



STATE TEACHERS RETIREMENT SYSTEM OF OHIO

Retiree Series: Basics of Online Account Access

20-448, 3/21/0



Today's Objectives

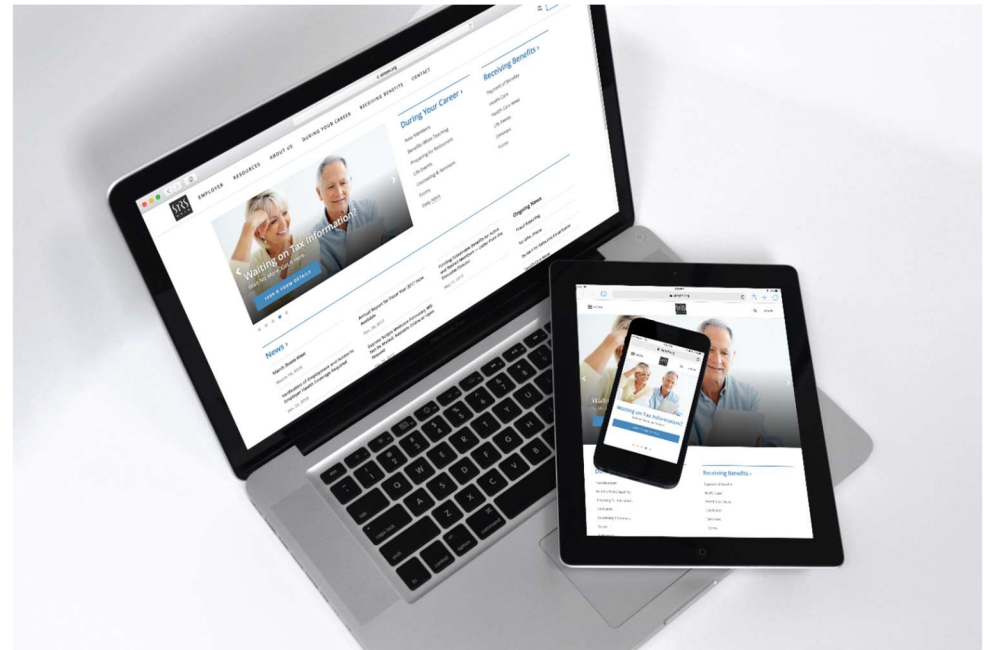
- Overview of Devices
- Terminology
- Online Personal Account — Steps to Register
- Internet Browser and Online Account Overview
 - Multifactor Authentication
 - Commonly Used Account Features
- Helpful Tips and Things to Remember
- Resources



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Overview of Devices

- Desktop or laptop computer
- Tablet
- Cell phone/smartphone



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Terminology

Browser — A program used to access/visit websites via the Internet

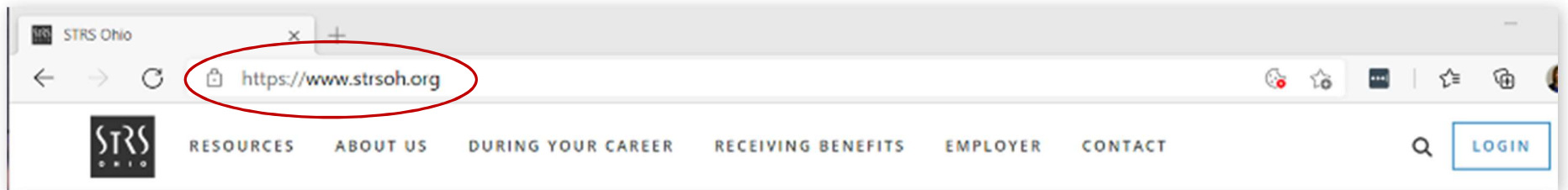
- Recommended browsers when accessing the STRS Ohio website and Online Personal Account area:
 - Google Chrome (version 85 or later)
 - Microsoft Edge (version 43 or later)
 - Mozilla Firefox (version 80 or later)
 - Apple Safari (version 12 or later)
 - Opera (version 70 or later)
- **Tip:** Allow your browser to do auto updates to ensure it's always updated.



