STARS Portal Overview

Active Member

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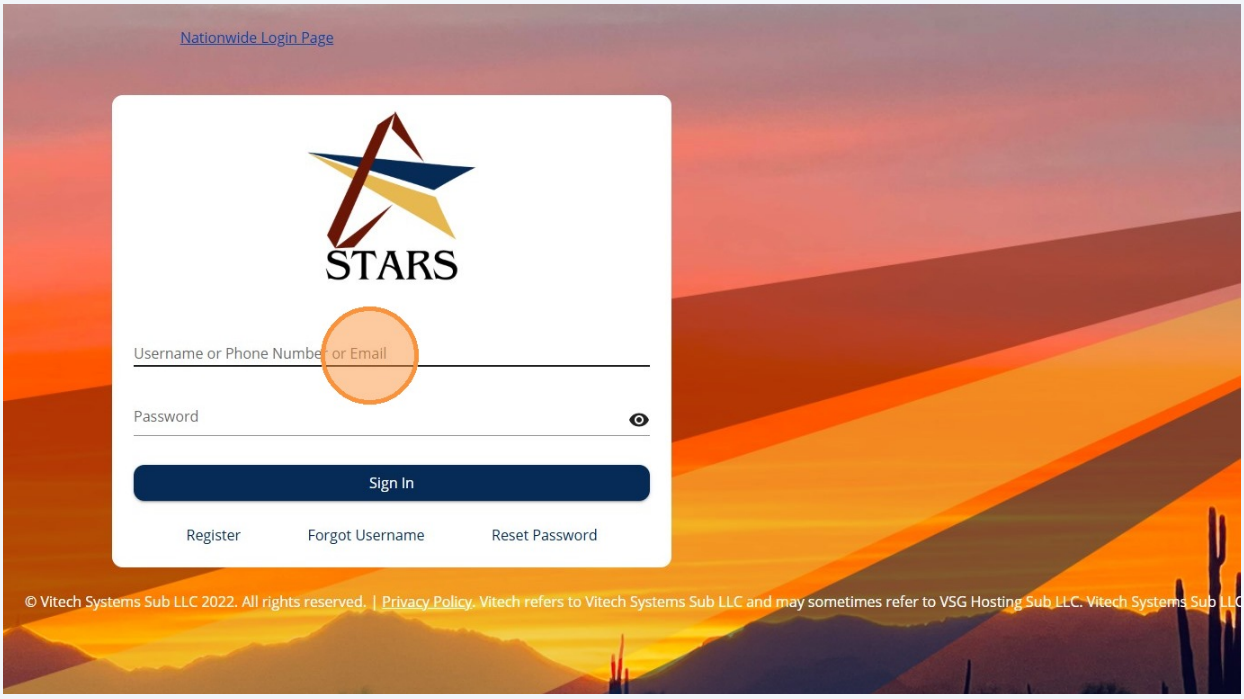
Active Member STARS Portal Overview

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.

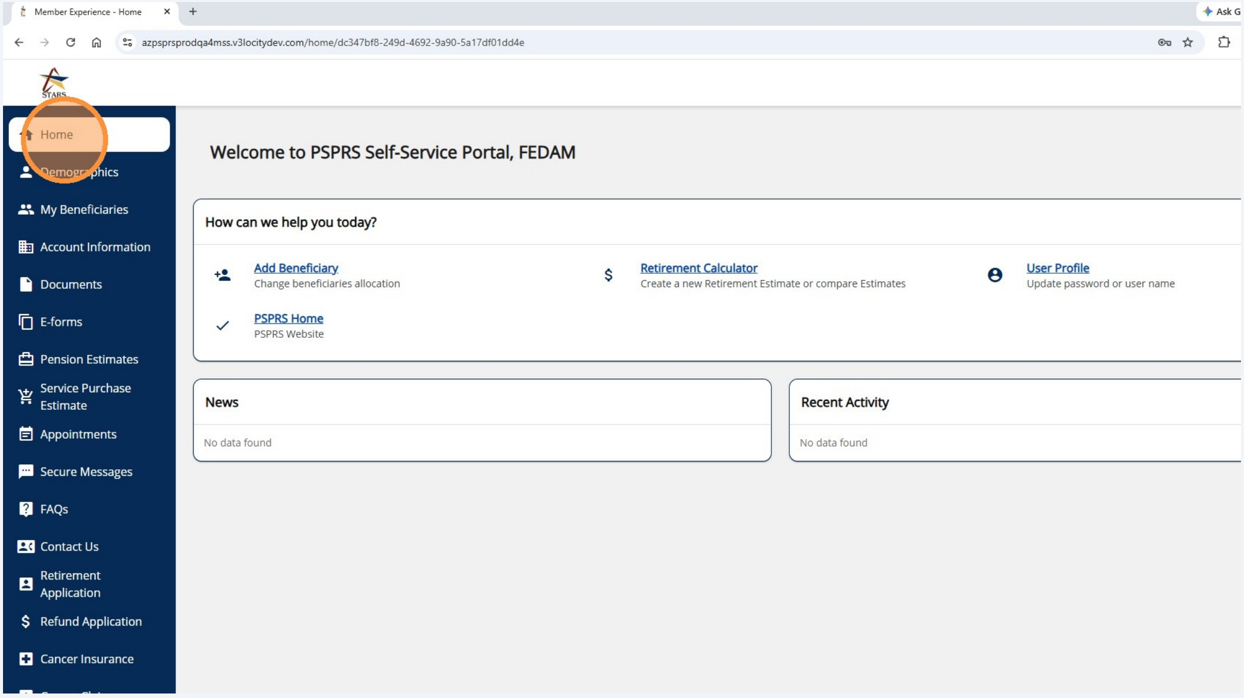
1 Go to my.psprs.com. Enter your **Username** (email address), Enter **Password** and select **Sign in.**



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.

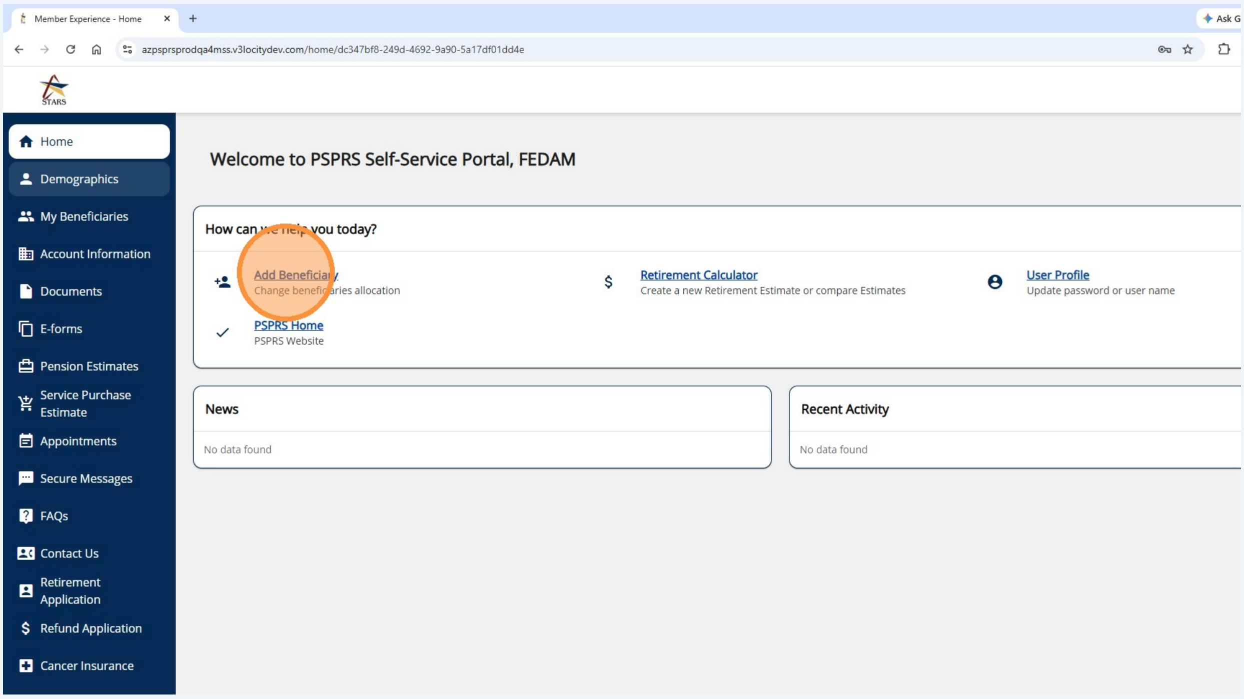
2

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.

