
Chapter 16: Our Website:

<http://trs.illinois.gov>

We are meeting your needs on the web —
24 hours a day, seven days a week.



Your information source

Publications, videos, and more are at your fingertips. Read or print out brochures, newsletters, and booklets for your reference under the publications section of the Member Services area. We have benefit videos online for your convenience. You'll also find driving directions, contact information, answers to frequently asked questions, some forms, and a glossary of commonly used TRS terms in the Member Service area. A search engine in the top right corner of every page will quickly help you find what you need.

TRS also has areas with current information about legislative action, investments, the TRS Board of Trustees, an online press room, doing business with TRS, general information, and employer services.

Secure Member Account Access

In the secure area of Member Account Access, you may:

- update your address and telephone information,
- help us “Go Green” by providing your email address,
- and view your TRS Benefits Report information online.

Additional personalized sign-in screens are a security feature to make it difficult for anyone other than members to log on to the Member Account Access area. Immediate access to your user ID and password is available with the proper information. For your protection, an email is automatically sent to you if any changes are made to your online account.

If you forget your user ID or password, you will need to know your member ID to gain access to your account. This number has been previously mailed or emailed to you. Please call us if you cannot locate it.

Personalized benefit estimate

The retirement estimate feature for Tier II members will be available in the future.

Address and phone updates

The contact information we have on file for you will be shown on the first screen when you log on and are accepted into Member Account Access. You may update your address and phone numbers with us online. You no longer need to pick up the phone or have to fill out a form to let us know if your contact information changes.

Email Notification

TRS is a “Green” agency. Provide us with your email address to electronically receive the *Topics & Report* newsletter (a printed copy will no longer be mailed). Emails are also sent to keep you informed of the progress of a retirement benefit claim or for the purchase of optional service. We also occasionally send email notifications to members for new web features, legislative changes, or TRS press releases.

To help us go green, we need your email address and some personal details to match your email address to your TRS record. Send an email to members@trs.illinois.gov with “Going Green” in the subject line. Next, type your full name, zip code, the last four digits of your Social Security number, and your email address. We will match your email address to your record upon receipt. You may also submit your email address in the secure Member Account Access area or by calling us.

Your email address will always remain confidential. And, we will never send confidential information online. You can discontinue receiving the emails at any time.

TRS Benefits Report

The TRS Benefit Report is available only through your online TRS member account. We annually prepare a TRS Benefits Report for each active member. This report will be available in late November and you will be notified via email when it is ready for viewing. The statement covers the previous fiscal year, July 1 through June 30.

The statement provides information about service credit, contributions, and beneficiaries. It also lists your earnings history and outlines pending and most types of terminated service credit.

When you receive your statement, review it carefully and contact us immediately if you suspect that any information has been omitted or incorrectly stated. Additionally, you may want to update your beneficiary designation by filing a new Member Information and Beneficiary Designation form.

Correcting errors

If you have a change to your name, address, birth date, or beneficiaries, please call us at (800) 877-7896.

Your employer provides TRS with the service credit and earnings information that appears on your statement. Please discuss any errors with your employer before contacting us.

Employers must send us corrections for reporting errors that occurred in the last four years. If additional contributions are due, your employer must pay the amount due; however, your employer may require reimbursement from you. Similarly, if contributions have been overpaid, we will issue a refund to your employer who is responsible for providing refunded amounts to you.

Personalized Retirement Interview

The online interview for Tier II members will be available in the future.