



Employer STARS Information

Support Resources	Details
Secure Message	Submit a detailed message using the STARS portal Secure Message tab. <i>Note: Provide member PSPRS ID or last four of social security number, and as much detail as you can to ensure we can research and resolve your question quickly.</i>
Email	Help@psprs.com <i>Note: To raise urgent issues (call out your secure message) or for support with access to STARS for you/your employer.</i>
Zoom meetings	Meeting details will be sent with invitation to meet with staff.

STARS Account Access Information	Audience/Format	Details
Employer Self-Service	Administrators & account staff	employer.psprs.com
Member Self-Service	All members	my.psprs.com
Automated emails from PSPRS will now come from:	All audiences	STARS-noreply@psprs.com
User ID	Email Address	• Employers should use work email. • Members should use personal email.
Password	Reset Password	• All users will need to click “Register” the first time they access the self-service portal to verify their identity.
Name	First Name/Last Name	• Please try all caps, no spaces if you have any issues. “JOHN” not “JOHN ,” or “ADAMS” not “ADAMS .”

Visit our STARS webpage to learn more:

<https://www.psprs.com/employers-local-boards/stars-pension-administration-system/>