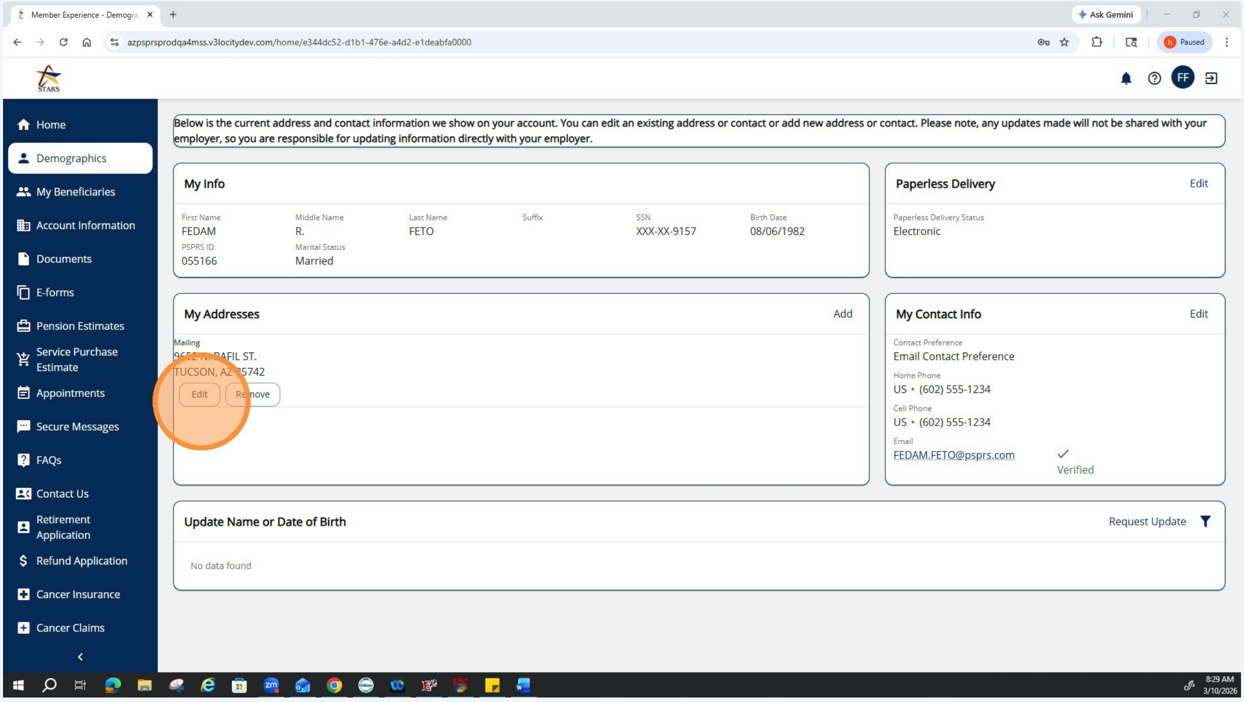


3

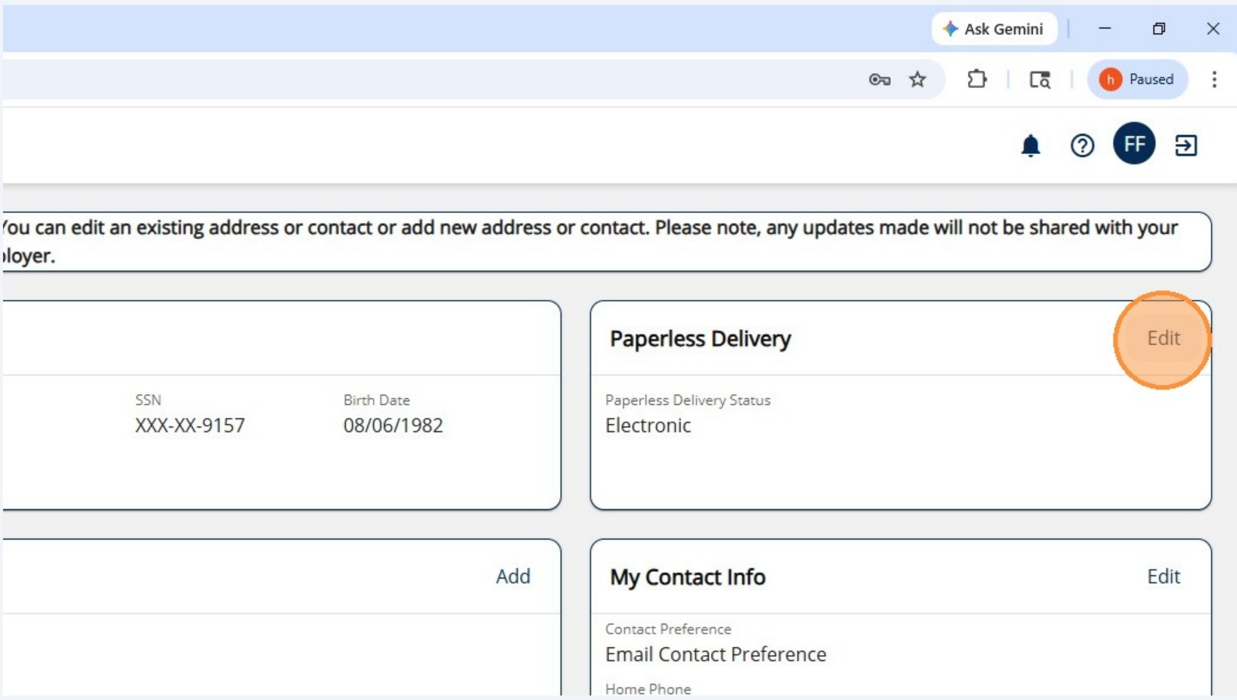
The **How can we help you today?** section has shortcut links to STARS tabs used to perform common transactions. Next to the links you see descriptions that explain what the quick link processes.
Add Beneficiary - This is used for updating beneficiaries.
Retirement Calculator - Creates new retirement estimates
User Profile - Update passwords and/or user name.



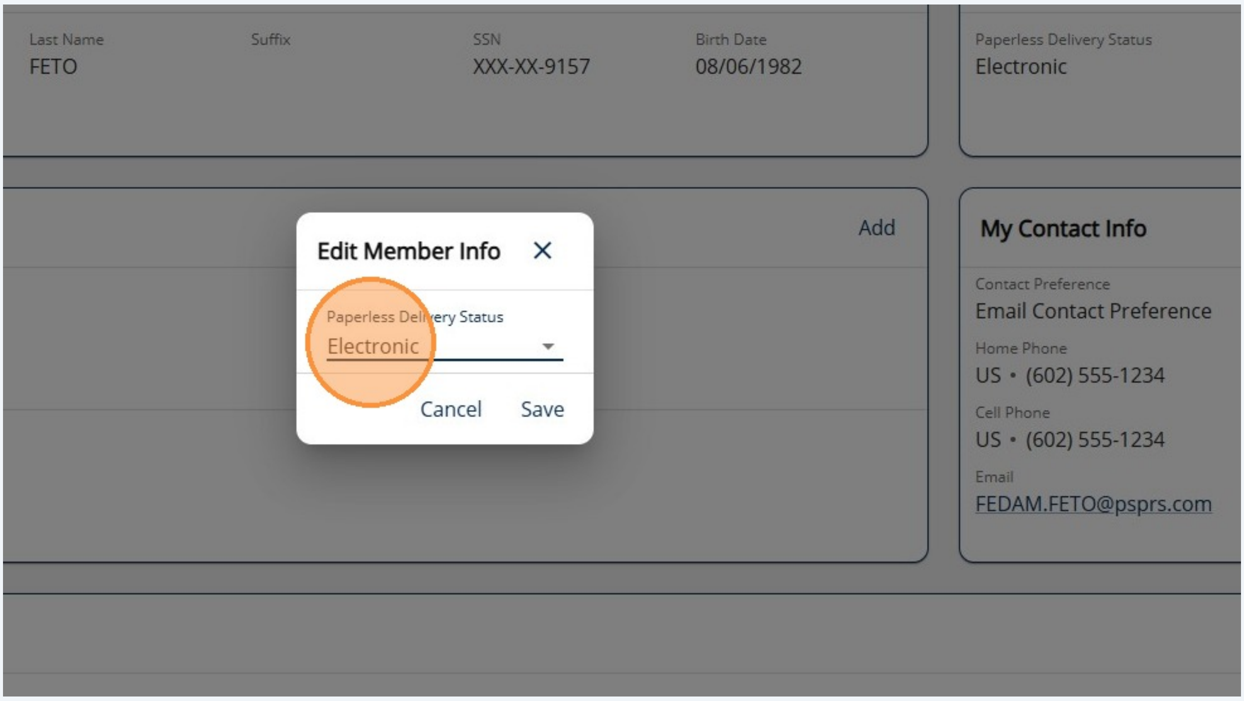
4 The **Demographics** tab is used to update mailing address, contact information, name and date of birth.



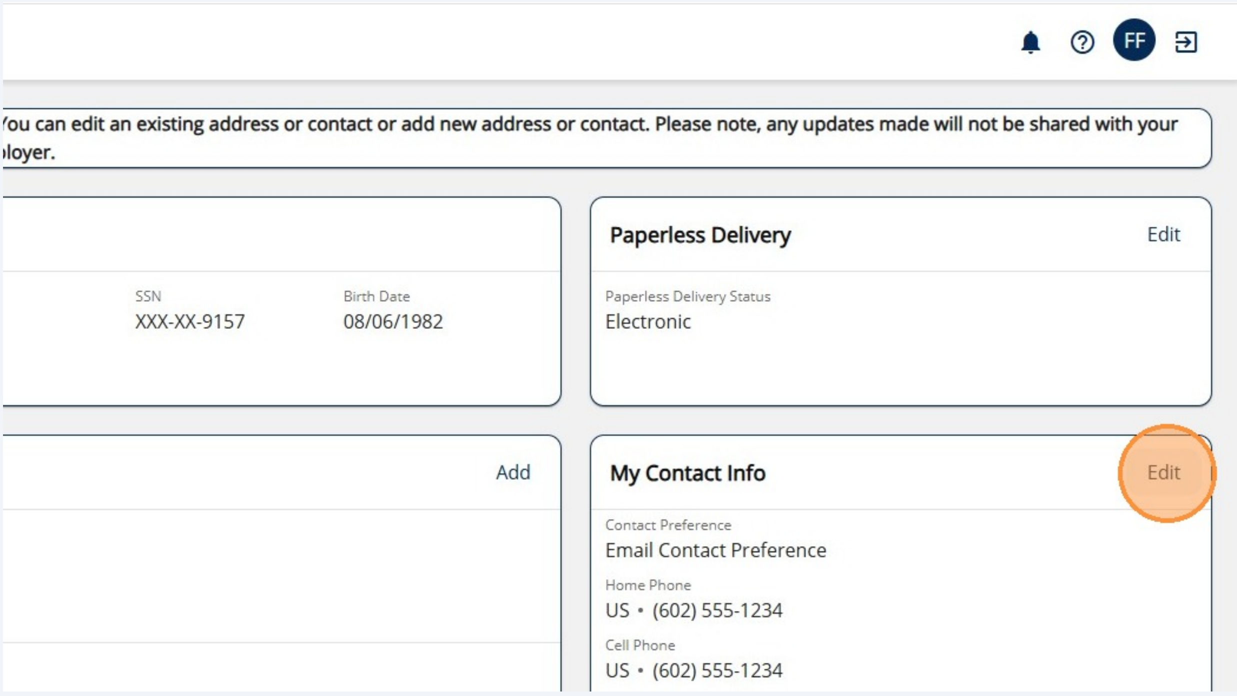
5 Members may edit demographic information by selecting **Edit** for any section to update.



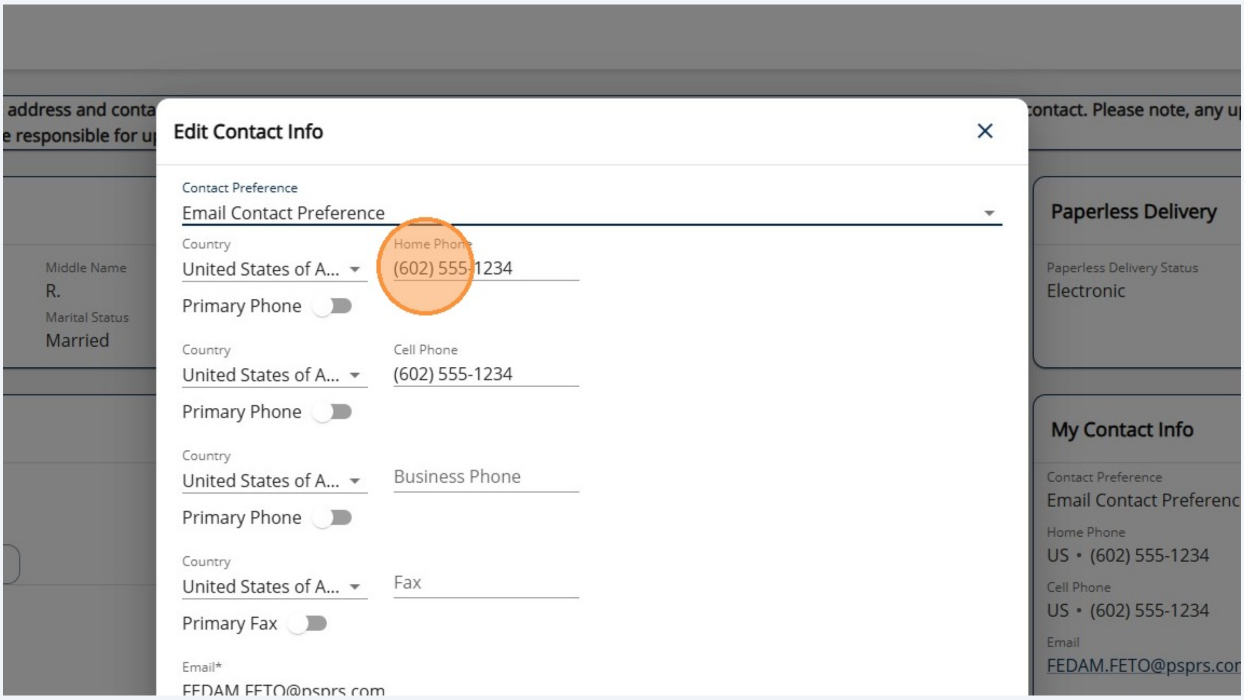
6 The **Paperless Delivery** feature allows members to choose to receive **Electronic** (paperless) or paper copy of documents. This includes 1099Rs and other typically mailed communications.