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Terminology

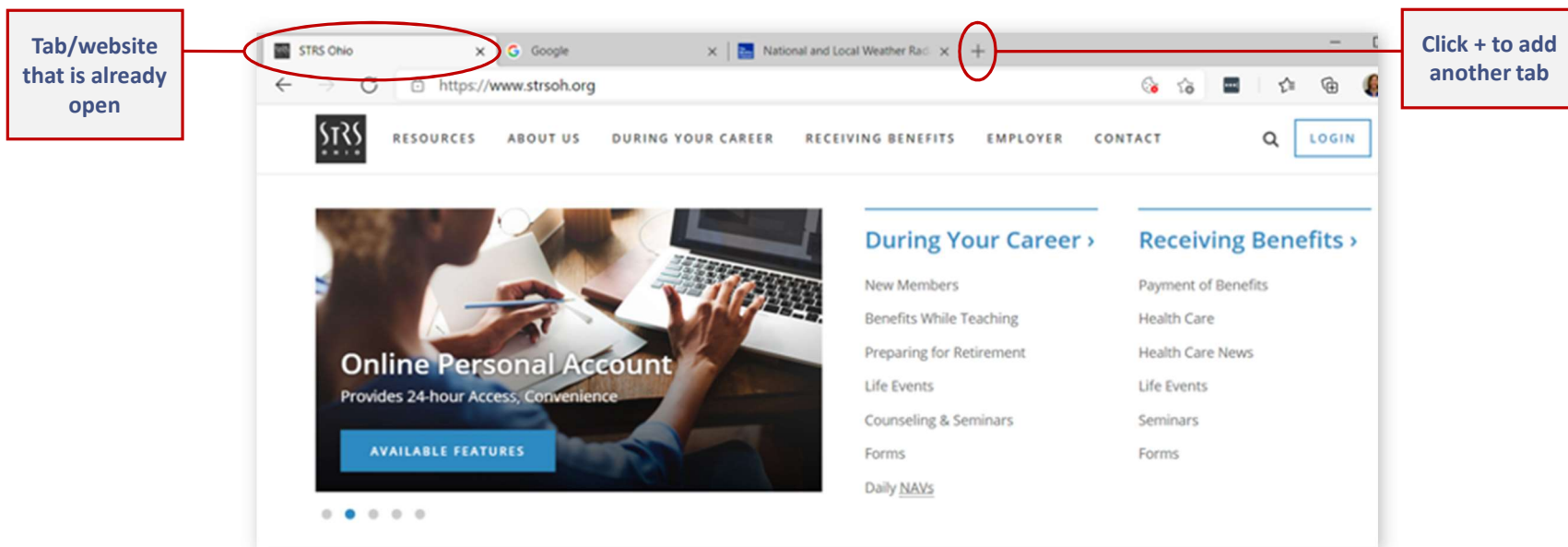
Address bar — The text field, usually at the top of a Web browser's window, that identifies the address — or /URL — of the website page shown in the browser window



