



## FREQUENTLY ASKED QUESTIONS

### 1) Q: What can I do with my Self-Service account?

Member Can Make Changes	Member Can Only View
<ul style="list-style-type: none"> <li>▪ address</li> <li>▪ phone number</li> <li>▪ direct deposit account</li> <li>▪ emergency contacts</li> </ul>	<ul style="list-style-type: none"> <li>▪ general personal information</li> <li>▪ federal and state tax withholdings</li> <li>▪ pension payment information</li> <li>▪ benefit elections</li> <li>▪ primary email address (this is managed in your ID.me account)</li> </ul>

### 2) Q: What is ID.me and why am I required to create an account?

A: ID.me is a trusted digital identity provider that meets the U.S. Government’s most rigorous requirements for online identity proofing and authentication. It helps you easily prove your identity so you can access advanced online services while keeping your personal information safe.

### 3) Q: How do I access my Self-Service account for the first time?

A: You can access your Self-Service account by creating an account with an application called ID.me at this link: <https://starretirements.treasury.gov/psp/STARPD01/>.

If you have verified your identity previously with ID.me (for example, for a Social Security Administration or Veterans Affairs account), you can log in with the same email address and password you used before. However, this Self-Service account is not associated with any other portals or applications you access using ID.me.

Once your account is created, you can go directly to the ID.me website ‘My Account’ if you need to make changes to your login credentials, like your email address or password. If you have any issues during the ID.me account creation or identity verification process, contact ID.me directly for support using any of the contact methods offered on their website at <https://help.id.me/hc/en-us/requests/new>.

If you encounter issues logging into Self-Service *after* your ID.me account is created, you should contact their Help Desk using the information in ID.me via the link listed above.



## FREQUENTLY ASKED QUESTIONS

### 4) Q: What do I do if I am having problems logging in or creating an account?

A: If you experience problems with logging in or the account creation process, you can use the following resources:

- *Id.me and Self-Service Access*  
<https://help.id.me/hc/en-us/requests/new>
- *Self-Service Related Questions*  
DCRB Self-Service Line: 202-343-3222 or toll free at 1-855-509-2727
- *Additional Self-Service Resources and User Guides*  
<https://dcrb.dc.gov/page/dcrb-self-service>.

### 5) Q: Why Can I Only View Certain Information While I Can Change Other Information?

A: DCRB and Treasury are working to expand this application over the next year or so. Right now, you can only view the following information:

- general personal information,
- federal and state tax withholdings,
- pension payment information,
- benefit elections, and
- primary email address (this is managed in your ID.me account and is where you will receive all Self-Service related email notifications).

#### **Additional Information you should know:**

- Only state taxes for Washington DC, Maryland, and Virginia can be withheld from your pension payments. If you reside in another state, the system will display your state of residence, but will not withhold state taxes, so you will need to make other arrangements to pay that state's taxes.
- You can view historical pay and health/life insurance election information using search filters on each page. However, your complete historical pay and health/life information may not be viewable online, if it began prior to implementation of the current PeopleSoft system of online records.



## FREQUENTLY ASKED QUESTIONS

**6) Q: When do any changes that I make become effective? How do I know that my changes were saved?**

A: Most changes you make are effective on the day you make them. With a change of address, you can choose to make it effective immediately or on a future date.

However, because payments from the pension system are made on specific payroll dates, you need to be aware that changes made after payroll begins processing (typically around the middle of the month) may not actually be effective until the next month. As soon as you save any change to your information, you will receive an email confirming that a change was made.

**7) Q: How do I change my home or mailing address? What's the difference between them?**

A: Adding a new address or making a change to an existing one can be done under the Personal Details tile on the Addresses page.

Home address is reflective of the place where you reside. Your mailing address can be used as an alternative address at which you wish to receive your mail. The Address page will indicate the address to which your mail is currently being sent. You should contact the Help Desk to switch between receiving your mail at your Home or an alternate Mailing address.

**8) Q: How do I change my direct deposit account information?**

A: To change your direct deposit information, open the Direct Deposit page in the Payroll tile. If you already have an account set up for direct deposit and need to change to a new bank account, click on your current account information and make updates in the pop up window that opens. If you do not already have direct deposit set up, you can add an account by clicking the Plus button in the upper left corner of the Direct Deposit page and filling in the required information.

Your pension payment can only be deposited to a single bank account. Consequently, your direct deposit information will automatically be set to 100%, and you will not be able to split your payment among multiple accounts. Your deposit can be directed to a checking or a savings account at a banking institution.



## FREQUENTLY ASKED QUESTIONS

You can make changes to your Direct Deposit information at any time. However, because payments from the pension system are made on specific payroll dates, you should be aware that changes made after payroll begins processing (typically around the middle of the month) may not become effective until the following month.

Because paper checks take longer to reach your account, and can be lost in the mail, we highly recommend that you use direct deposit. If it is necessary for you to receive a paper check, you should contact the Help Desk for assistance with making that change.

### 9) Q: Can I receive my earnings statements electronically rather than by mail?

A: Earnings Statements will continue to be mailed to you in paper form. However, you can view your paychecks online at any time.

## IMPORTANT CONTACTS AND RESOURCES

**DCRB Self Service Dedicated Line:** DCRB Self-Service Line: 202-343-3222

**DCRB Self-Service Web Resources:** <https://dcrb.dc.gov/page/dcrb-self-service>

**ID.me Assistance:** <https://help.id.me/hc/en-us/requests/new>.

- *Id.me and Self-Service Access*  
<https://help.id.me/hc/en-us/requests/new>
- *Additional Self-Service Resources and User Guides*  
<https://dcrb.dc.gov/page/dcrb-self-service>.

### **ID.me Sites**

- [ID.me + Treasury Help Site](#)
  - [How do I verify my identity to access Treasury applications?](#)
  - [What is an ID.me Trusted Referee video call?](#)
  - [How do I change the primary email address in my ID.me account?](#)

### **Non- Self-Service Member Questions –**

<https://dcrb.dc.gov/page/ask-member-services>

Phone: (202) 343-3272 or toll-free at (866) 456-3272

Monday to Friday 8:30 a.m. to 5:00 p.m. Eastern Time