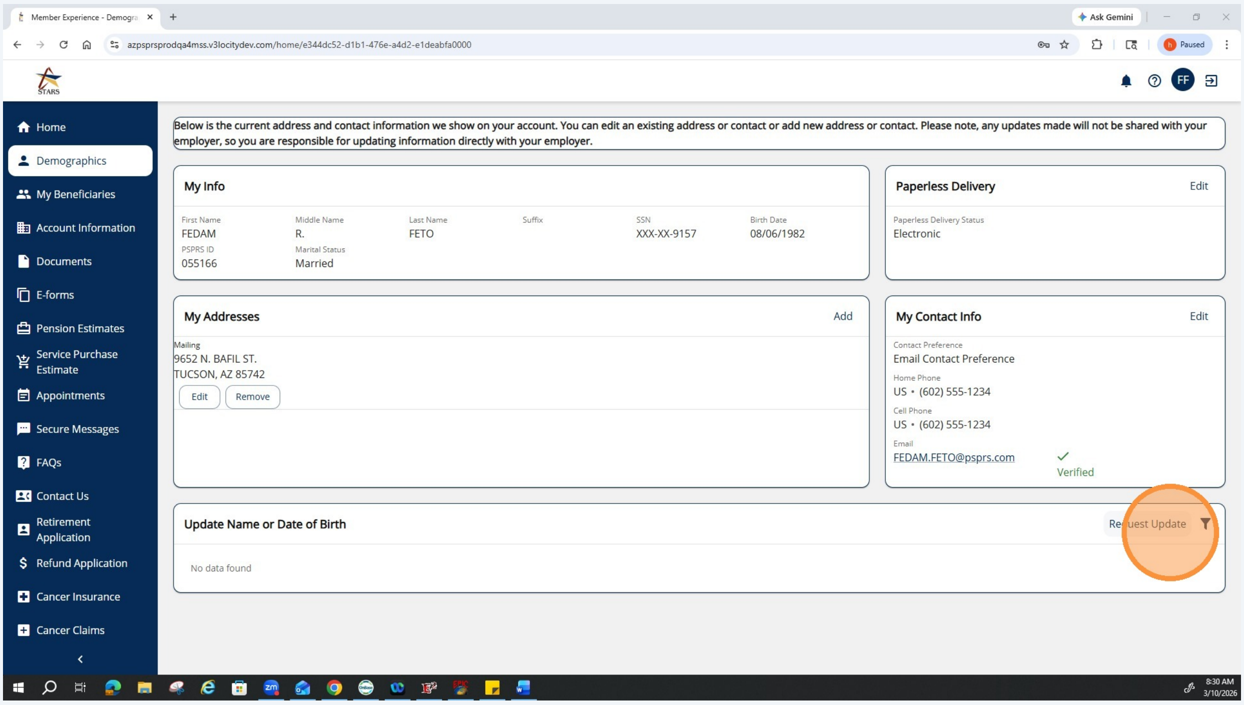
7 Member users will **edit** contact information through the **My Contact** Info section.



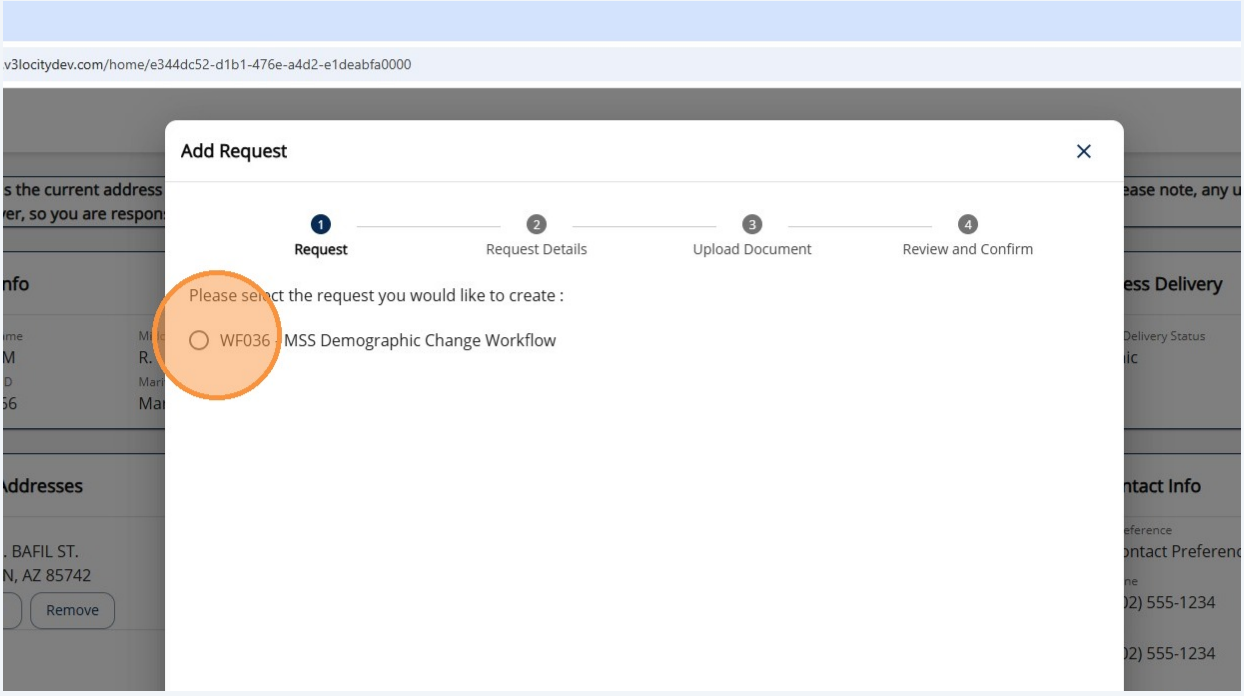
8 By clicking **edit**, members can enter a new phone number or email.



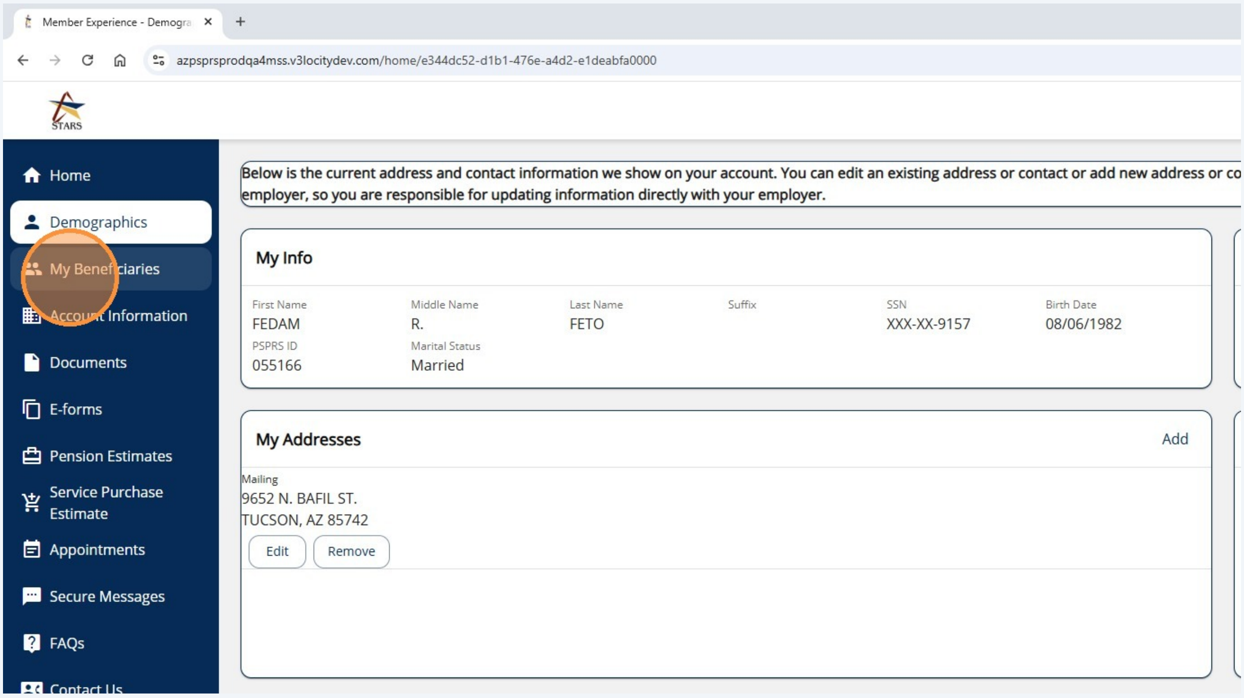
9 Members seeking to update their **Name** or **Date of Birth** will need to **Request an Update**. This initiates a review by PSPRS before updates are finalized.



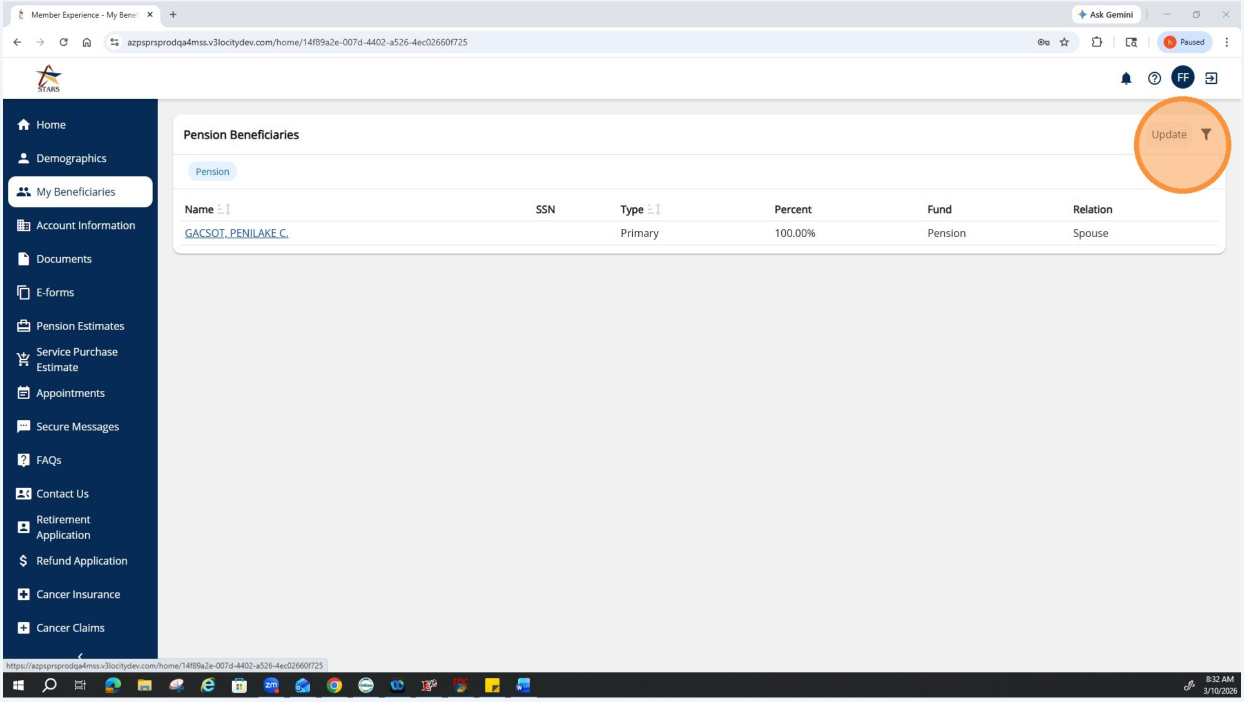
10 Member users will complete each step of the “Wizard” to update information. Additional documents may be required. Documents can be uploaded and sent securely to PSPRS during this process.



