

STARS Portal Overview

Retiree/Beneficiary



Retiree/Beneficiary Member

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Retired Member STARS Portal Overview

This guide provides an overview of the STARS portal and features available to retired plan members. 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 go to my.psprs.com to enter their **Username** (email address), **Password** and select **Sign In**.

Nationwide Login Page

STARS

Username or Phone Number or Email

Password

Sign In

Register Forgot Username Reset Password

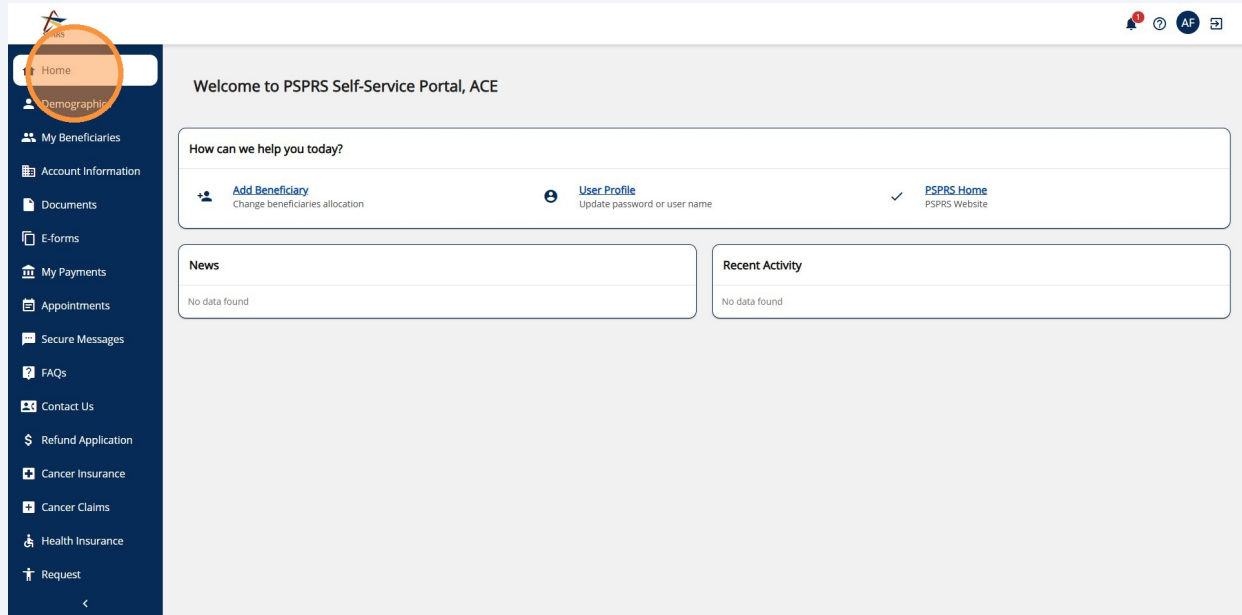
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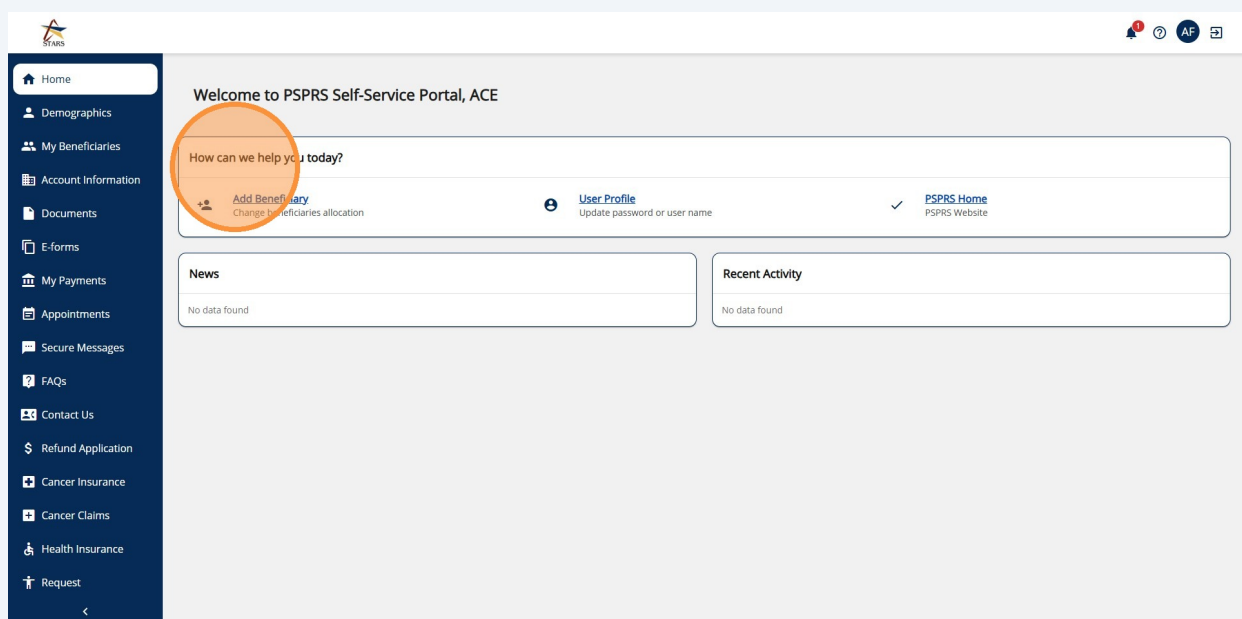
Alert! All users will need to complete a one-time registration. Click **Register** to verify your identity using personal information already on record with PSPRS and respond to a verification request sent via email or phone.

2 Welcome to the STARS **home page**.

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 and many new features to help retirees manage their information, insurance and more.



- ## 3
- The **How can we help you today?** section has shortcut links to common transactions. Next to the links are descriptions that explain the processes.
- Add Beneficiary** - This is used for adding and 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

Visit the **Demographics** tab to review mailing address, contact information, name and date of birth.

STARS

Home

Demographics

My Beneficiaries

Account Information

Documents

E-forms

My Payments

Appointments

Secure Messages

FAQs

Contact Us

Refund Application

Cancer Insurance

Welcome to PSPRS Self-Service Portal, ACE

How can we help you today?

[Add Beneficiary](#)
Change beneficiaries allocation

[User Profile](#)
Update password or user name

News

No data found

Recent Activity

No data found

5

Retirees can now manage their own demographic information by clicking **Edit** in any section to update. Forms or notary signatures are no longer required.

STARS

Home

Demographics

My Beneficiaries

Account Information

Documents

E-forms

My Payments

Appointments

Secure Messages

FAQs

Contact Us

Refund Application

Cancer Insurance

Cancer Claims

Health Insurance

Request

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
ACE	M.	FABG		XXX-XX-2815	09/02/1971
PSPRS ID	Marital Status				
051700	Married				

Paperless Delivery

Paperless Delivery Status
Electronic

My Addresses

Mailing
9139 W. CIGERB LN.
GLENDALE, AZ 85318-1029

[Edit](#) [Remove](#)

My Contact Info

Contact Preference
Email Contact Preference

Home Phone
US • (602) 555-1234

Cell Phone
US • (602) 555-1234

Email
ACE.FABG@psprs.com

Verified

Update Name or Date of Birth

No data found

[Request Update](#)

6

Control your communications preferences via the **Paperless Delivery** feature. You can elect to receive **Electronic** (paperless) or paper copy of documents such as 1099Rs.

