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## Accessing the Member Services Website Fact Sheet

**When you access the SRS website, you can view the following information:**

- Membership Data
- Phone Numbers
- Email Addresses
- Earnings Statements

**If you don't have a computer, you can contact us at 217-785-7444 for assistance with receiving your earnings statement.**

### **MEMBER SERVICES Q & A'S**

**What browsers can I use to access the SRS Member Services website?**

**We support the following browsers:**

- Internet Explorer 9 and higher
- Chrome 33.x and higher
- Firefox 23.x and higher
- Safari 5.x and higher
- Opera 20.x and higher

**If you do not have the current version of one of these browsers, download and install a current version.**

**How do I find the SRS Member Services website?**

**On the web, navigate to [memberservices.srs.illinois.gov](http://memberservices.srs.illinois.gov).**

**What do I need to access the SRS Member Services website?**

**You will need an Illinois Public Account.**

**What is an Illinois Public Account?**

**It's an online account maintained by the State of Illinois that allows you secure access to the SRS Member Services website.**

**Is an Illinois Public Account free?**

**Yes, it is free to sign up. There is a one-time registration process during your first sign up.**

Over the last several years, the misuse and theft of Social Security numbers and other personal information has become a major problem in private industry and government agencies across the United States. To help protect our member's personal information, SERS has created a secure Member Website.

In the past, each time the amount of your net pension amount changed, you received an Earnings Statement from the Comptroller.

Legislation passed by the General Assembly instructs each State agency to implement a secure website for employees to access an electronic version of their earnings statement issued after July 1, 2014. The Comptroller will no longer mail earnings statements.

To meet this mandate, we have created the SRS Member Services website which provides members with secure interactive access to their membership data. To view your SERS information, you will have to access our SRS Member Services Website.

### **To sign up for an Illinois Public Account (if you do not have one):**

1. From your Internet browser enter <https://memberservices.srs.illinois.gov> or access the SRS Member Services website link from [www.srs.illinois.gov](http://www.srs.illinois.gov)
2. Click the "Create a New Account" link.
3. Enter your "First Name" and "Last Name"
4. Enter your "Email Address" and again in "Confirm Email Address"
5. Enter your "Cell Phone" (Optional)
6. Enter your chosen "Username"
7. Enter your chosen "Password" (be sure to review the link for State of Illinois password requirements).
8. "Confirm Password" by reentering your password.
9. Click "Register"

When you access the SRS website, you can view the following information:

- Membership Data
- Phone Numbers
- Email Addresses
- Earnings Statements

If you don't have a computer, you can contact us at 217-524-0389 for assistance with receiving your earnings statement.

#### MEMBER SERVICES Q & A'S

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You will need an Illinois Public Account.

What is an Illinois Public Account?

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Is an Illinois Public Account free?

Yes, it is free to sign up. There is a one-time registration process during your first sign up.

#### Email Confirmation

1. You will receive a confirmation email to complete the Sign up process. You only need to create this Illinois Public Account once. The email will come from IdentityManagement@illinois.gov. If the email does not appear in your inbox, please check your junk or spam folder. Within the email will be a link that you will need to click on within 24 hours.
2. Once you have clicked on the link, you will then receive a second email that confirms your Username. Now you are ready to sign in!

#### Once you confirm your Illinois Public Account:

1. From the Internet enter <https://memberservices.srs.illinois.gov/>
2. Under Sign In section, enter your Username and Password and then click.

#### To complete one-time eRegistration on first visit:

1. If it's your first time visiting the website, you will complete a one time "State of Illinois eRegistration"
2. Enter your "Email Address" and again in "Confirm Email"
3. Enter your name: first, middle, last and suffix if needed.
4. Enter your "Phone Number" and type (mobile, home or work).
5. Enter your "Birth Date" as mm/dd/yyyy (example: 01/01/1960).
6. Enter your "Social Security Number" or "Employee ID." The "Employee ID" is the "Member ID" on your most recent annual statement or ID card.
7. Click on the button.
8. Review the registration for accuracy. To finalize the registration, click the button.

#### After registration, you will be redirected to the SRS Member Services website.

On future visits, you will be directed to the SRS Member Services website upon sign in.