



FACTS ABOUT:

MEMBER WEB PORTAL

WWW.STANCERA.ORG

WHAT IS IT?

StanCERA's Member Web Portal is a secure online hub designed as an easy access point for information related to a member's StanCERA retirement benefit.

HOW DOES IT WORK?

Members of StanCERA create a unique user name and password to access their member records. Once enrolled for portal access, active and deferred members will be able to create a personalized retirement benefit estimate, update beneficiary information, and review retirement contributions. Retired members will be able to view retirement information, print income verification statements, view payment history, suppress mailing of advice notices, update/change direct deposit institutions, update address/phone number, and update beneficiary information.

Register Today!



REAL-TIME INFORMATION

Members registered for the member web portal will have access to the same individual information as StanCERA.



ONLINE CHANGES

Depending on your membership status, updates may be made to your StanCERA member record through the member web portal.



SECURITY

StanCERA takes information security seriously. Information is stored on secure servers. Two-factor authentication is required when logging in.



memberportal@stancera.org



www.stancera.org



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First Time Login Instructions

1. Go to www.stancera.org and click "Member Portal" on the top of home page.
2. Click "Register" on the Member Web Portal login page.
3. Provide requested information and accept the Terms and Conditions and click "Continue".
 - a. *All information provided must match what StanCERA has on file.*
4. Verify your identity by providing your Birth Date and answering the required questions and click "Continue".
5. Provide your personal email address, set your password, and provide your phone number. (Phone must be capable of receiving text messages as part of two-factor authentication.)
 - a. Password must contain 8 characters and at least one uppercase and lowercase letter and digit or 'non-alphanumeric character' (e.g. \$, !, or #).
6. Choose three security questions and answers and click "Register".
7. A verification email will be sent to the email address provided.
 - a. Click the link provided in the email to log into the member portal. (Link expires after 24 hours.)
 - b. A browser screen will be displayed indicating that email address has been verified.
8. A verification code will be sent, via text message, to the phone number provided.
 - a. Enter verification code.
9. Once verification code has been entered, registration is complete.
 - a. A button will be displayed to return to the login page.

Registered Users Can Perform the Following:

• **Active Members**

- View employment and service information
- Calculate a retirement benefit estimate
- Submit request to purchase lost time
- Update designated beneficiary's contact information
- View contribution balance and generate balance verification

• **Deferred Members**

- View employment and service information
- Update address and phone number
- Calculate a retirement benefit estimate
- Submit a request to purchase lost time
- Update designated beneficiary's contact information
- View contribution balance and generate balance verification

• **Retired Members**

- Update address and phone number
- Update designated beneficiary's contact information
- Elect to go "paperless" for advice notice mailings
- View/print individual advice notices for last two years
- Update/change direct deposit information
- Update/change tax withholdings
- Generate a monthly benefit verification letter