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 directly with your employer.

First Name	Middle Name	Last Name	Suffix	SSN	Birth Date
ACE	M.	FABG		XXX-XX-2815	09/02/1971

Paperless Delivery Edit

Paperless Delivery Status
Electronic

My Contact Info Edit

Contact Preference
Email Contact Preference

Home Phone
US • (602) 555-1234

Cell Phone
US • (602) 555-1234

Email
ACE.FABG@psprs.com ✓ Verified

7

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

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 directly with your employer.

My Info

First Name	Middle Name	Last Name	Suffix	SSN	Birth Date
ACE	M.	FABG		XXX-XX-2815	09/02/1971

PSPRS ID: 051700
Marital Status: Married

My Addresses

Mailing
9139 W. CIGERB LN.
GLENDALE, AZ 85318-1029

Edit Remove

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

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.

Suffix	SSN	Birth Date
	XXX-XX-2815	09/02/1971

[Add](#)

Paperless Delivery

[Edit](#)

Paperless Delivery Status
Electronic

My Contact Info

[Edit](#)

Contact Preference
Email Contact Preference

Home Phone
US • (602) 555-1234

Cell Phone
US • (602) 555-1234

Email
ACE.FABG@psprs.com ✓ Verified

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

the current address and contact information, so you are responsible for updating it.

My Contact Info

[Edit](#)

Contact Preference
Email Contact Preference

Home Phone
US • (602) 555-1234

Cell Phone
US • (602) 555-1234

Email
ACE.FABG@psprs.com ✓ Verified

Edit Contact Info

[Close](#)

Contact Preference
Email Contact Preference

Country
United States of A...

Primary Phone ☐

Home Phone
(602) 555-1234

Country
United States of A...

Cell Phone
(602) 555-1234

Primary Phone ☐

Country
United States of A...

Business Phone

Primary Phone ☐

Country
United States of A...

Fax

Primary Fax ☐

Email*
ACE.FABG@psprs.com

Primary Email ☐

10

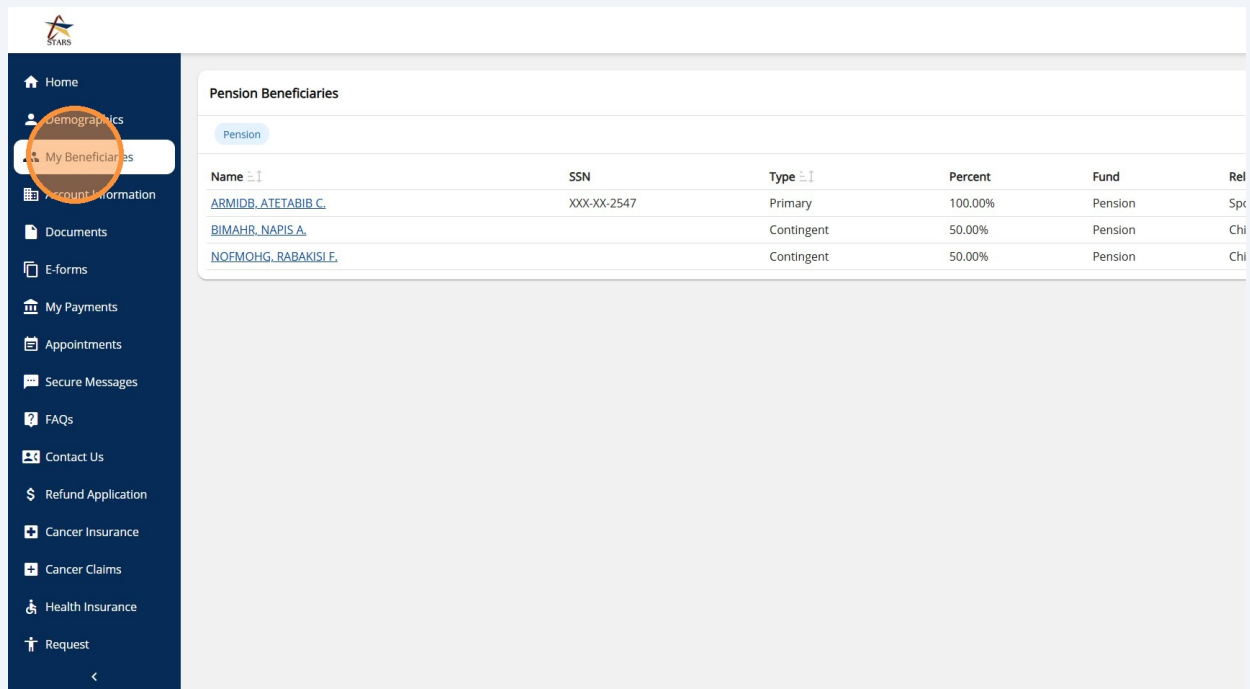
Retirees seeking to update their **Name** or **Date of Birth** will need to **Request Update**. This initiates a review by PSPRS before updates are finalized.

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.



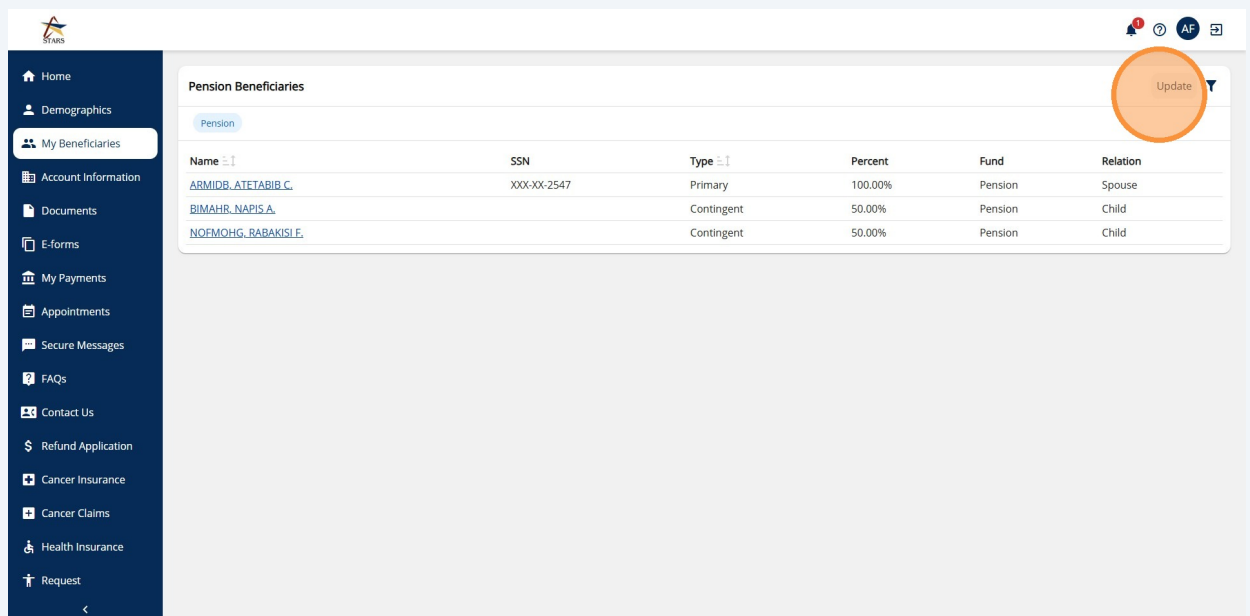
Pension Beneficiaries

Pension

Name	SSN	Type	Percent	Fund	Rel
ARMIDB, ATETABIR C.	XXX-XX-2547	Primary	100.00%	Pension	Sp
BIMABR, NAPIS A.		Contingent	50.00%	Pension	Chi
NOFMOHG, RABAKISLE.		Contingent	50.00%	Pension	Chi