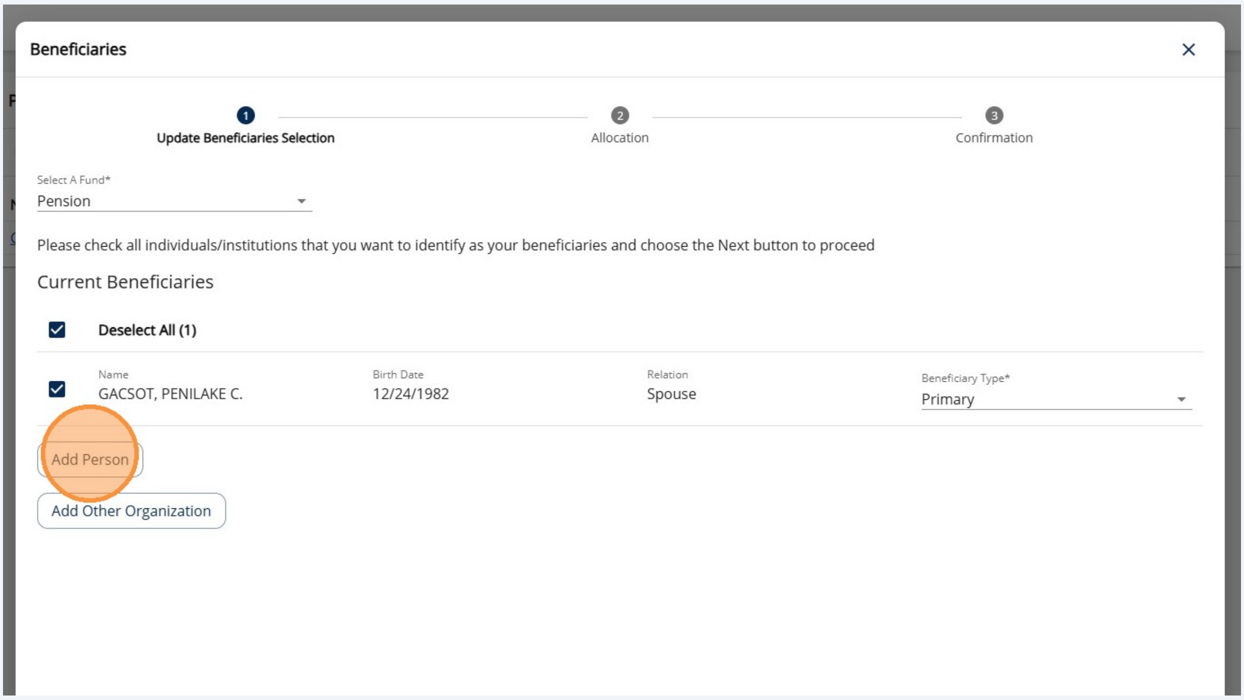
11 The **My Beneficiaries** tab is where member users’ beneficiaries are listed and can be updated.



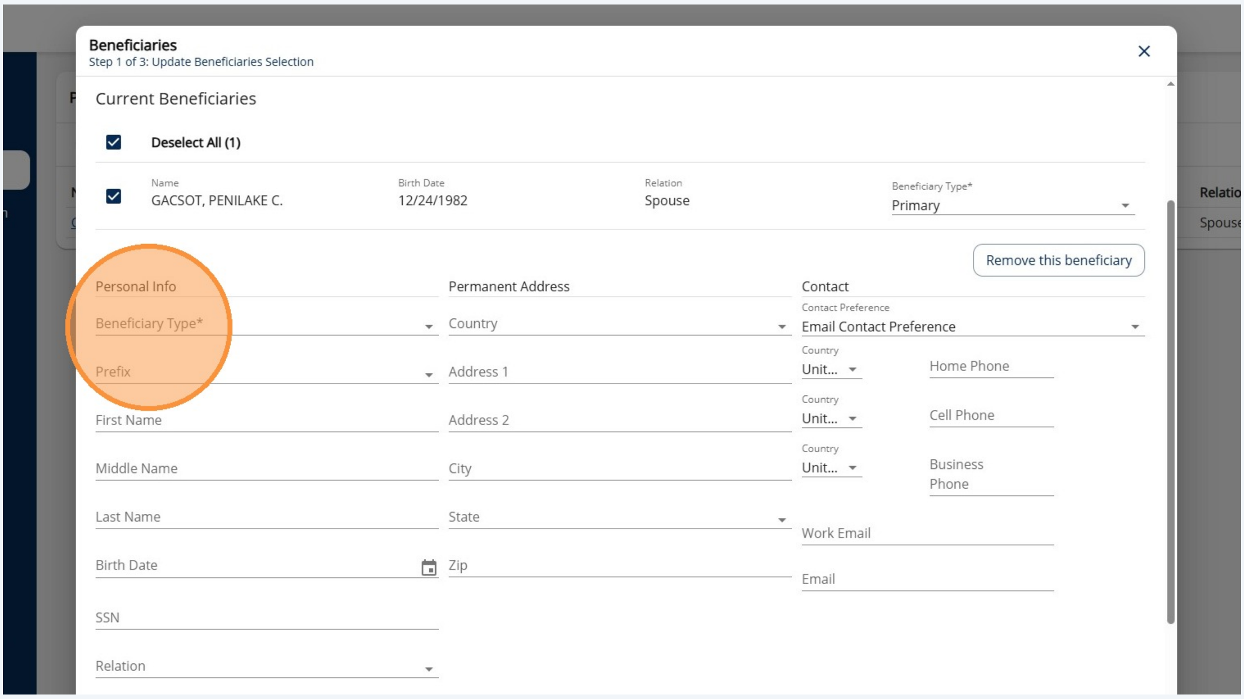
12 Members will click **Update** to update beneficiary information.



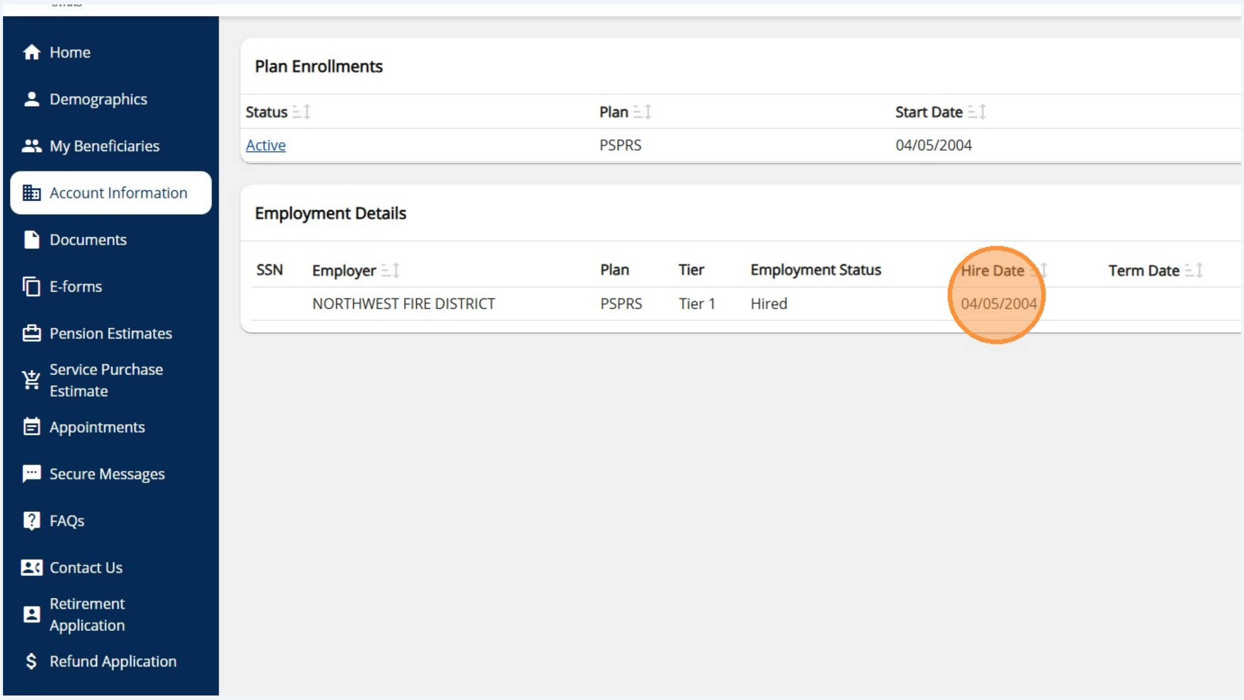
13 Member users will click **Add Person** or **Add Organization** as a beneficiary.



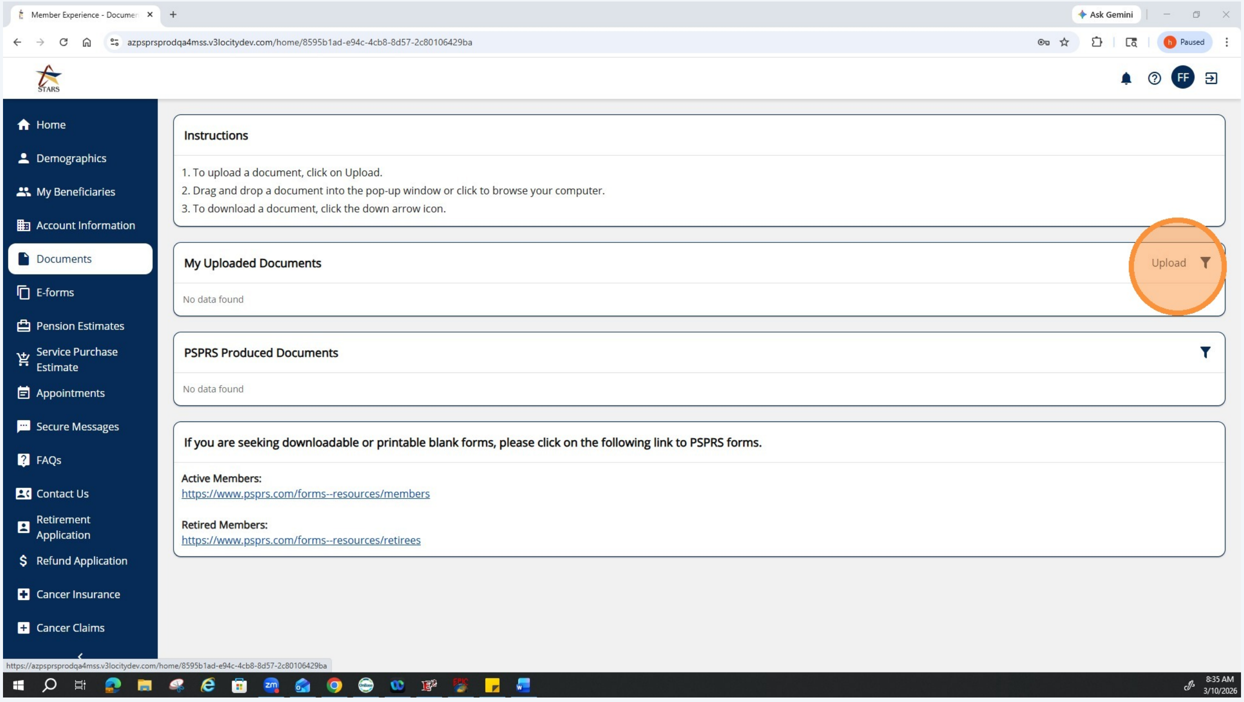
14 Areas marked with asterisks are required fields.



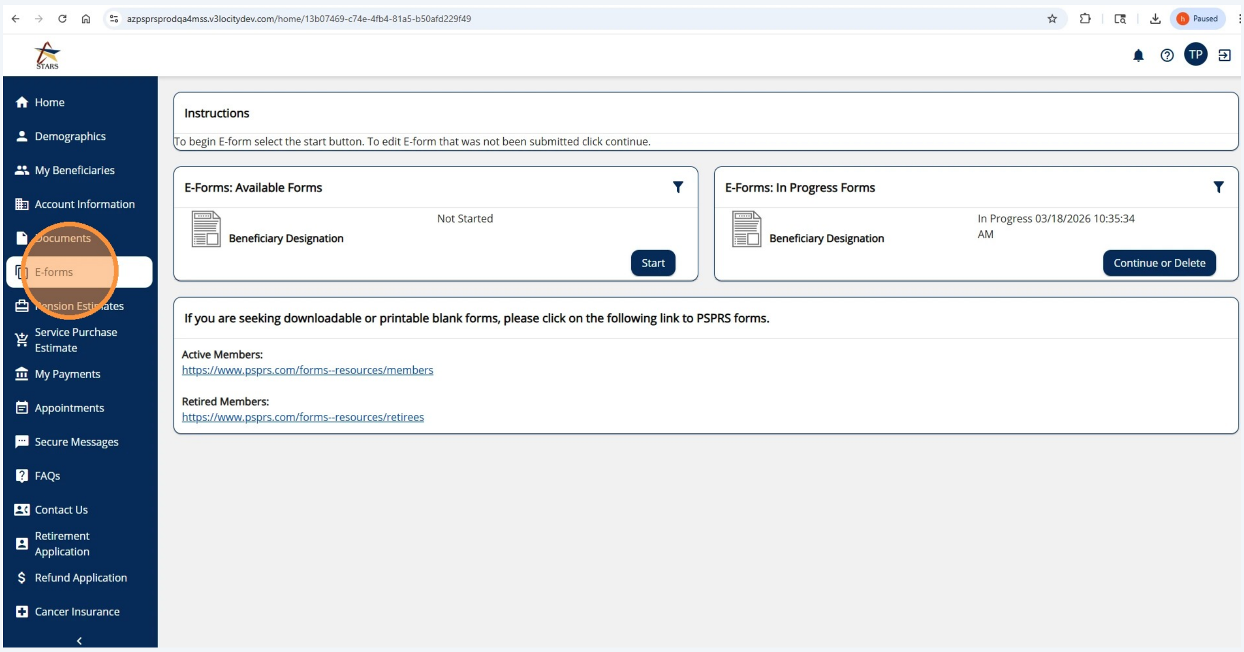
15 Member users can access **Employment Details,** including current and former employers, plan and benefit tier through the **Account Information** tab.