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Terminology

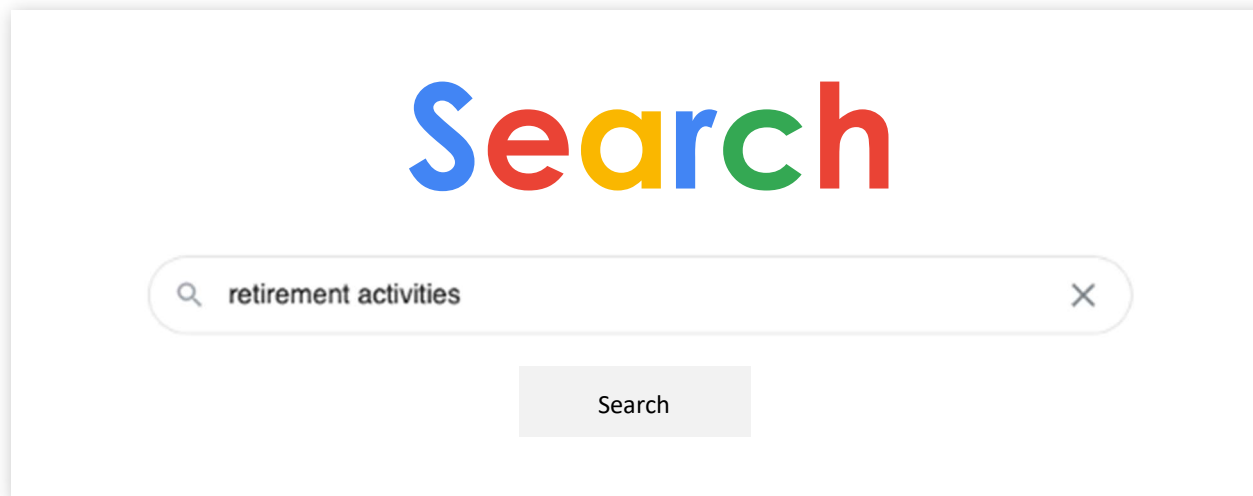
Tab — A way to open multiple websites in one browser window. Each website is noted at the top of the browser window in a "tab"



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Terminology

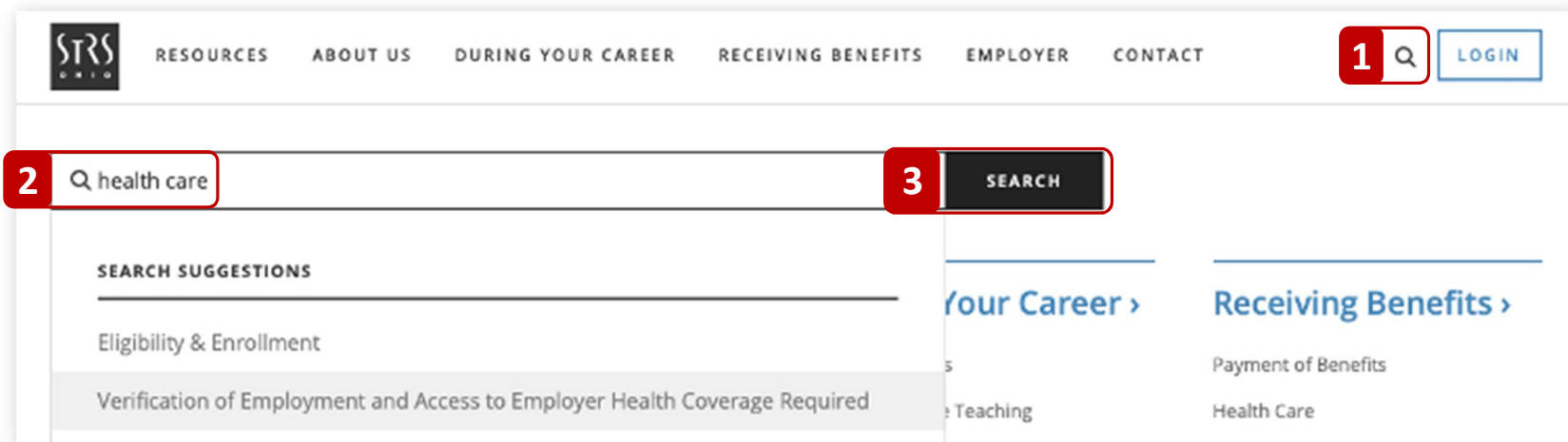
Search engine — A program or Web-based tool (such as Google, Bing or Duck Duck Go) where you can type in key words to find information on the Internet



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Terminology

Website search — Some websites, such as STRS Ohio's (shown below), also provide a search option specific to that website's content