13

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



Pension Beneficiaries

Pension

Name	SSN	Type	Percent	Fund	Relation
ARMIDB, ATETABIR C.	XXX-XX-2547	Primary	100.00%	Pension	Spouse
BIMABR, NAPIS A.		Contingent	50.00%	Pension	Child
NOFMOHG, RABAKISLE.		Contingent	50.00%	Pension	Child

Update

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

The screenshot shows the 'My Beneficiaries' page. On the left is a dark sidebar with a menu: My Beneficiaries, Account Information, Documents, E-forms, My Payments, Appointments, Secure Messages, FAQs, Contact Us, Refund Application, Cancer Insurance, Cancer Claims, Health Insurance, and Request. The main content area has a header 'Select A Fund*' with a dropdown menu set to 'Pension'. Below this is a instruction: 'Please check all individuals/institutions that you want to identify as your beneficiaries and choose the Next button to proceed'. A section titled 'Current Beneficiaries' contains a table with three rows, each with a checked checkbox, a name, birth date, relation, and beneficiary type. Below the table are two buttons: 'Add Person' and 'Add Other Organization', both circled in orange. A 'Cancel' button is at the bottom left.

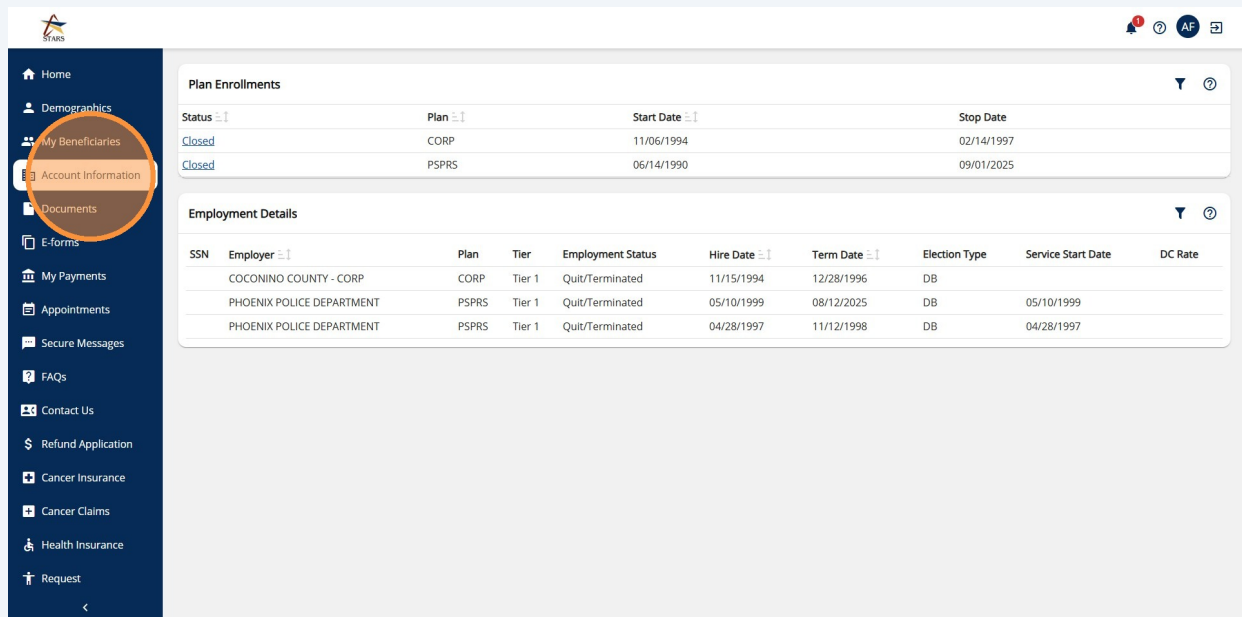
	Name	Birth Date	Relation	Beneficiary Type
☒	ARMIDB, ATETABIB C.	05/16/1964	Spouse	Primary
☒	BIMABR, NABIS A.	09/13/2002	Child	Contingent
☒	NOFMOHG, RABAKISI F.	06/14/2000	Child	Contingent

15 Areas marked with asterisks are required fields.

The screenshot shows the 'Beneficiaries' form, Step 1 of 3: Update Beneficiaries Selection. It features a table with one row for 'NOFMOHG, RABAKISI F.' with birth date '06/14/2000' and relation 'Child'. The 'Beneficiary Type*' dropdown is set to 'Contingent' and is circled in orange. A 'Remove this beneficiary' button is in the top right. Below the table are sections for 'Personal Info', 'Permanent Address', and 'Contact'. The 'Personal Info' section includes fields for 'Beneficiary Type*', 'Prefix', 'First Name', 'Middle Name', 'Last Name', 'Birth Date', 'SSN', and 'Relation'. The 'Permanent Address' section includes 'Country', 'Address 1', 'Address 2', 'City', 'State', and 'Zip'. The 'Contact' section includes 'Contact Preference', 'Email Contact Preference', 'Country', 'Unit...', 'Home Phone', 'Cell Phone', 'Business Phone', 'Work Email', and 'Email'. Asterisks (*) are placed next to 'Beneficiary Type*', 'Country', 'Address 1', 'City', 'State', 'Zip', 'Home Phone', 'Cell Phone', 'Business Phone', 'Work Email', and 'Email' to indicate required fields.

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



The screenshot shows the PSPRS web portal interface. The left sidebar contains a list of navigation tabs: Home, Demographics, My Beneficiaries, **Account Information** (highlighted with an orange circle), Documents, E-forms, My Payments, Appointments, Secure Messages, FAQs, Contact Us, Refund Application, Cancer Insurance, Cancer Claims, Health Insurance, and Request. The main content area is divided into two sections: 'Plan Enrollments' and 'Employment Details'.