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.



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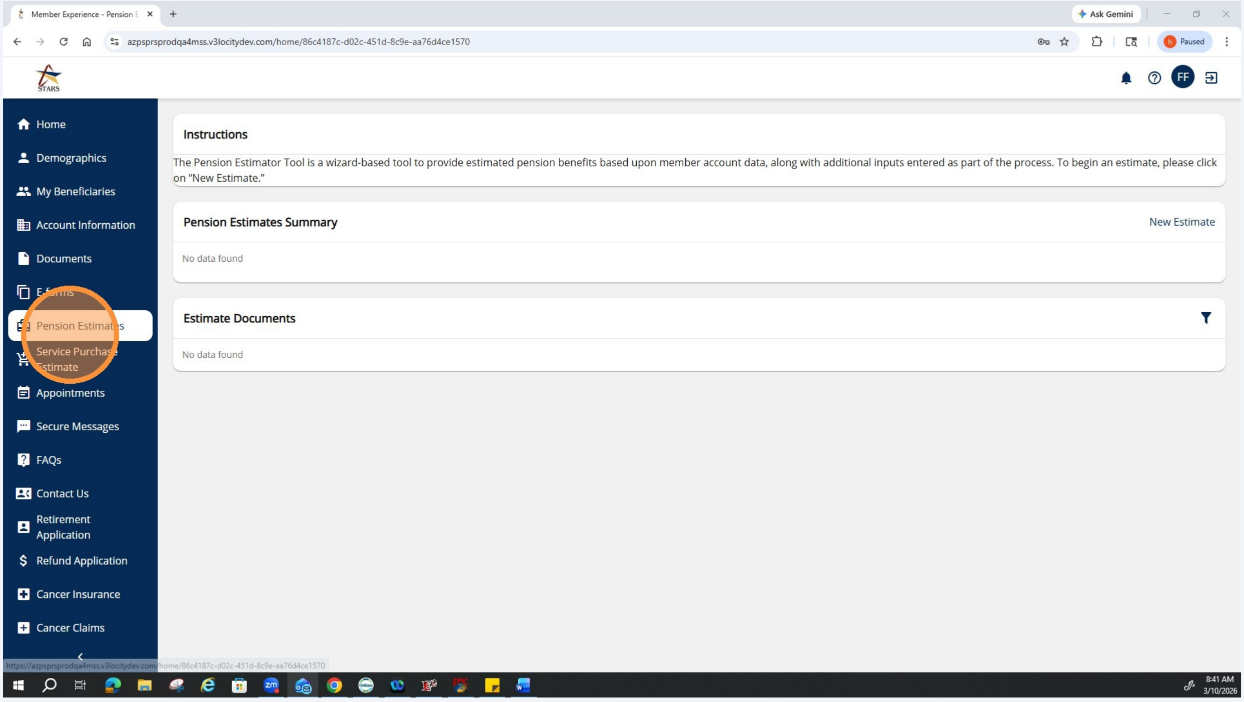
The **Pension Estimate** tab is used by members to calculate retirement benefit estimates.



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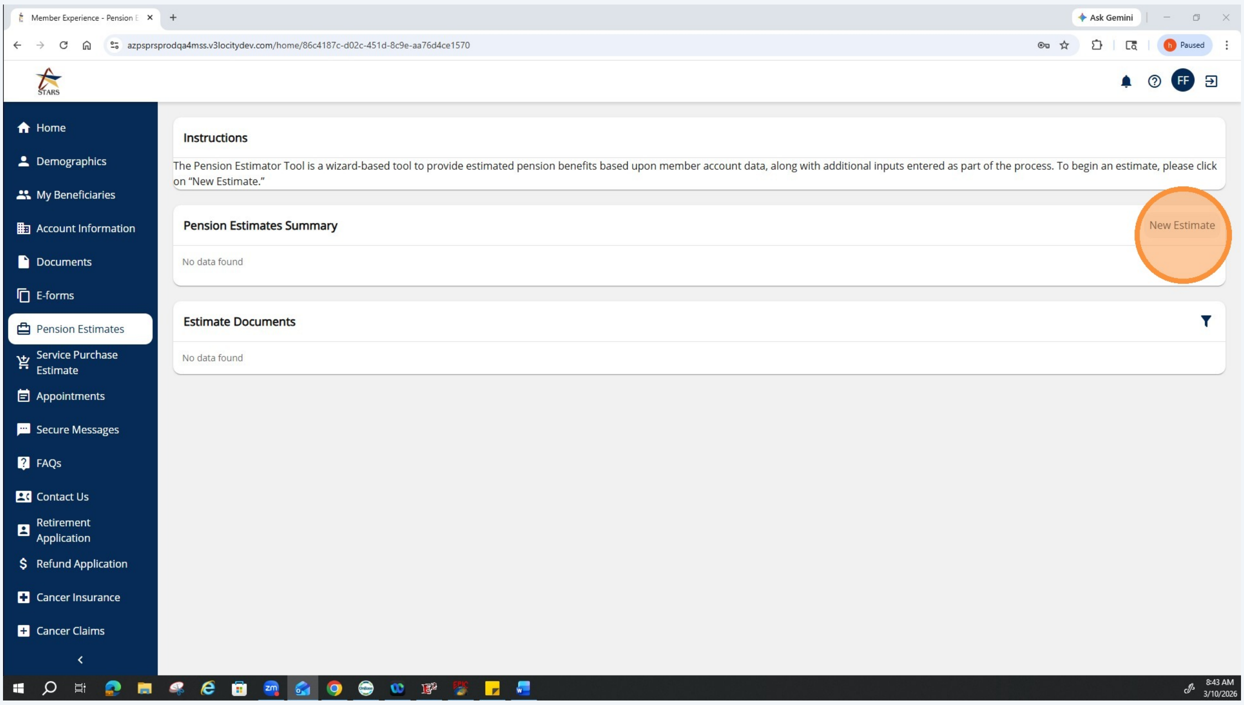
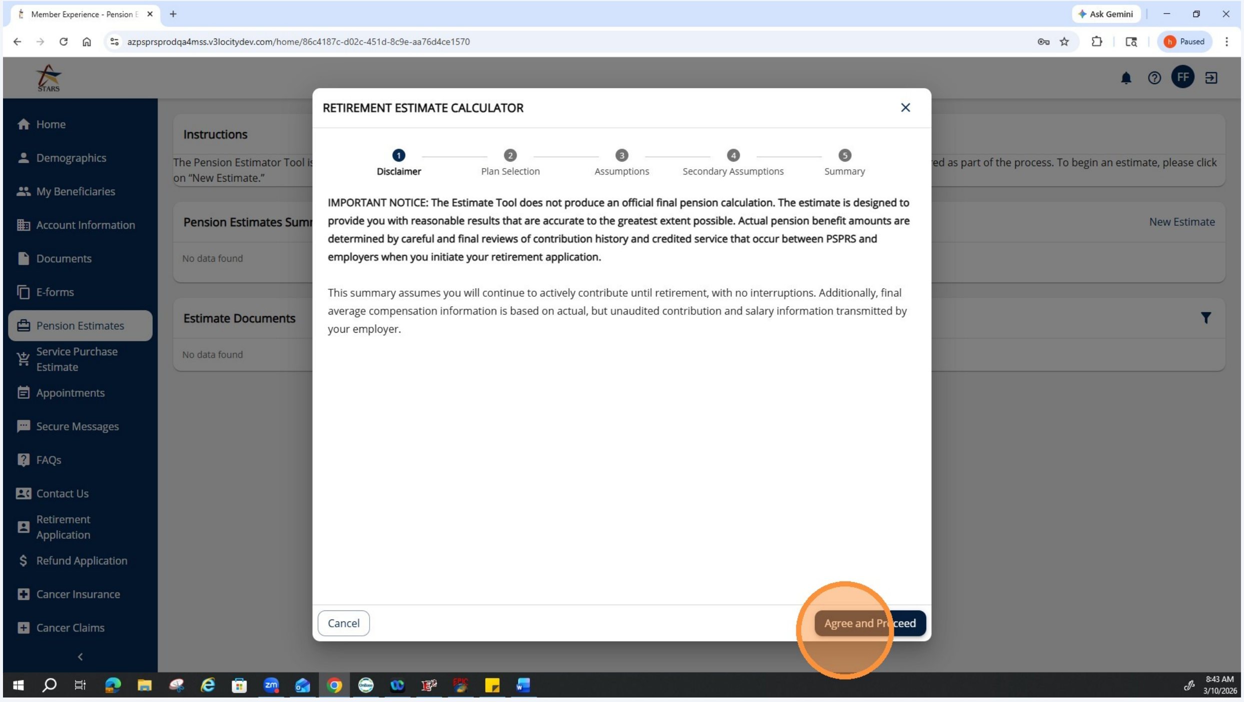
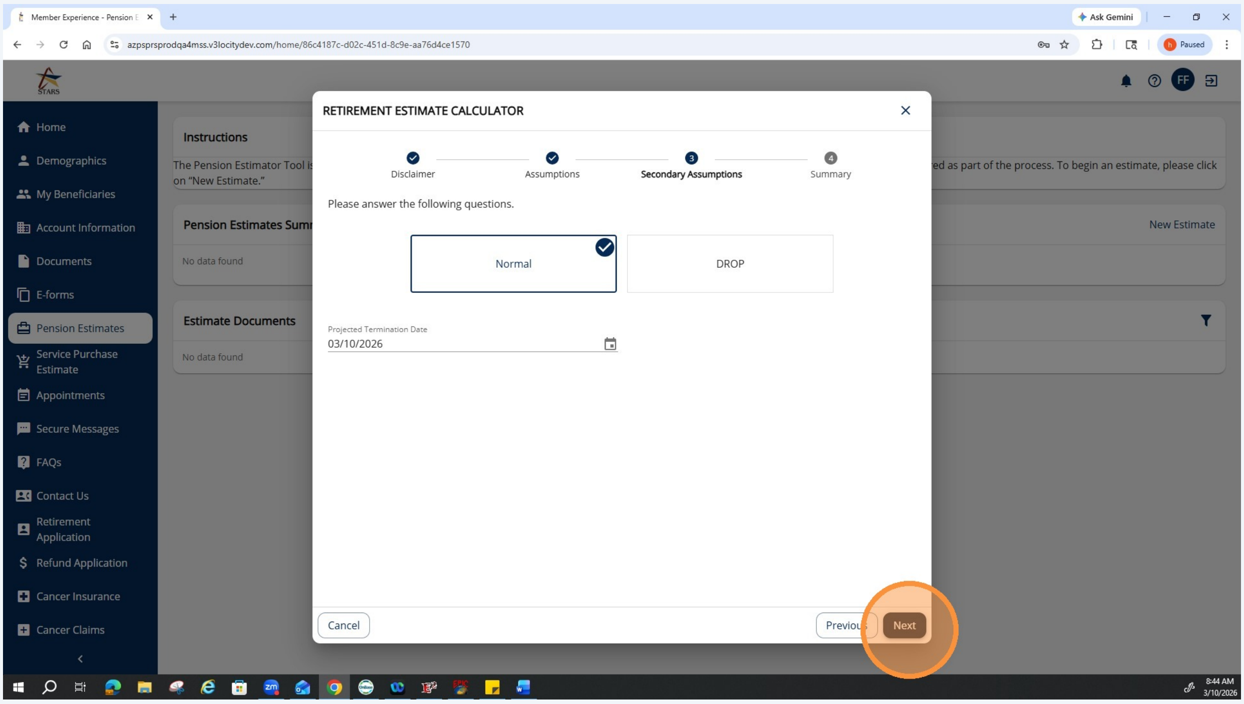
Members click **New Estimate** to calculate a retirement estimate.