The screenshot displays the STRS Ohio website's search functionality. At the top, a navigation bar includes the STRS Ohio logo and links for RESOURCES, ABOUT US, DURING YOUR CAREER, RECEIVING BENEFITS, EMPLOYER, and CONTACT. A search bar is located in the top right corner, marked with a red '1' and a magnifying glass icon, with a LOGIN button next to it. Below the navigation bar, a search bar is shown with the text 'health care' entered, marked with a red '2'. To the right of the search bar is a black button with the word 'SEARCH' in white, marked with a red '3'. Below the search bar, a dropdown menu displays 'SEARCH SUGGESTIONS'. The suggestions listed are 'Eligibility & Enrollment' and 'Verification of Employment and Access to Employer Health Coverage Required'. To the right of the search suggestions, there are two columns of links. The first column is titled 'Your Career >' and includes links for 'Teaching' and 'Health Care'. The second column is titled 'Receiving Benefits >' and includes links for 'Payment of Benefits' and 'Health Care'.



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Terminology

Multifactor Authentication (MFA) — A verification method and enhanced security measure

- Requires you to provide two or more pieces of information to gain access to online information
- Used by STRS Ohio to secure your member account and personal information

Multifactor Authentication

STRS Ohio has implemented enhanced security measures on its secure sites. These security measures require a multifactor authentication step to verify your account identity/access.

Note: Messaging and data rates may apply if you use a mobile device.

Select an option below to receive a code to verify your account identity/access.

Phone: *****85

- ☐ Send me a text.
☐ Call me.

Phone: *****86

- ☐ Send me a text.
☐ Call me.

Email:

- ☐ STR*****@strsoh.org

Send Code



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Online Personal Account — Steps to Register



1. Create your online account
 - Go to **www.strsoh.org** (in your address bar)
 - Click on **LOGIN** in the upper right corner,
 - On the Login screen, click **“Register now”** at the bottom
 - **Complete the Account Setup** information and click “Finish”
2. Log in to your account
3. A successful login triggers Multifactor Authentication

You’re now ready to access all of the features your account offers!



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Parts of an Internet Browser

