

### Easy, Secure and Convenient Access to Your CalSTRS Accounts

myCalSTRS is your online resource to manage your personal information on file with CalSTRS. myCalSTRS is safe, secure and offers the convenience of conducting business online any time.

### Online Services for Every Stage of Your Career

Once you register your myCalSTRS account, log on at myCalSTRS.com to:

- Access your *Retirement Progress Report*.
- Ask questions about your accounts and receive prompt, secure answers.
- Manage your beneficiary designations.
- Complete and submit CalSTRS forms.
- Track the status of your CalSTRS forms submitted on myCalSTRS.
- View your account balances.
- Apply for retirement.
- Sign up for direct deposit.
- View your monthly benefit payments.
- Access your 1099-R form to prepare your tax returns.
- Change your state and federal tax withholding preferences.

The screenshot displays the myCalSTRS website homepage. At the top, the logo reads "myCALSTRS HOW WILL YOU SPEND YOUR FUTURE?" with a navigation bar containing "Home | Account | Services | Settings | Help | Log Out" and the URL "CALSTRS.com". Below the header, a section titled "Your Online Services" instructs users to "Select from the services below or use the main drop down navigation menu to continue." The services are organized into a grid:

- View Your Messages:** Receive secure messages in your myCalSTRS Inbox.
- Update Your Profile:** Keep your personal and myCalSTRS account information up-to-date.
- Schedule a Benefits Counseling Appointment:** Learn how CalSTRS Benefits Counseling Services can assist you with your retirement preparation.
- Complete & Submit Forms:** Find requests, applications and other forms to submit to CalSTRS.
- Manage Your Beneficiary Selections:** Add, edit and/or delete your recipient designations and submit to CalSTRS.
- Submit a Notification of Death:** Report the death of a CalSTRS member, benefit recipient, option beneficiary or designated recipient.
- View Your Account Balance:** Access and review your account balances.
- View Your Retirement Progress Reports:** Check your retirement progress and print your report.
- Download Forms & Publications:** Download current CalSTRS forms and publications or request by mail.
- Use Our Calculators:** Take advantage of our specialized benefit calculators to help you make informed decisions.
- Subscribe Now:** Get the latest CalSTRS news and e-mail notifications. View [Your Preferences](#) now.
- Check Your E-Mail Address:** View [Your Profile](#) to ensure you have your preferred e-mail address on file.

At the bottom of the page, there is a footer with "Contact CalSTRS | Account | Services | Settings | Help | Log Out | Conditions of Use" and a "Secure Site" icon.

### What CalSTRS Members Are Saying

“myCalSTRS is very clear and easy to navigate.”

“I found myCalSTRS to be easy and predictable—not intimidating at all.”

“myCalSTRS is easy to follow and is useful for keeping track of my CalSTRS retirement info.”



Request electronic delivery of our newsletters, notifications and statements using myCalSTRS.

# Frequently Asked Questions

## How do I register a *myCalSTRS* account?

View the self-paced, interactive registration guide for step-by-step instructions. Next, select the *Register Now* button. Once you complete this one-time, five-step registration process, your *myCalSTRS* account will be active.

## How do I log in to *myCalSTRS*?

Log in to *myCalSTRS* from CalSTRS.com or *myCalSTRS.com*. You must enter your username and password. If you are unable to log in successfully, click *Having Trouble Logging In?* for assistance.

## Is my account information secure on *myCalSTRS*?

Your CalSTRS account information *myCalSTRS* is protected by advanced technology to ensure that your personal information is kept secure and confidential. Be sure to review the *myCalSTRS* Conditions of Use, including CalSTRS policies, terms and conditions for more information on CalSTRS privacy and security practices.

CalSTRS will never contact you unsolicited by phone or email to request your personal identification information. Protect your personal information and practice safe web and email communications.

## Where should I begin?

The *myCalSTRS* homepage outlines all of your personalized online options in a quick and easy way. Select any of the services to perform a variety of tasks, whether you're early in your career, getting ready to retire or enjoying retirement.

## How can I update my profile?

When logged on to *myCalSTRS*, you can *Update Your Profile* from the *Settings* menu or from the *myCalSTRS* homepage. Keep your personal and *myCalSTRS* account information up to date with CalSTRS. You can edit and submit your updates quickly and easily. Each screen has guiding instructions to help you complete your task successfully.

## Do I need to log out of *myCalSTRS*?

Yes, remember to log out of *myCalSTRS* whenever you leave your computer unattended or have completed your session. You'll find the *Log Out* link in the top menu bar and in the footer on every screen within *myCalSTRS*.

## What web browser should I use?

*myCalSTRS* performs optimally in the following web browsers:

- Google Chrome, Version 4.0 and above
- Mozilla Firefox, Version 3.0 and above
- Internet Explorer, Version 7.0 and above
- Apple Safari, Version 3.0 and above

## Do I need Adobe® Reader®?

*myCalSTRS* may require the use of Adobe Reader to view, print and save CalSTRS forms, statements and other important online documents. CalSTRS stores these files on *myCalSTRS* as a PDF for your convenience. If you do not have Adobe Reader installed on your computer, you can download the free program from [adobe.com](http://adobe.com).

## Who can I contact if I have questions or need help registering for *myCalSTRS*?

If you are experiencing any difficulty with *myCalSTRS*, please call the CalSTRS Contact Center for assistance. Telephone support is provided Monday through Friday, 7 a.m. to 6 p.m. Pacific Time at 800-228-5453.