



SRS Member Services Website Frequently Asked Questions

WHAT IS THE NEW SRS MEMBER SERVICES WEBSITE?

The new SRS Member Services website allows users to quickly manage their accounts online by providing account information, electronic Member Services forms, copies of previous Annual Statements, and links to pay stub (ePass) and insurance information. Users can access publications, workshop schedules and registration, and find additional support information. Active and Inactive Members can also view their current account information including total service credit, contributions, Final Average Compensation, and estimated retirement, disability, and death/survivor benefits.

WHO CAN SIGN UP FOR THE SRS MEMBER SERVICES WEBSITE?

All Members and Survivors of the State Employees', Judges', and General Assembly Retirement Systems are eligible to sign up for the SRS Member Services website. *Active Members must be on payroll for at least **1 month** before being able to register and access their account online.*

HOW DO I GET TO THE SRS MEMBER SERVICES WEBSITE?

Open a web browser and navigate to our main webpage at www.srs.illinois.gov. Then select your retirement system and choose the link to view your online account at <https://memberservices.srs.illinois.gov>.

WHAT DO I NEED TO ACCESS THE SRS MEMBER SERVICES WEBSITE?

You will need Internet access and an Illinois Public Account.

WHAT IS AN ILLINOIS PUBLIC ACCOUNT?

It is an online account maintained by the Illinois Department of Central Management Services (CMS) that allows you secure access to your account information on 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 that you will need to complete to access your account information online.

IS THERE A TUTORIAL ON HOW TO SIGN UP FOR ILLINOIS PUBLIC ACCOUNT, REGISTRATION AND LOGIN TO THE SRS MEMBER SERVICES WEBSITE?

Yes, please watch this [YouTube video](#) for help on how to sign up or view our [step-by-step registration guide](#).



WHAT EMAIL ADDRESS SHOULD I USE TO SIGN UP?

You should use a **personal** email address when signing up for your Illinois Public Account so you will still have access to the website when you are no longer actively working. We encourage you to avoid using a work email address for your Illinois Public Account since it will be de-activated as soon as you leave State employment.

MY SPOUSE AND I SHARE AN EMAIL ADDRESS. CAN I USE THE SAME EMAIL ADDRESS TO CREATE BOTH ACCOUNTS?

No, the email address used to sign up for the Illinois Public Account must be unique and cannot be used to sign up for another account. We recommend that you and your spouse sign up for separate email accounts. There are email services such as Hotmail, Gmail, Yahoo and many others that you can sign up for an email account for free.

WHAT IS THE eREG ACCOUNT REGISTRATION?

The eReg Account Registration is the State of Illinois Electronic Registration System where you provide personal information to register and verify your account. When logging in for the first time, you will be prompted to fill out the online eReg form. This is a **one-time** registration process that you must complete to access your account.

WHAT IF I ALREADY HAVE AN ILLINOIS PUBLIC ACCOUNT?

You can use your existing Illinois Public Account to sign into the SRS Member Services website, including an existing Illinois Public Account used to access ePass.

WHAT IF I HAVE FORGOTTEN MY USERNAME OR PASSWORD OR CANNOT LOG IN?

On the SRS Member Services sign in page, you can select "Can't access your account" to recover your username and reset your password.

WHAT BROWSERS CAN I USE TO ACCESS THE SRS MEMBER SERVICES WEBSITE?

We support the following desktop 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 our supported browsers, please download and install a current version. If you are using Windows XP we recommend that you download and use Chrome as your web browser.



WHAT INFORMATION CAN I UPDATE DIRECTLY VIA THE SRS MEMBER SERVICES WEBSITE?

You may update your phone numbers and email addresses online. You can specify which phone numbers and email addresses should be the primary number and email address to receive information regarding your account.

HOW DO I CHANGE MY ADDRESS?

Active Members must change their address through their agency's payroll office by submitting two W4 forms (C-25 Employee's Withholding Exemption Certificate).

Inactive Members, Retirees or Survivors can download the Change of Address form found under the Member Services tab in their online account or access the form here:

- For **SERS**: https://www.srs.illinois.gov/SERS/Forms_sers.htm
- For **JRS**: https://www.srs.illinois.gov/Judges/Forms_jrs.htm
- For **GARS**: https://www.srs.illinois.gov/GARS/forms_gars.htm

WHAT ANNUAL STATEMENTS ARE AVAILABLE ON THE SRS MEMBER SERVICES WEBSITE?

Annual statements issued in 2014 and later will be available online.

WHAT IS ePASS?

If your employer is one of the [participating agencies](#), you will be able to access ePass on the SRS Member Services website. ePass is the Illinois Department of Central Management Services (CMS) Electronic Pay Stub System where you can access your pay stub online. The SRS Member Services website has a "Pay Stub" menu option that will direct you to ePass to view your pay stub online. Please contact your agency's Payroll Coordinator to find out whether your agency uses ePass or [view the list of current ePass customers](#).

WHO DO I CONTACT IF I HAVE QUESTIONS?

- For **SERS**, call: (217) 785-7444 / TDD (217) 785-7218 or email: SERS@srs.illinois.gov
- For **JRS**, call: (217) 782-8500 or email: JRS@srs.illinois.gov
- For **GARS**, call: (217) 782-8500 or email: GARS@srs.illinois.gov
- For **Technical Support**, call: (217) 782-4202 or email: Support@srs.illinois.gov