Plan Enrollments Table:

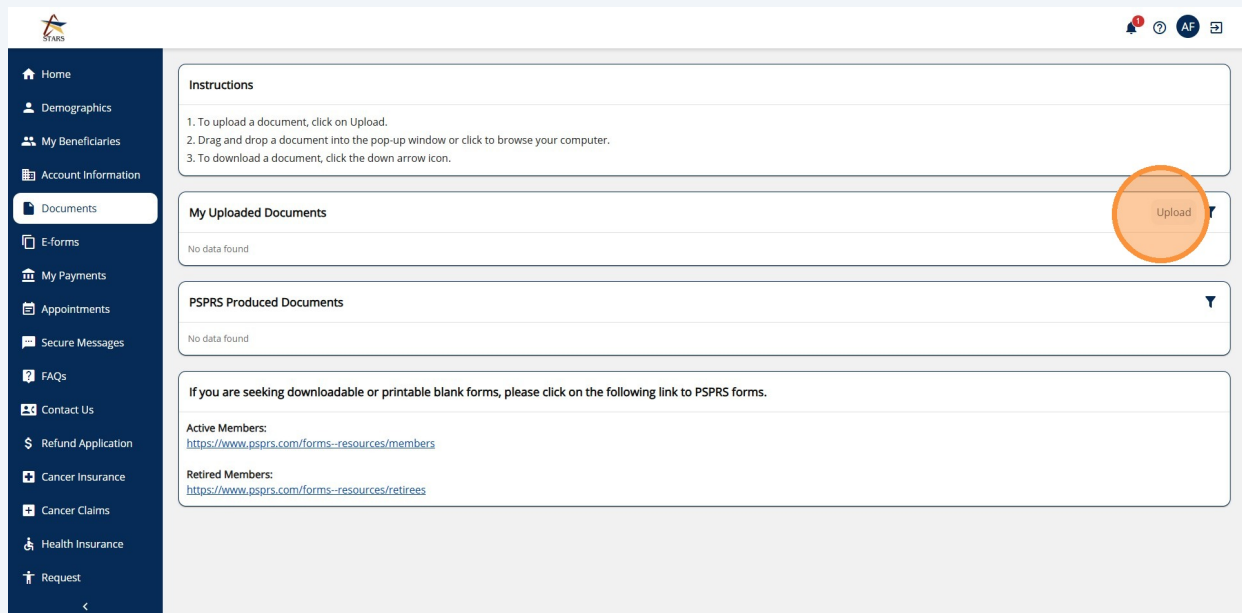
Status	Plan	Start Date	Stop Date
Closed	CORP	11/06/1994	02/14/1997
Closed	PSPRS	06/14/1990	09/01/2025

Employment Details Table:

SSN	Employer	Plan	Tier	Employment Status	Hire Date	Term Date	Election Type	Service Start Date	DC Rate
	COCONINO COUNTY - CORP	CORP	Tier 1	Quit/Terminated	11/15/1994	12/28/1996	DB		
	PHOENIX POLICE DEPARTMENT	PSPRS	Tier 1	Quit/Terminated	05/10/1999	08/12/2025	DB	05/10/1999	
	PHOENIX POLICE DEPARTMENT	PSPRS	Tier 1	Quit/Terminated	04/28/1997	11/12/1998	DB	04/28/1997	

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



The screenshot shows the PSPRS web portal interface with the 'Documents' tab selected in the sidebar. The main content area contains the following sections:

Instructions:

1. To upload a document, click on Upload.
2. Drag and drop a document into the pop-up window or click to browse your computer.
3. To download a document, click the down arrow icon.

My Uploaded Documents:

No data found

PSPRS Produced Documents:

No data found

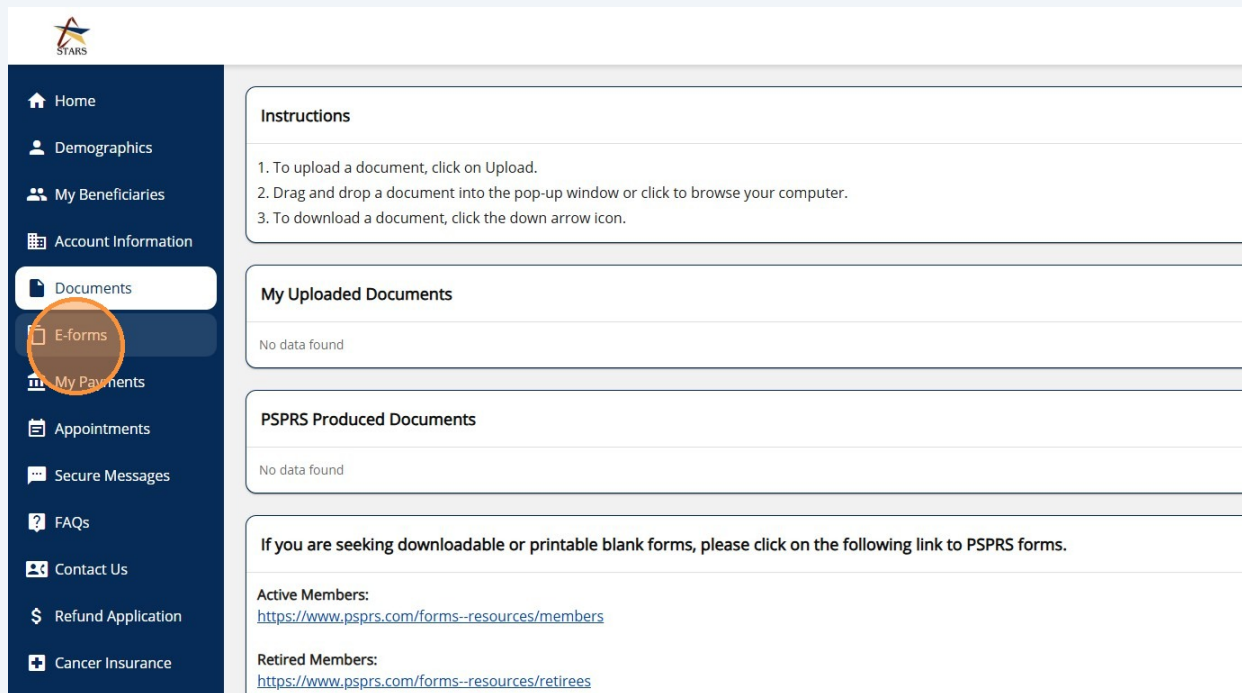
If you are seeking downloadable or printable blank forms, please click on the following link to PSPRS forms.