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



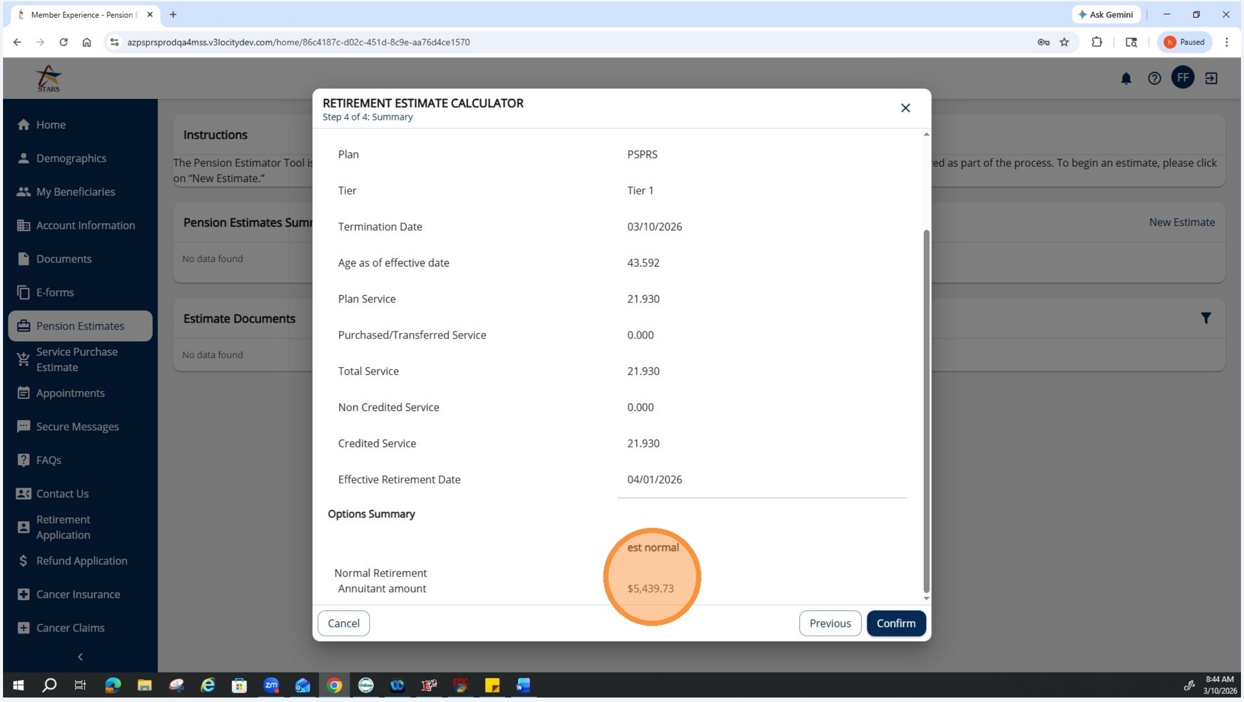
21 Member users will need to select **Normal** or **DROP** retirement and click **next**.



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

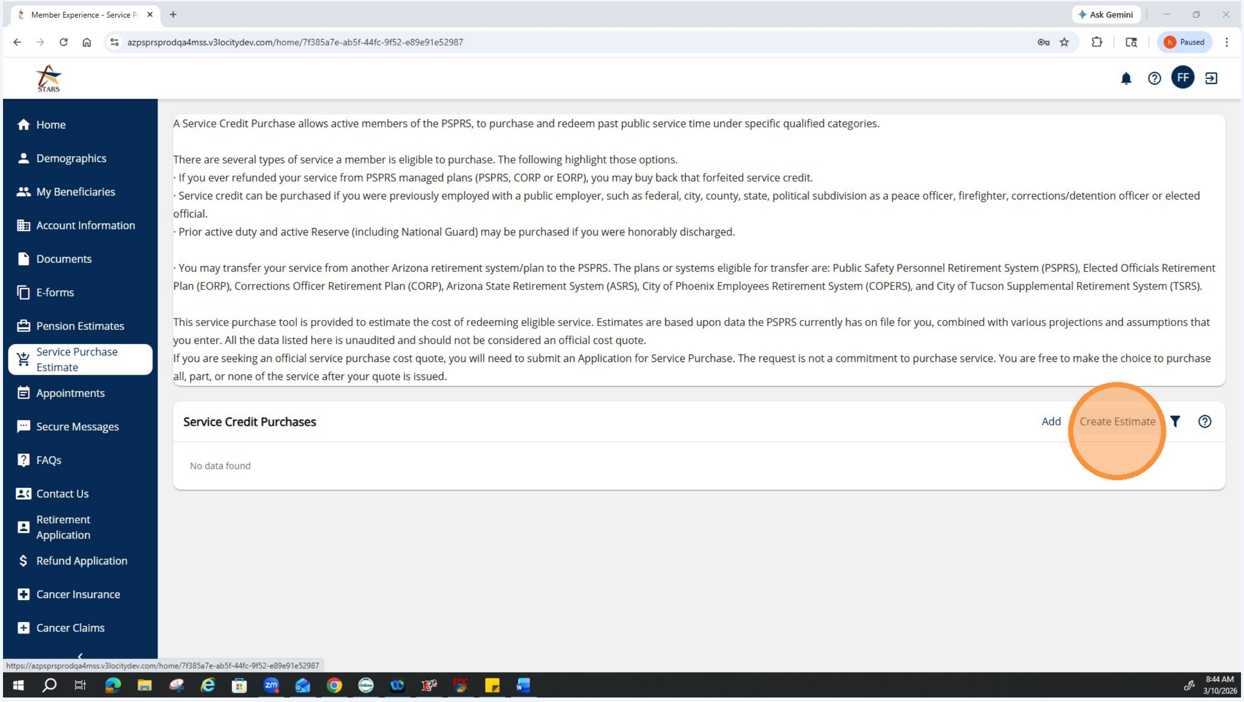
22

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



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.



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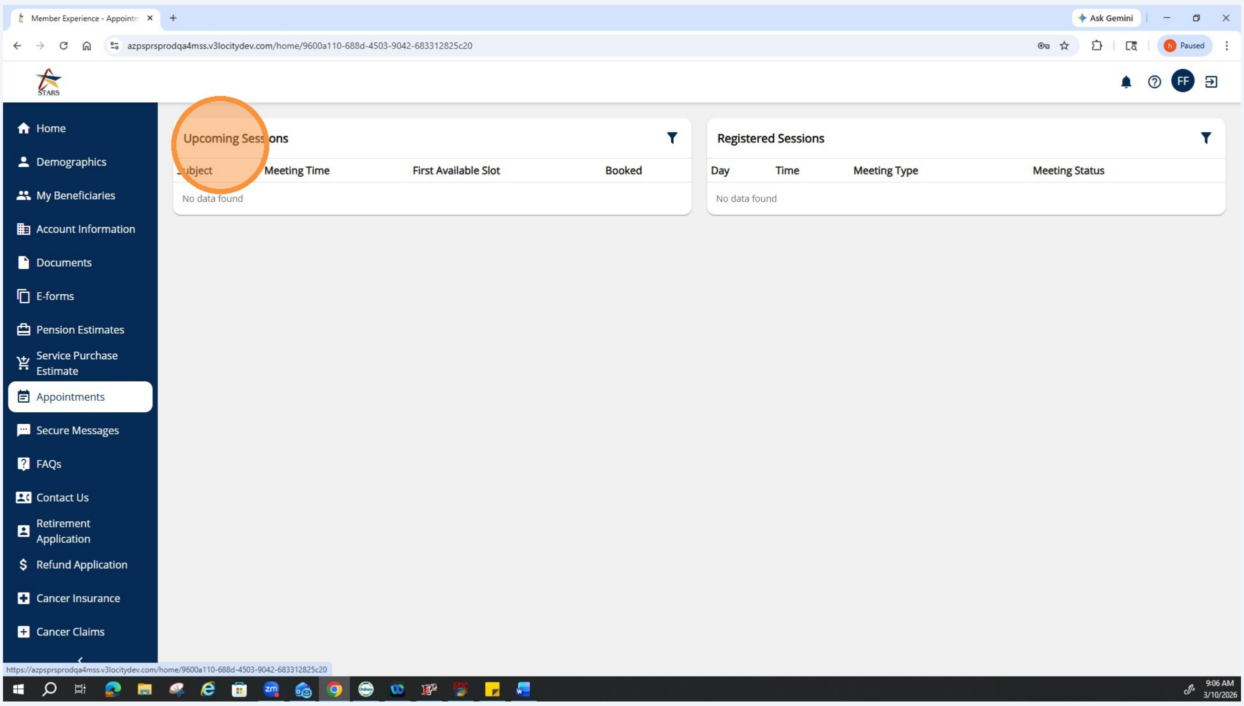
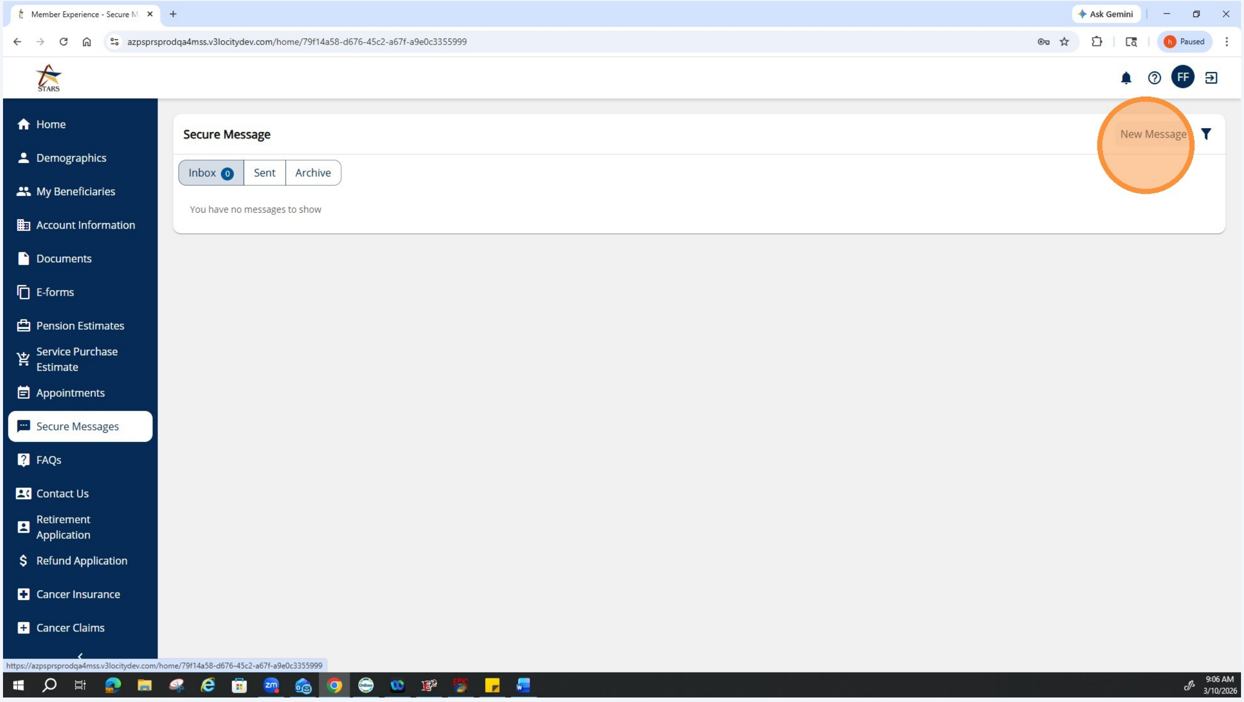
The **Appointments** tab is used to find upcoming member benefit information sessions.



