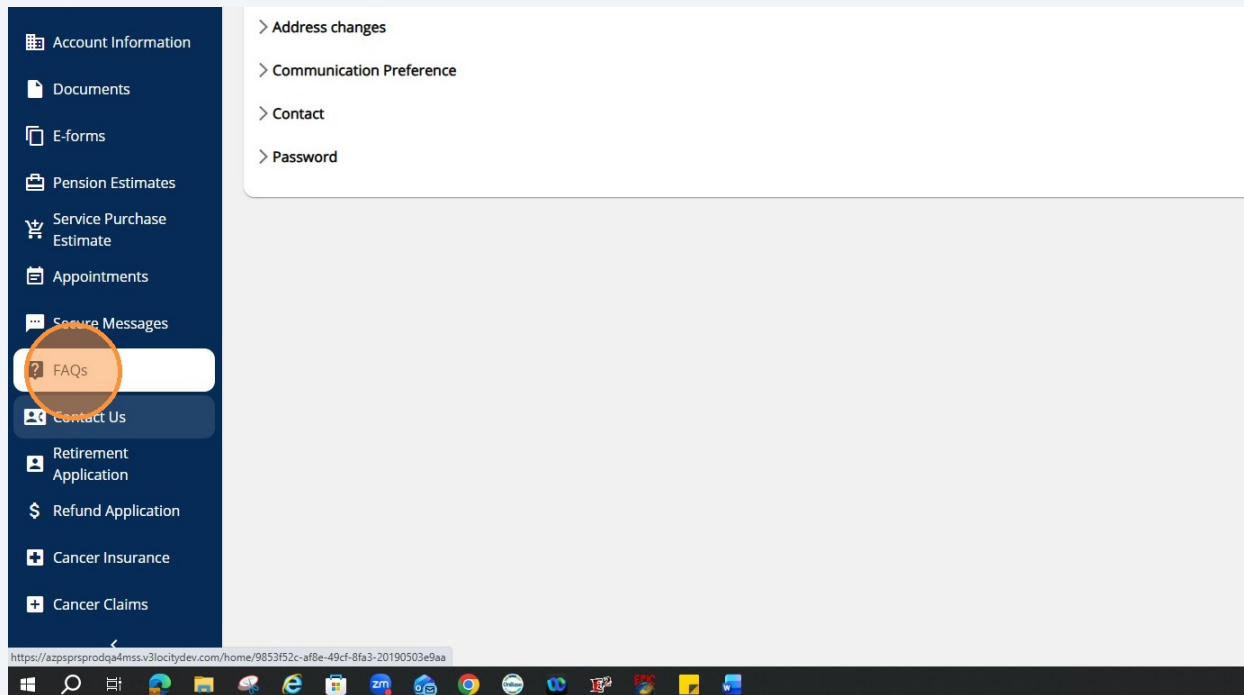
Members will enter a description of the reason for their contact in the **Subject line** and select the most applicable **Topic** from the drop-down menu. Members will provide additional information in the open box and have the option to upload documents as needed or requested.

Members will receive an email notification when PSPRS has responded to the secure message. The email will notify the member to log into their account to read the reply.