Active Members:
<https://www.psprs.com/forms-resources/members>

Retired Members:
<https://www.psprs.com/forms-resources/retirees>

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



The screenshot shows the STARS portal interface. On the left is a dark blue sidebar with a list of navigation items: Home, Demographics, My Beneficiaries, Account Information, Documents, E-forms (highlighted with an orange circle), My Payments, Appointments, Secure Messages, FAQs, Contact Us, Refund Application, and Cancer Insurance. The main content area on the right has a white background and contains the following sections:

- Instructions:**
 1. To upload a document, click on Upload.
 2. Drag and drop a document into the pop-up window or click to browse your computer.
 3. To download a document, click the down arrow icon.
- My Uploaded Documents:** No data found
- PSPRS Produced Documents:** No data found
- Links:**

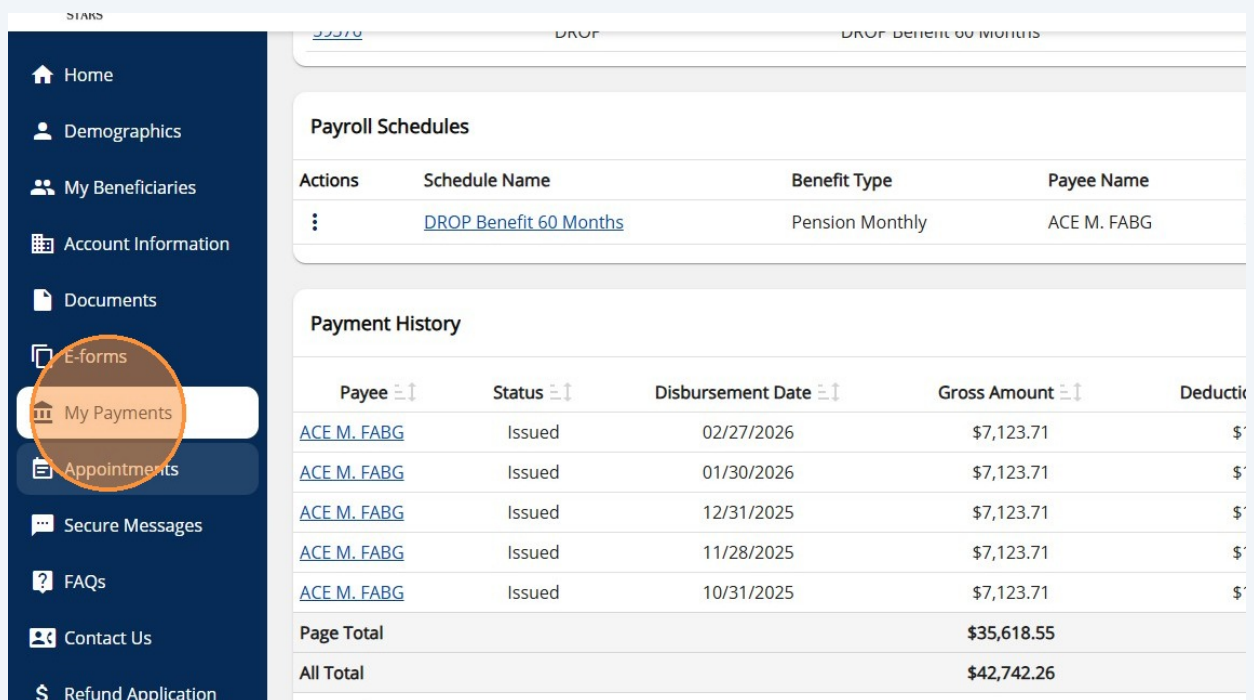
If you are seeking downloadable or printable blank forms, please click on the following link to PSPRS forms.

Active Members:
<https://www.psprs.com/forms--resources/members>

Retired Members:
<https://www.psprs.com/forms--resources/retirees>

19

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



The screenshot shows the STARS portal interface with the 'My Payments' tab highlighted in the sidebar (circled in orange). The main content area displays the following information:

Payroll Schedules

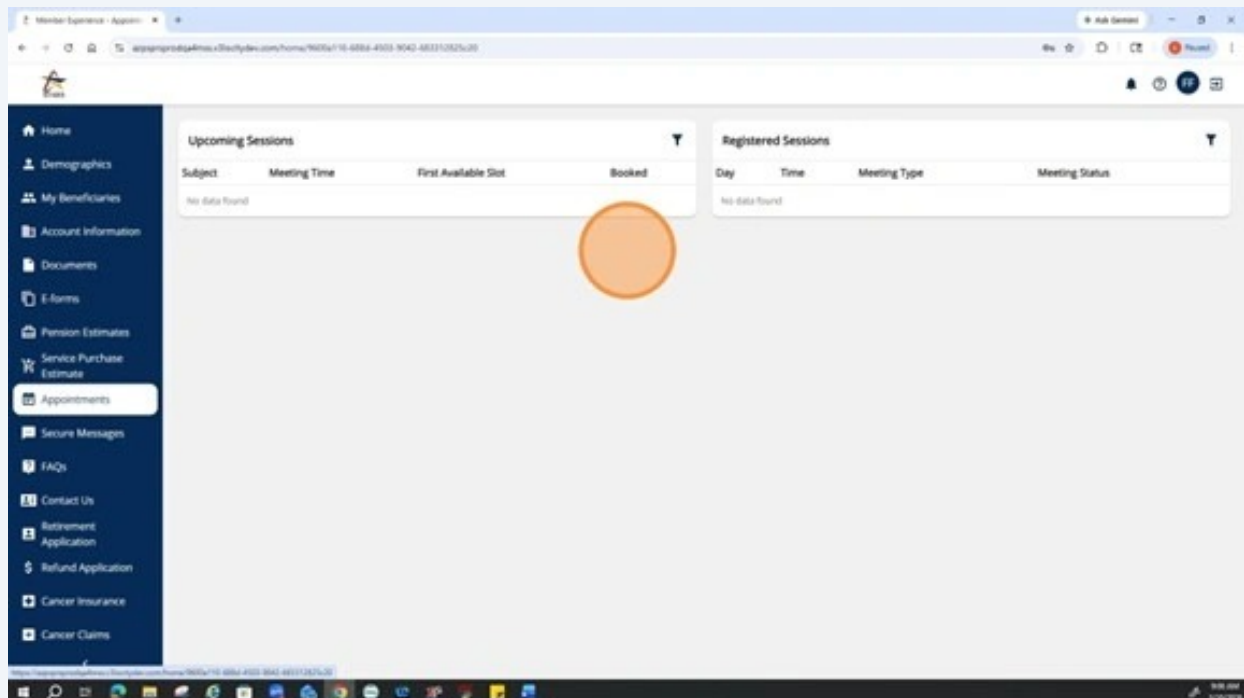
Actions	Schedule Name	Benefit Type	Payee Name
⋮	DROP Benefit 60 Months	Pension Monthly	ACE M. FABG

Payment History

Payee	Status	Disbursement Date	Gross Amount	Deductible
ACE M. FABG	Issued	02/27/2026	\$7,123.71	\$
ACE M. FABG	Issued	01/30/2026	\$7,123.71	\$
ACE M. FABG	Issued	12/31/2025	\$7,123.71	\$
ACE M. FABG	Issued	11/28/2025	\$7,123.71	\$
ACE M. FABG	Issued	10/31/2025	\$7,123.71	\$
Page Total			\$35,618.55	
All Total			\$42,742.26	