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.



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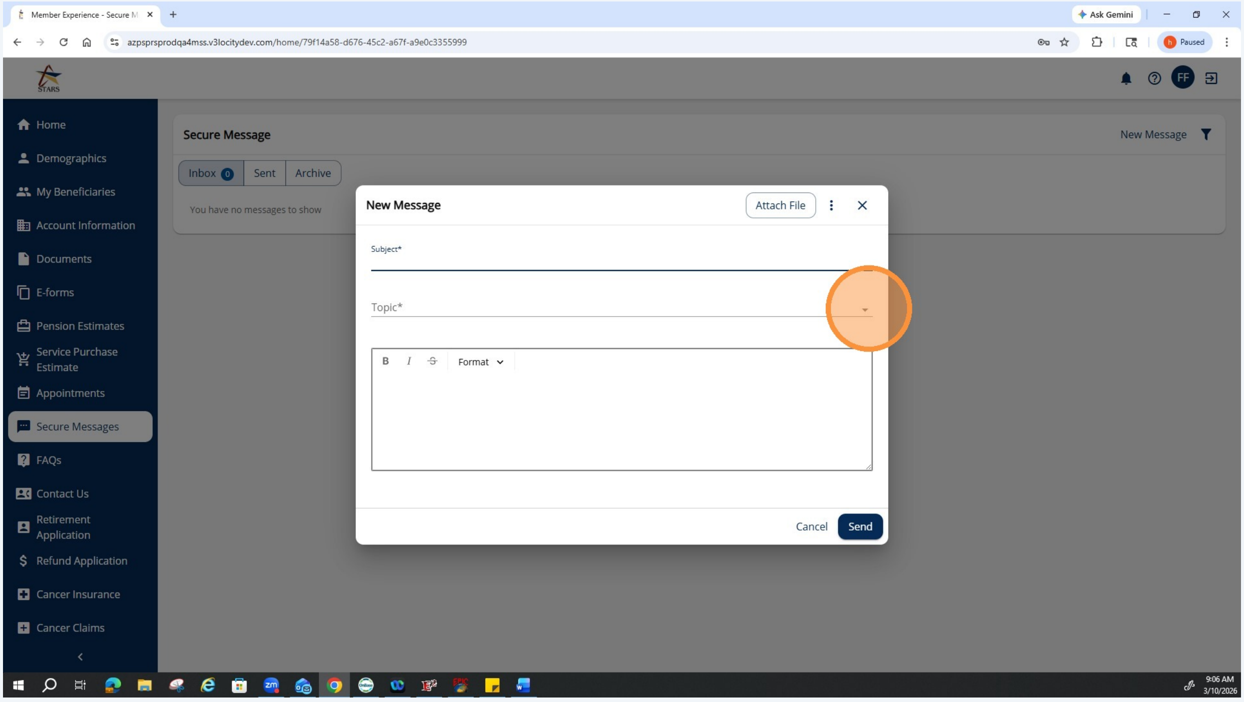
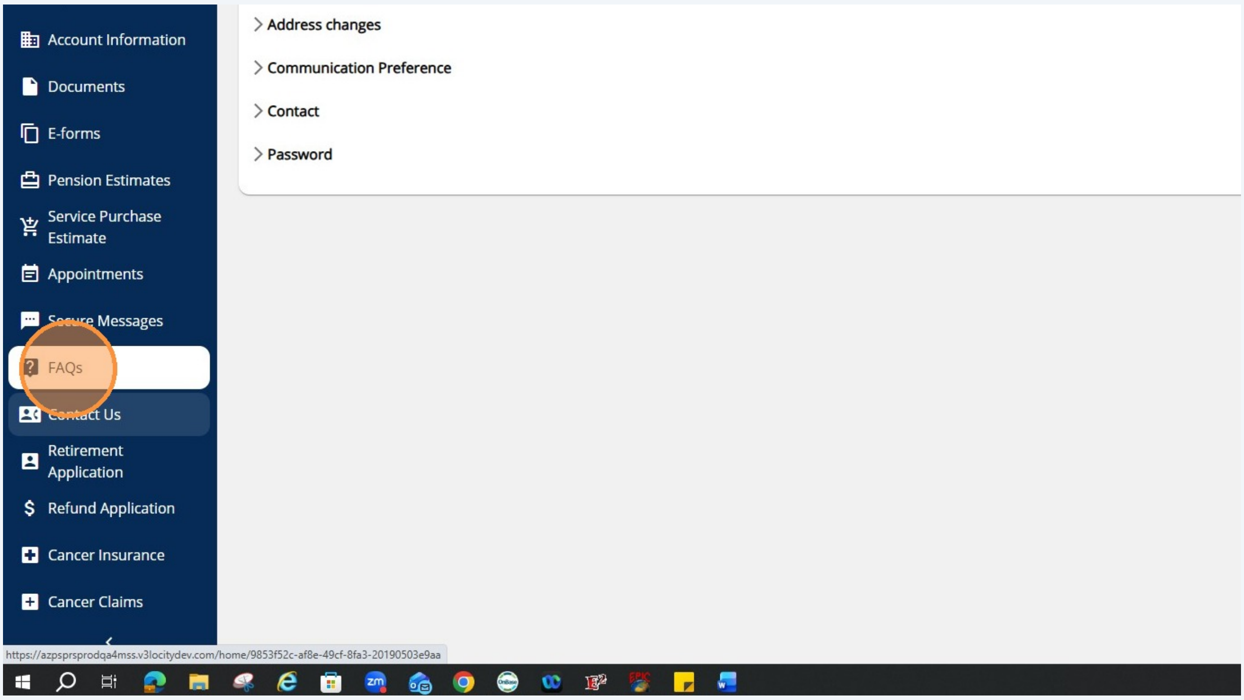
Members will enter a description of the reason for their contact in the **Subject line** and select the most applicable **Topic** from the drop-down menu. Members will provide additional information in the open box and have the option to upload documents as needed or requested.

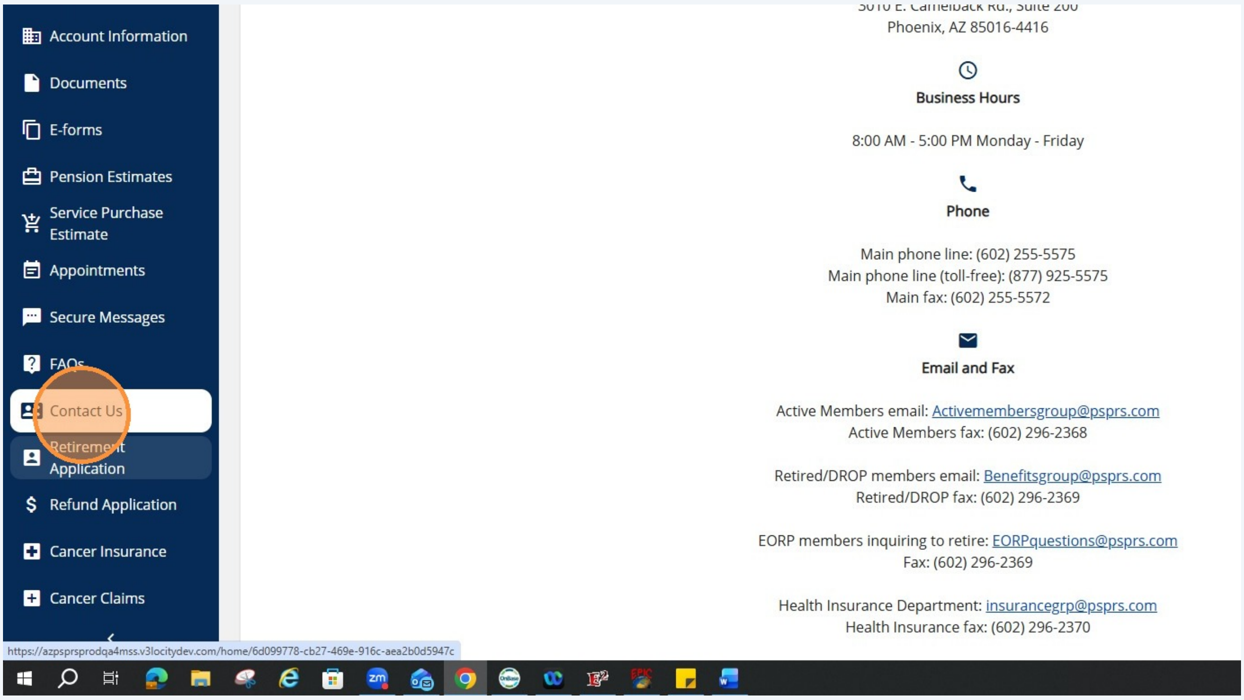
Members will receive an email notification when PSPRS has responded to the secure message. The email will notify the member to log into their account to read the reply.



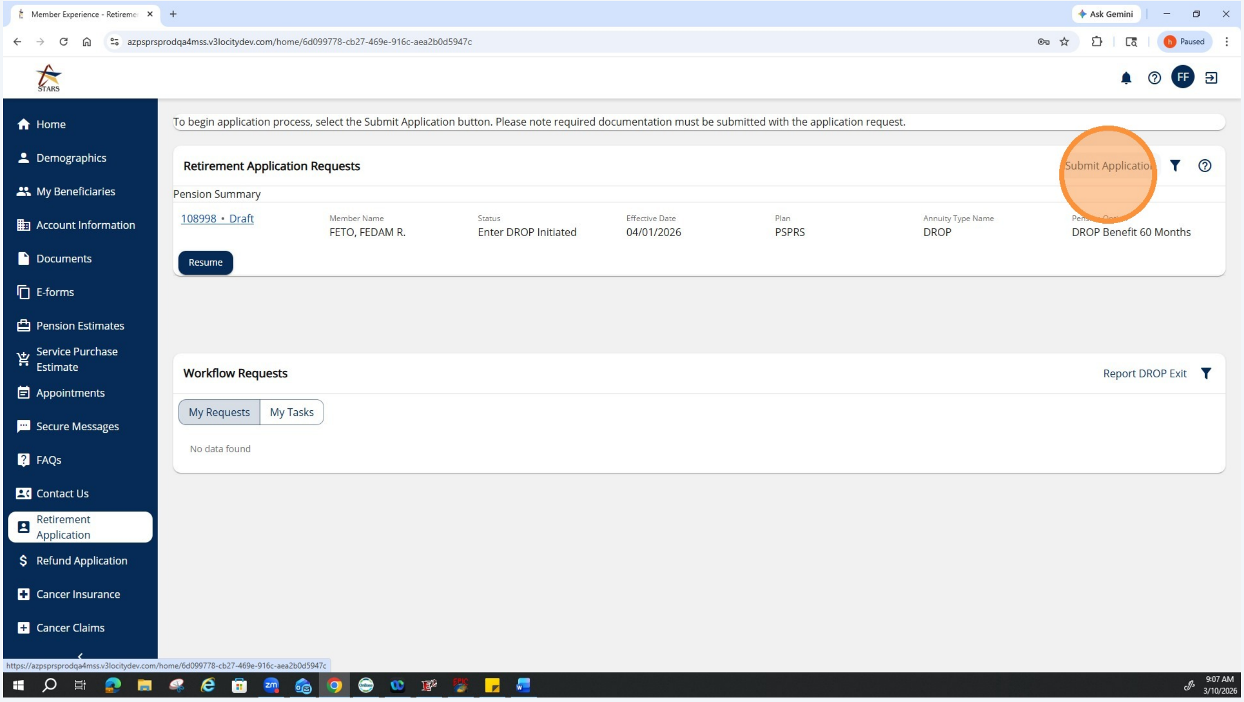
27 The **FAQ** tab has information for members to research before reaching out to PSPRS through **Secure Message**.