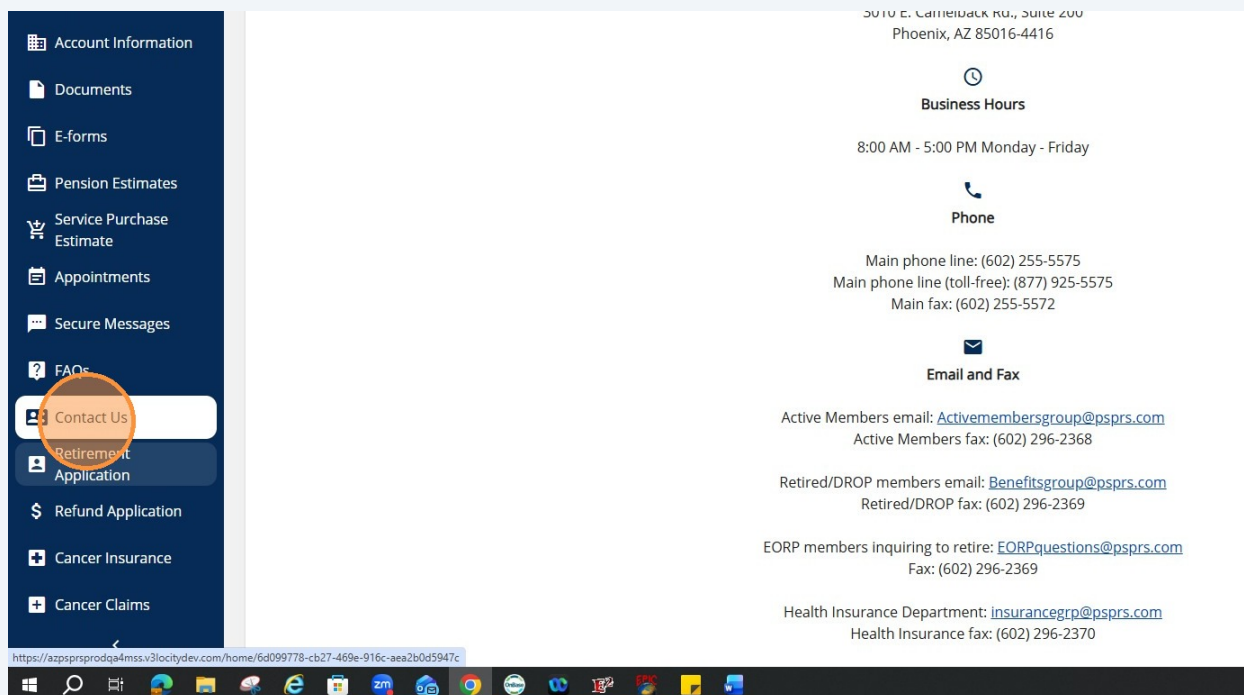
27

The **FAQ** tab has information for members to research before reaching out to PSPRS through **Secure Message**.



28

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



29

The **Retirement Application** tab is used by members when they are ready to apply for retirement. Members will click **Submit Application** to open the application "Wizard" and follow each requested step.

Member Experience - Retirement

To begin application process, select the Submit Application button. Please note required documentation must be submitted with the application request.

Retirement Application Requests

Pension Summary

Application ID	Member Name	Status	Effective Date	Plan	Annuity Type Name	Pension Amount
108998 • Draft	FETO, FEDAM R.	Enter DROP Initiated	04/01/2026	PSPRS	DROP	DROP Benefit 60 Months

[Resume](#)

Workflow Requests

[My Requests](#) [My Tasks](#)

No data found

[Report DROP Exit](#)

30

The **Refund Application** tab is used by members who have terminated employment and wish to withdraw their contributions made to the retirement system.

My Beneficiaries

Account Information

Documents

E-forms

Pension Estimates

Service Purchase Estimate

Appointments

Secure Messages

FAQs

Contact Us

Retirement Application

Refund Application

Cancer Insurance

Pension Summary

Application ID	Member Name	Status	Effective Date
108998 • Draft	FETO, FEDAM R.	Enter DROP Initiated	04/01/2026

[Resume](#)

Workflow Requests

[My Requests](#) [My Tasks](#)

No data found

31

Members who wish to terminate their plan membership and refund applicable contributions will click **Initiate Refund Application**.

Member Experience - Refund

azpsprprodqa4mss.v3loctydev.com/home/9aec2286-2e85-4782-94ac-6f2de83b72f4

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

If you have initiated a refund application, you will see information related to the application below. If you are seeking to begin a refund application, please click the link "Initiate Refund Application" below. This will trigger the application wizard.

Please note, as part of the process, you may be required to provide and upload supporting documentation such as copies of driver's license, voided checks, etc. If you do not have this information available to you at this time, you can save your application and return at a later time to complete once the information is available. You are only able to initiate one application at a time. Refunding your account will result in you forfeiting rights to all benefits in the plan.

Refunding your account may also have specific tax implications based on how you take your disbursement. Please read the [Special Tax Notice Regarding Plan Payments](#) for further details on the taxability of your election.

The PSPRS/CORP/EORP recommends that you speak with a qualified tax professional if you have questions concerning your individual circumstances.

Refund Application Requests

Application #	Status	Effective Date	Plan	Benefit Type	Benefit Option	Emp Termination Date	Application Received Date	Payment Date
No data found								

Requests

Created by Me Routed to Me

No data found

Initiate Refund Application

32

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

Member Experience - Cancer Insurance

azpsprprodqa4mss.v3loctydev.com/home/9aec2286-2e85-4782-94ac-6f2de83b72f4

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

Cancer Insurance

Policy Number	Start Date	Stop Date	Coverage Status	Coverage Type	Plan	Employer Name
130653	04/05/2004		Issued	Cancer Insurance Plan	Cancer Insurance	NORTHWEST FIRE DISTRICT

33

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

The screenshot shows the PSPRS member portal interface. On the left sidebar, the 'Cancer Claims' tab is highlighted with an orange circle. The main content area is titled 'Claims' and contains a table with the following columns: Claim ID, Name, Claim Date, Claim Status, Claim Amount, and Progress Indicator. The table is currently empty, displaying 'No data found'.

34

The **Disability Application** tab is accessed under the (...) **More** tab and features are used by members to apply for disability retirement benefits.

The screenshot shows the PSPRS member portal interface. On the left sidebar, the 'More' tab is highlighted with an orange circle. The main content area displays the 'Disability Application' section. It includes a message: 'To begin Disability processing for CORP or PSPRS plans, click on the start button to submit application for the local board to review. EORP applications cannot be submitted online, please reach out to PSPRS.' Below this, there are two main sections: 'Disability: Available Forms' and 'Disability: In Progress Forms'. The 'Available Forms' section shows a 'Disability Retirement Applic...' form with a 'Not Started' status and a 'Start' button. The 'In Progress Forms' section shows two 'Disability Retirement Applic...' forms, both with 'In Progress' status and timestamps (03/11/2026 7:58:56 AM and 7:56:58 AM), each with a 'Continue or Delete' button. At the bottom, there is a 'Disability Workflows' section with filters for 'Created by Me' and 'Routed to Me', showing 'No data found'.