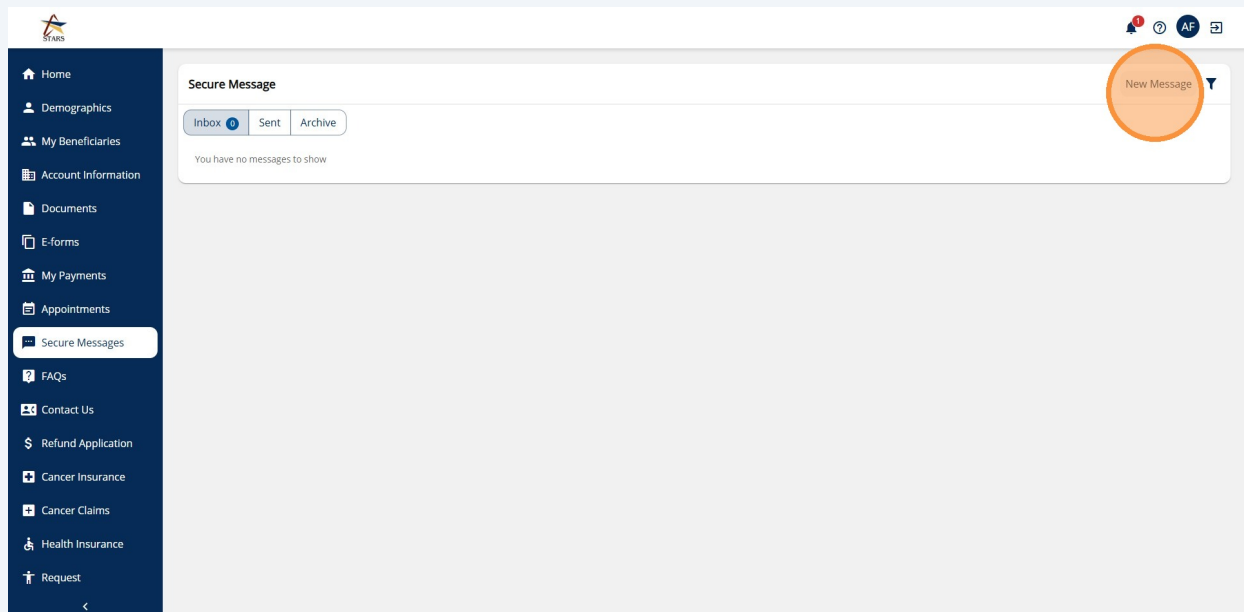
20

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



21

The **Secure Messages** 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

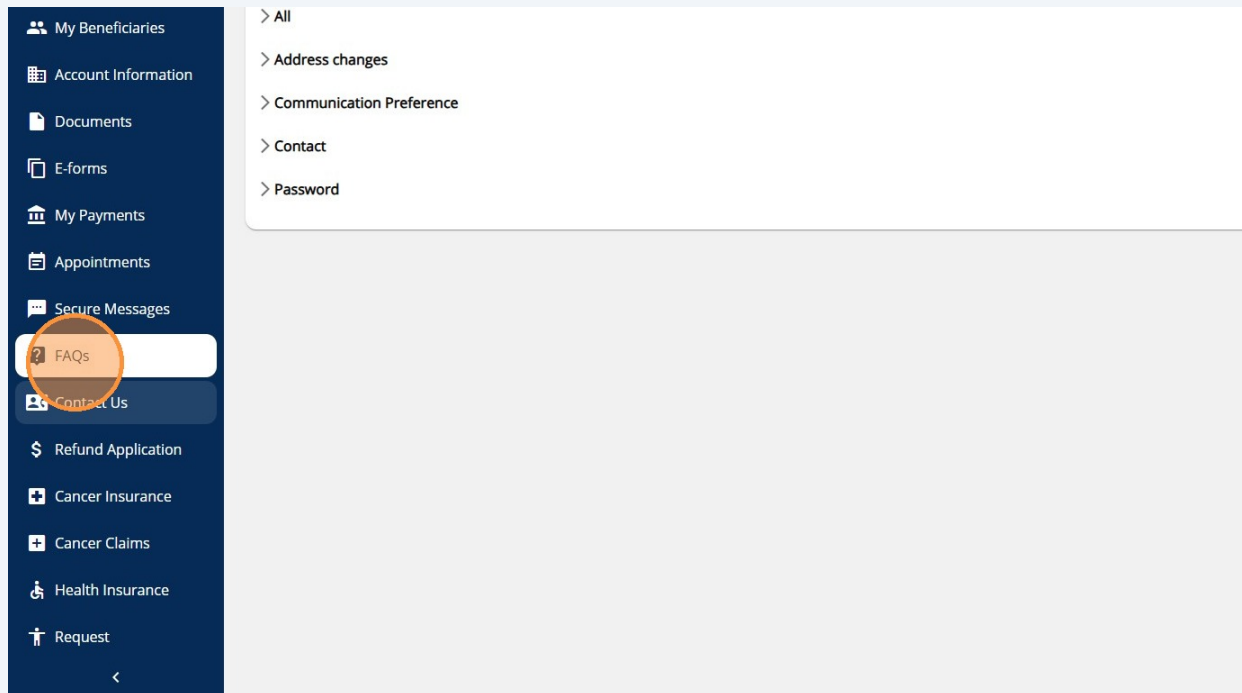
Retirees will enter a description of the reason for their contact in the **Subject line** and select the most applicable **Topic** from the drop-down menu. Retirees will provide additional information in the open box and have the option to upload documents as needed or requested.

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.

The screenshot displays a web interface for sending secure messages. In the background, a 'Secure Message' panel shows tabs for 'Inbox' (with a notification icon), 'Sent', and 'Archive'. Below these tabs, it states 'You have no messages to show'. Overlaid on this is a 'New Message' modal window. The modal has a title bar with 'Attach File', a menu icon, and a close button. The form fields include a 'Subject*' text input, which is highlighted with an orange circle, and a 'Topic*' dropdown menu. Below these is a large text area for the message body, featuring a rich text editor with buttons for bold (B), italic (I), link (chain icon), and a 'Format' dropdown. At the bottom right of the modal are 'Cancel' and 'Send' buttons.