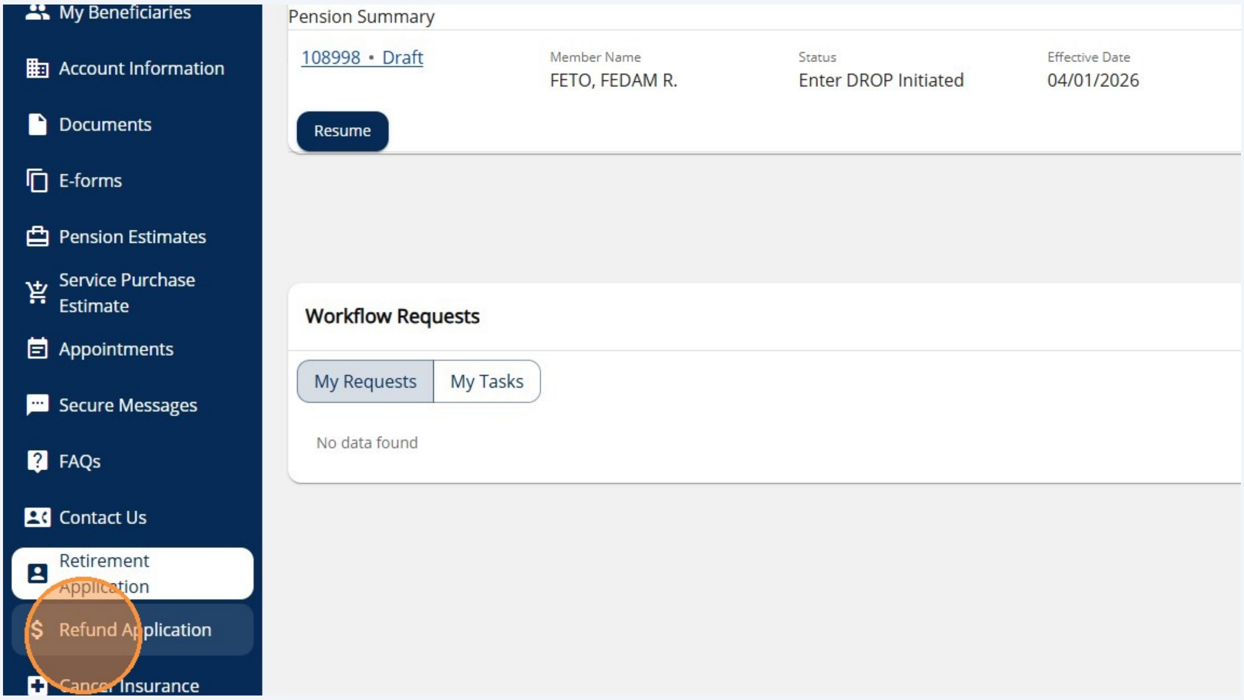
28 The **Contact Us** tab has information regarding the retirement system.



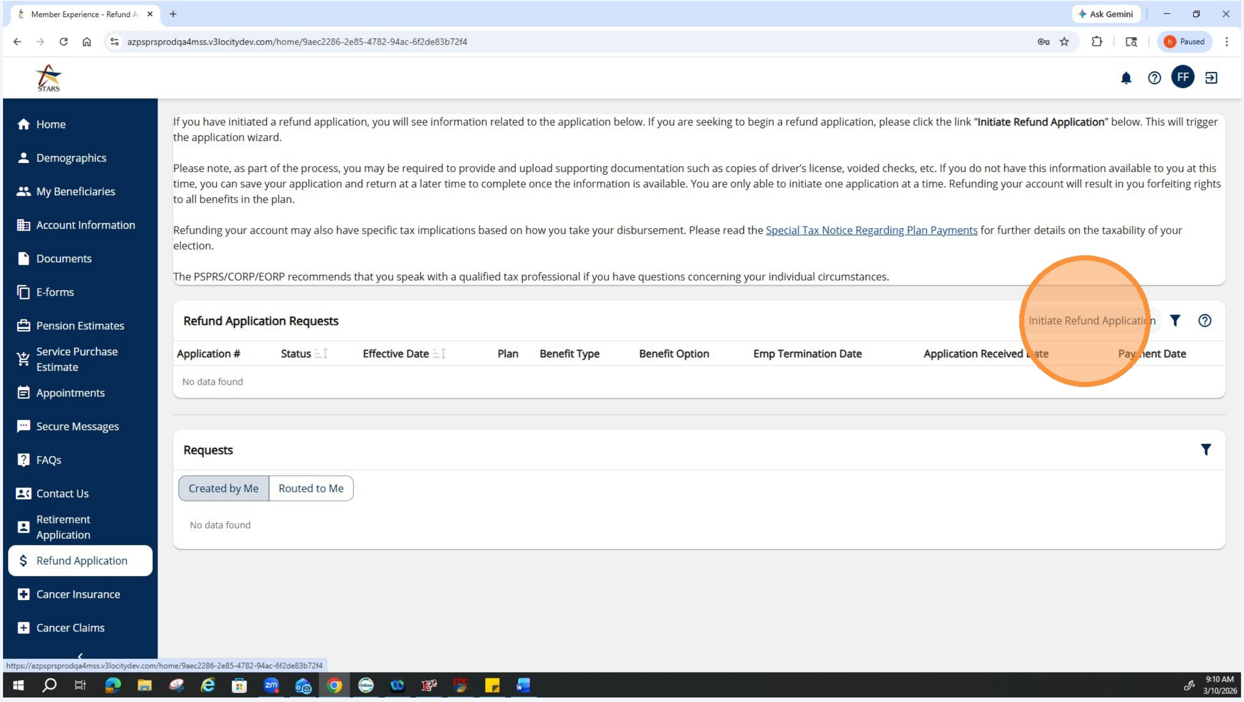
29 The **Retirement Application** tab is used by members when they are ready to apply for retirement. Members will click **Submit Application** to open the application "Wizard" and follow each requested step.



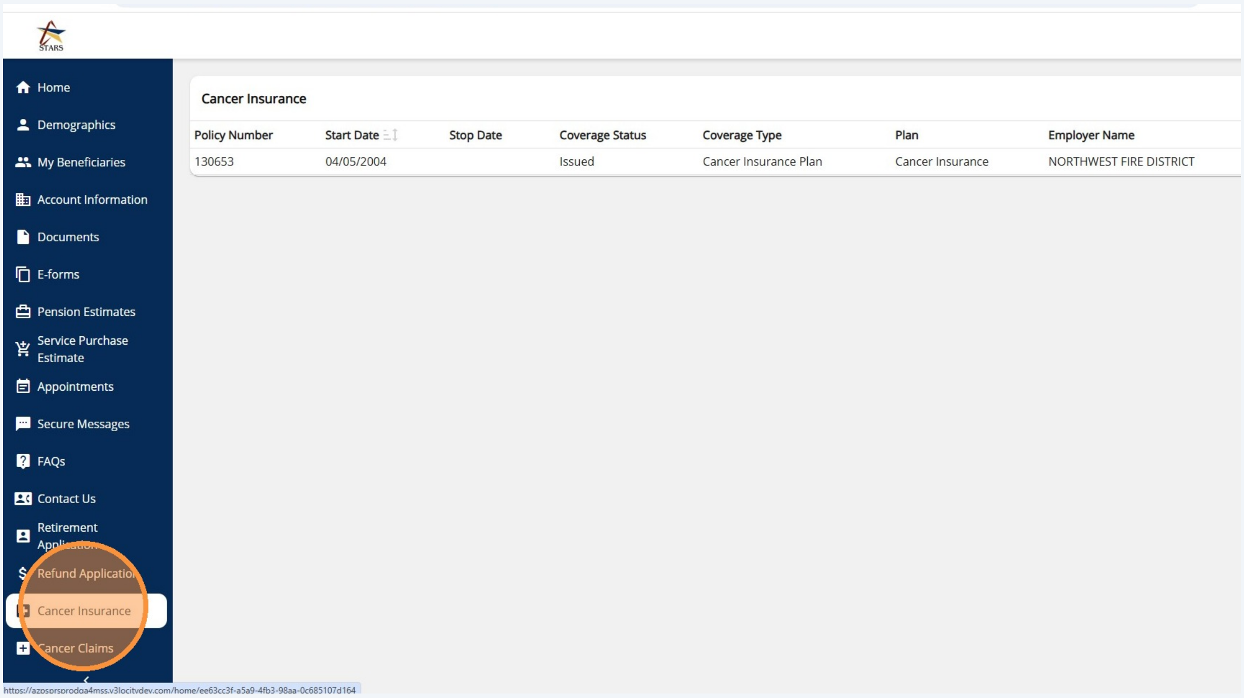
30 The **Refund Application** tab is used by members who have terminated employment and wish to withdraw their contributions made to the retirement system.



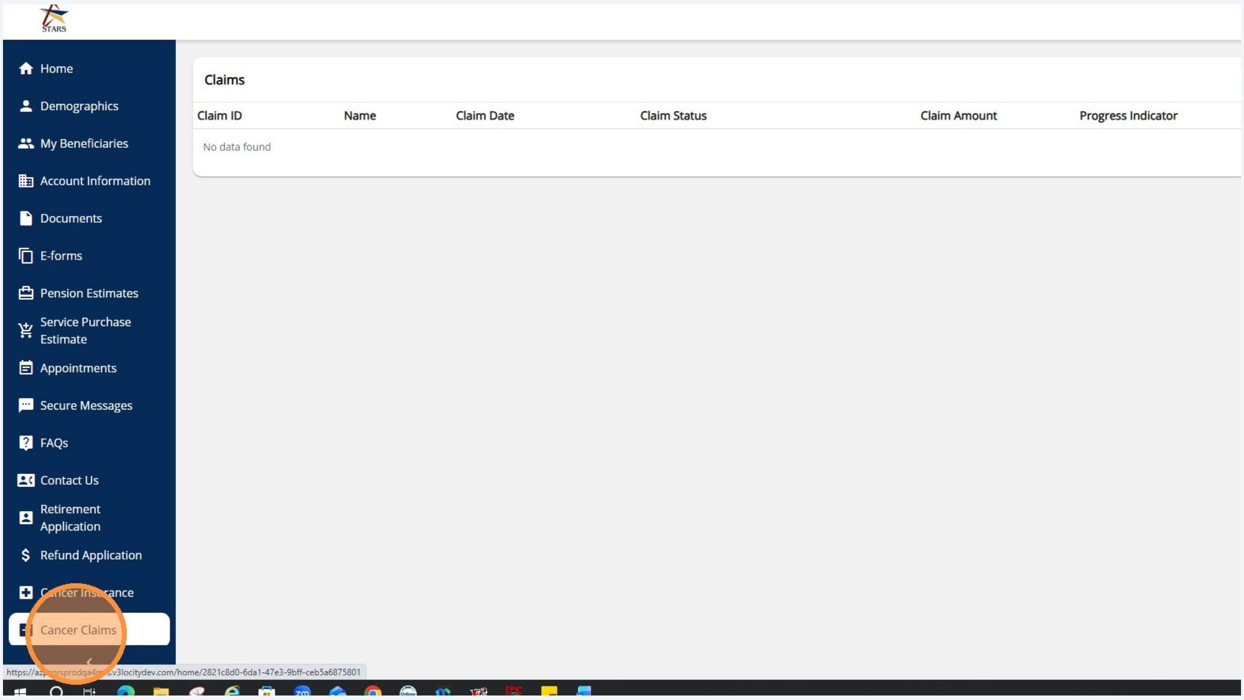
31 Members who wish to terminate their plan membership and refund applicable contributions will click **Initiate Refund Application**.



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



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



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