Back button

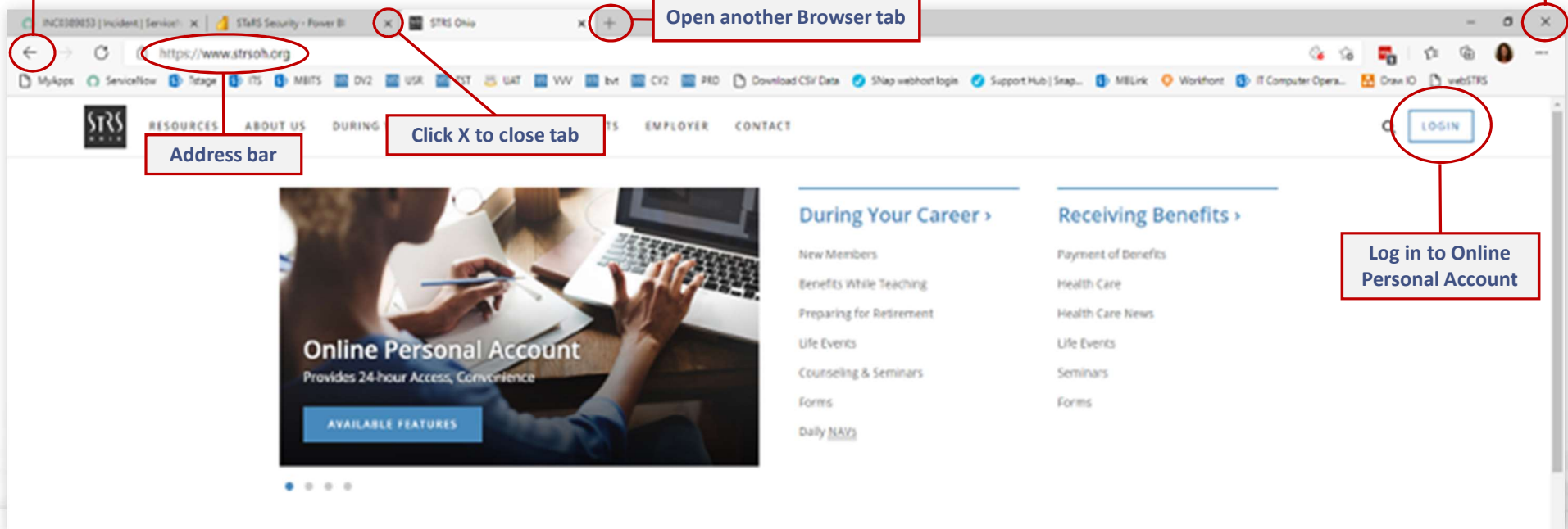
Open another Browser tab

Click X to close internet browser

Address bar

Click X to close tab

Log in to Online Personal Account



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Internet Browser and Online Account Overview

Multifactor Authentication
Commonly Used Account Features



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Online Personal Account — Useful Links

STRS TEST | STRS ID: [REDACTED] | [User Profile](#) | [Logout](#)

[Home](#) | [Recipient Account](#) | [Health Care](#) | [Contact Us](#) | [Schedule a Meeting](#)

Account Information

Benefit Recipient Information

Note: This information is based on current data available as of the end of the last month.

Benefit Type: Service Retirement (XXX-XXX-XX)

Benefit Effective Date: 07/01

Gross Amount: \$4,959

Plan of Payment, Primary Beneficiary:

Retirement Option: Joint and Survivor annuity, Same to beneficiary with reversion

Continuing Benefit to Beneficiary: \$4,959

Death Benefit Primary Beneficiary:

Death Benefit Provided by STRS Ohio: \$1,000.00

Additional Death Benefit Purchased: \$0.00

Total Death Benefit: \$1,000.00

Direct Deposit Information

Bank Name: JPMORGAN CHASE

Account Type: Checking Account

Useful Links

- > [Change Direct Deposit Information](#)
- > [Change Plan of Payment](#)
- > [Change/View Tax Withholdings](#)
- > [Estimate Tax Withholdings](#)
- > [My Documents](#)
- > [Payment History](#)
- > [Update Death Benefit Beneficiaries](#)
- > [View Income Verification Statement](#)



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Online Personal Account — Health Care

STRS TEST | STRS ID: [REDACTED] | User Profile | Logout

Home Recipient Account **Health Care** Contact Us Schedule a Meeting

Current Health Care Plan

Your current STRS Ohio Health Care Program coverage information is shown below. Premiums for future health care enrollments will be displayed on the effective date of the coverage. If a zero dollar premium is listed, it means you are not currently paying a premium for coverage with a future effective date. The applicable premium will be displayed when your coverage takes effect. Any changes to your Medicare information will be reflected the next business day. If you are not eligible for, or have opted out of STRS Ohio health care coverage, no information will be displayed. Contact STRS Ohio toll-free at 888-227-7677 or by email at contactus@strsoh.org with questions about your coverage or the health care program.

Enrollee	Plan	Effective Date	Medicare	Premium
Stvs Test	Aetna Medicare Plan (PPO)	09/01/2016	Part A and B	127.00
Stvs Test	Delta Dental Plan	09/01/2004		30.00
Stvs Test	Vision Service Plan	09/01/2004		6.65

If you have more than one person enrolled in the Vision Service Plan, the full monthly premium (including dependent premiums) will be listed under the Benefit Recipient.