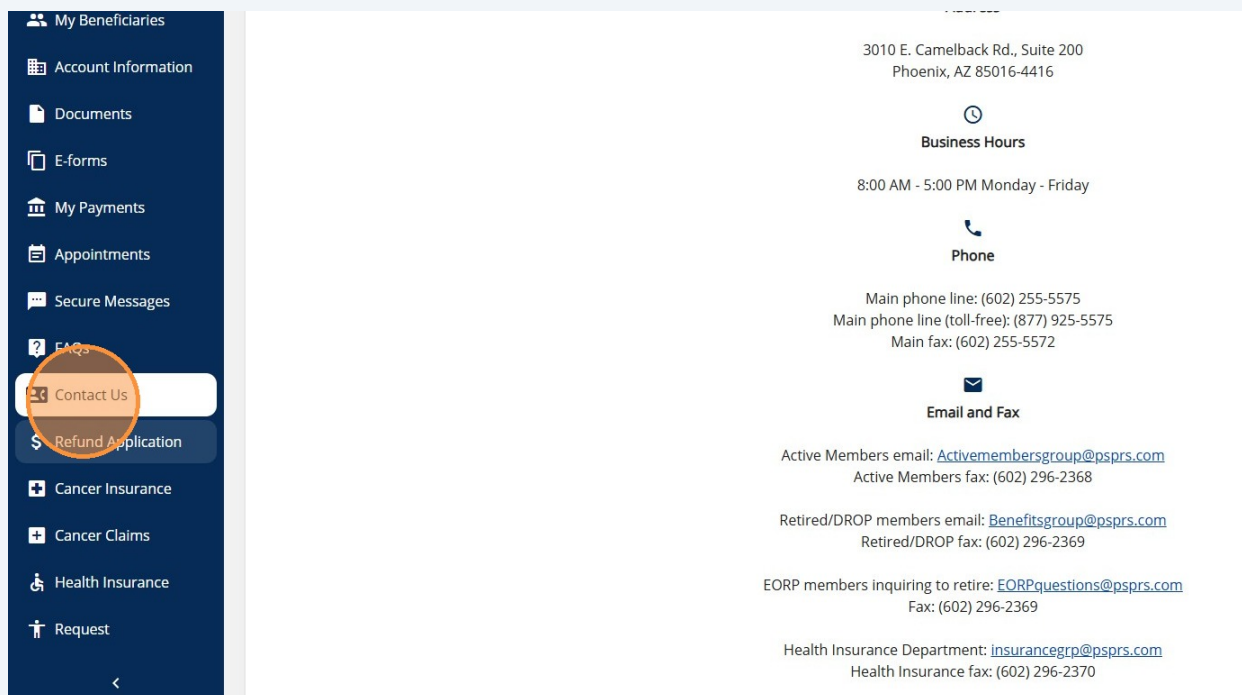
23

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



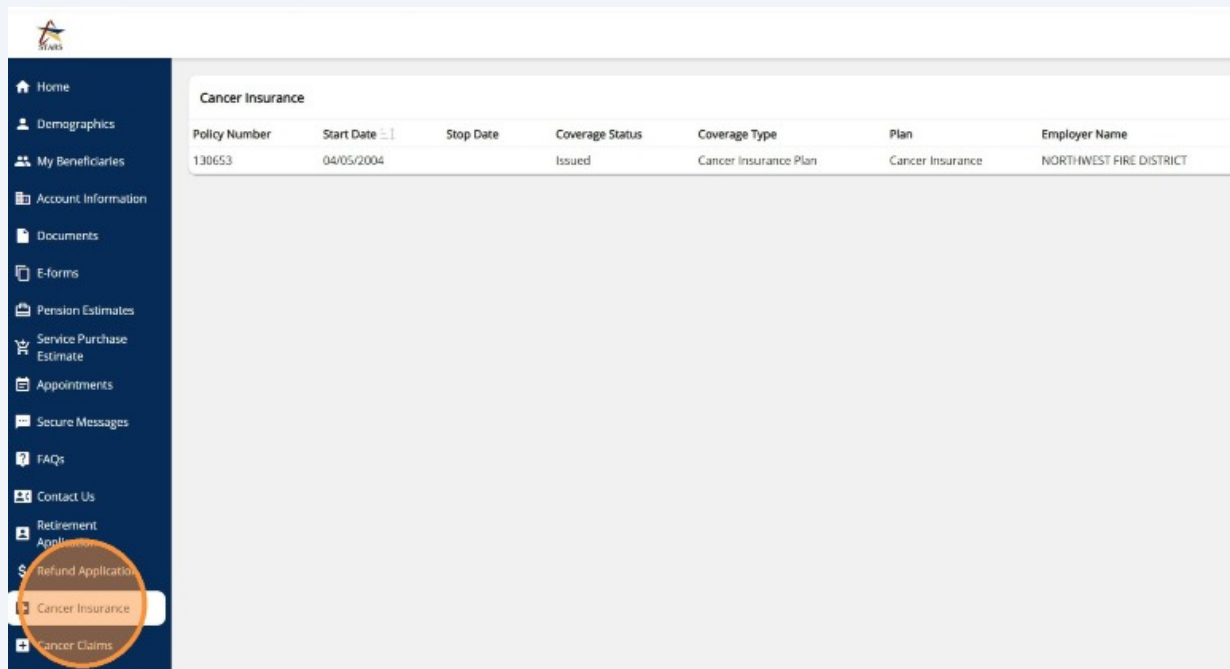
24

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.

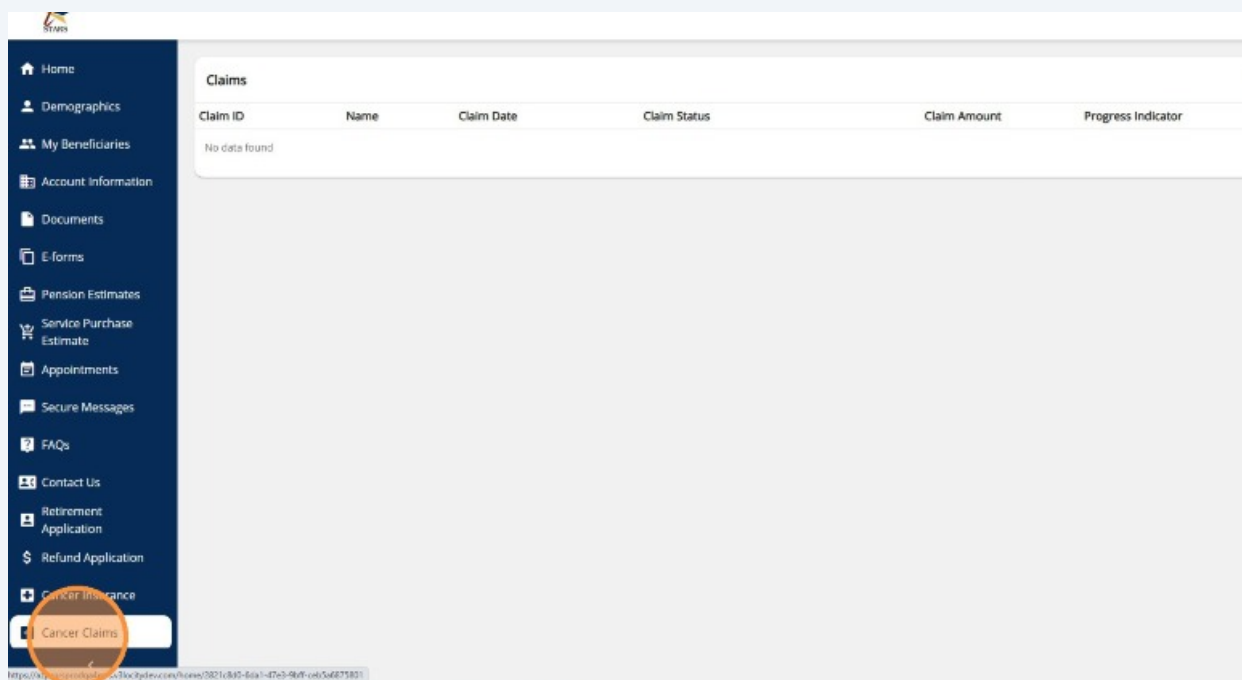


The screenshot shows the PSPRS website interface. On the left is a dark blue sidebar with a list of navigation links. The 'Cancer Insurance' link is highlighted with an orange circle. The main content area is titled 'Cancer Insurance' and contains a table with the following data:

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

26

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

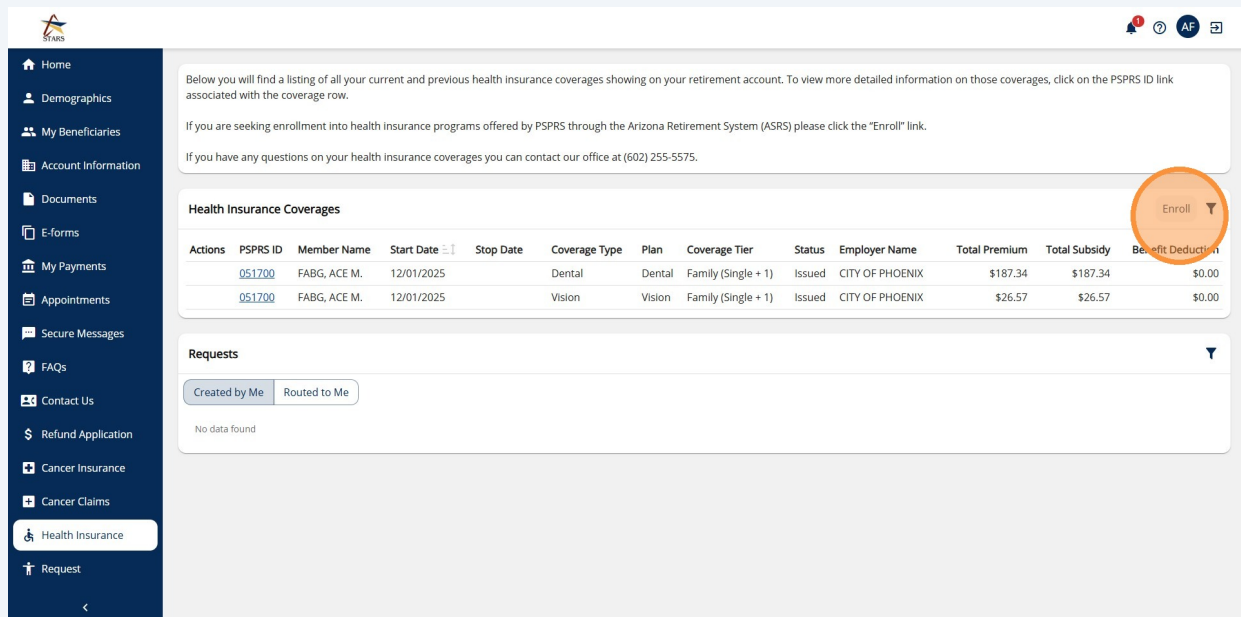


The screenshot shows the PSPRS website interface. On the left is a dark blue sidebar with a list of navigation links. The 'Cancer Claims' link is highlighted with an orange circle. The main content area is titled 'Claims' and contains a table with the following data:

Claim ID	Name	Claim Date	Claim Status	Claim Amount	Progress Indicator
No data found					

27

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



Below you will find a listing of all your current and previous health insurance coverages showing on your retirement account. To view more detailed information on those coverages, click on the PSPRS ID link associated with the coverage row.

If you are seeking enrollment into health insurance programs offered by PSPRS through the Arizona Retirement System (ASRS) please click the "Enroll" link.

If you have any questions on your health insurance coverages you can contact our office at (602) 255-5575.

Actions	PSPRS ID	Member Name	Start Date	Stop Date	Coverage Type	Plan	Coverage Tier	Status	Employer Name	Total Premium	Total Subsidy	Benefit Deduction
	051700	FABG, ACE M.	12/01/2025		Dental	Dental	Family (Single + 1)	Issued	CITY OF PHOENIX	\$187.34	\$187.34	\$0.00
	051700	FABG, ACE M.	12/01/2025		Vision	Vision	Family (Single + 1)	Issued	CITY OF PHOENIX	\$26.57	\$26.57	\$0.00

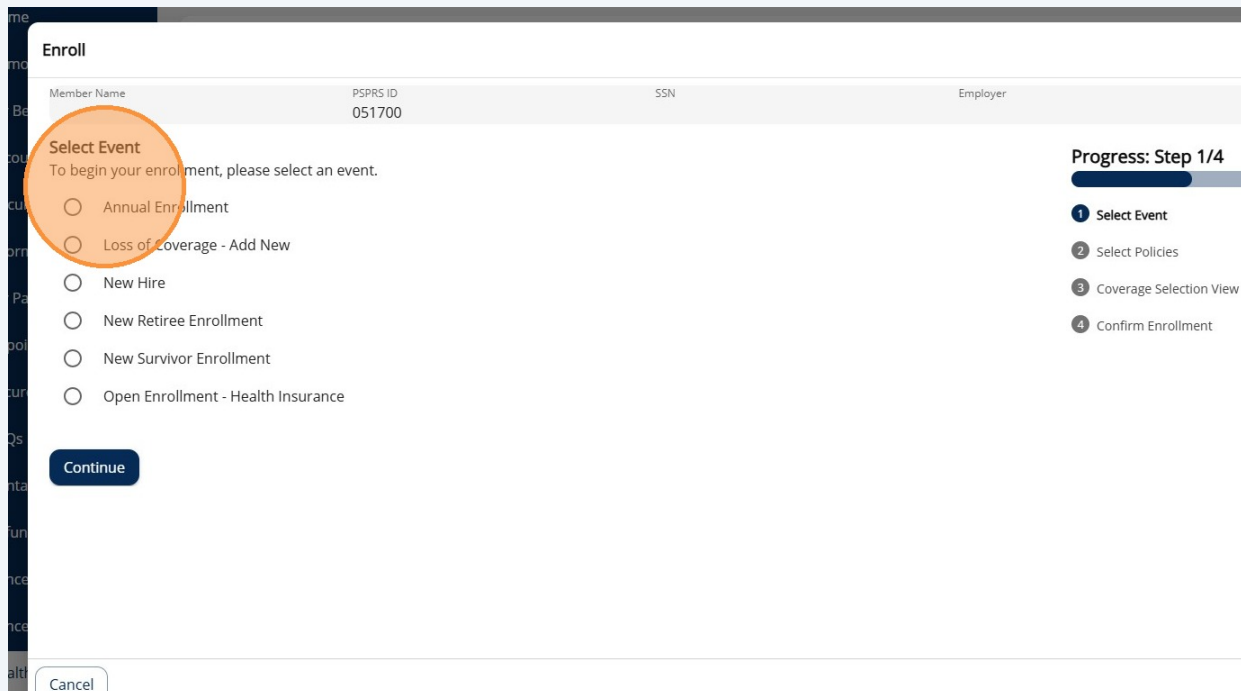
Requests

Created by Me Routed to Me

No data found

28

Retiree users will continue through the Enrollment Wizard to select the appropriate qualifying **Event** for enrollment.



Enroll

Member Name PSPRS ID SSN Employer

051700

Select Event

To begin your enrollment, please select an event.

☐ Annual Enrollment

☐ Loss of Coverage - Add New

☐ New Hire

☐ New Retiree Enrollment

☐ New Survivor Enrollment

☐ Open Enrollment - Health Insurance

Continue

Cancel

Progress: Step 1/4

- 1 Select Event
- 2 Select Policies
- 3 Coverage Selection View
- 4 Confirm Enrollment