Useful Links

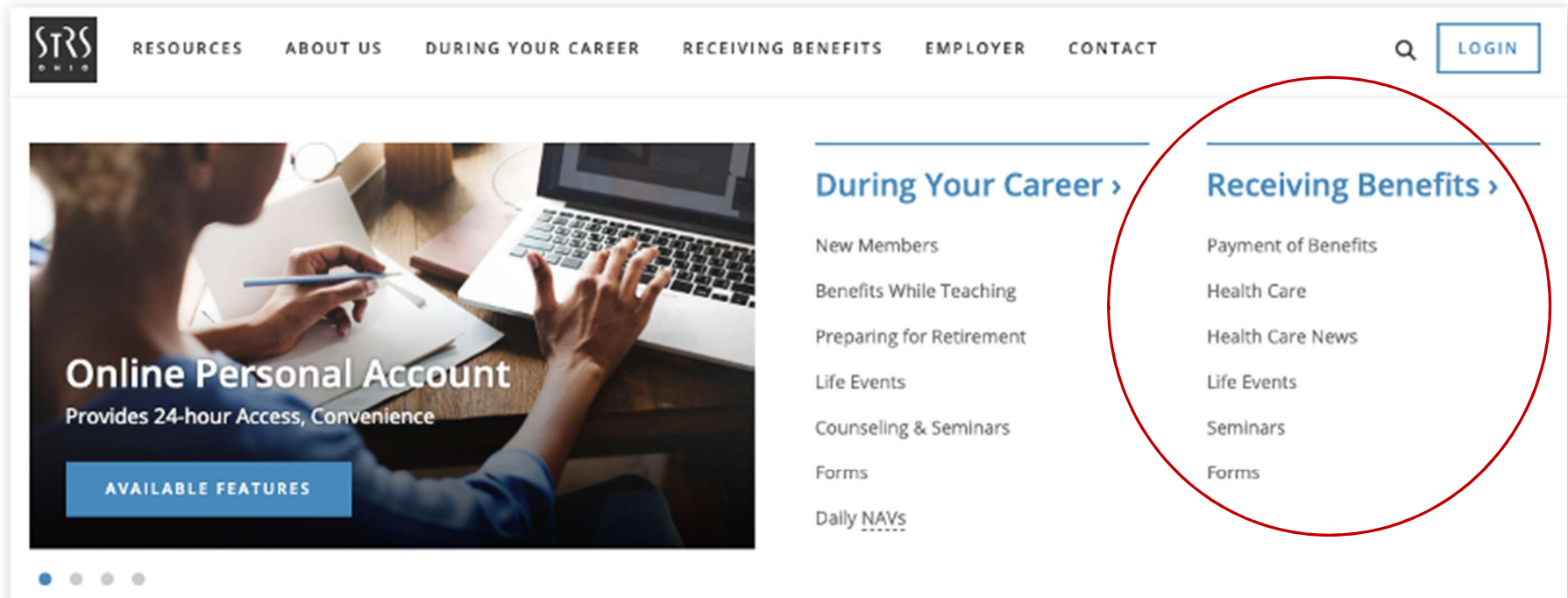
- > Health Care Estimate
- > Submit Medicare Information
- > Medicare Checklist

Note: If you have problems printing your health care estimate, click the 'Download' button and then print the PDF.



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Other STRS Ohio Website Resources



Also available: STRS Ohio News, Videos and Publications



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Helpful Tips

- If you're unable to access your Online Personal Account
 - Check your user name and password
 - On the Login screen, click on the "Forgot user name or password?"
 - Email contactus@strsoh.org or call 888-227-7877 (toll-free)
- You are given three unsuccessful login attempts
 - After third unsuccessful attempt, for security reasons, your account will lock
 - To unlock, contact STRS Ohio at 888-227-7877 (toll-free)



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Things to Remember

- STRS Ohio will never:
 - Share your STRS Ohio account information
 - Call, text or email you asking for your personal information
 - Request your online account user name or password
- If you suspect your online account has been compromised:
 - Contact STRS Ohio immediately
 - Email contactus@strsoh.org or call 888-227-7877 (toll-free)



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Resources

- Resources for further information about Internet usage
 - A trustworthy and “tech savvy” friend or family member
 - Your local library branch
 - A senior center in your area
- Other STRS Ohio educational opportunities
 - Video library at www.strsoh.org
 - Future *Retiree Series* programs — watch the STRS Ohio website and your email for details!



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Questions?



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