

# MyTRS Insights

## 1. Menu Button

- Problem: Members cannot find the menu button or navigate MyTRS mobile. Many of our members don't understand that the bluebox/three lines represents the menu and cannot navigate through the portal.
- Solution: Change button icon/text to "Menu" for the mobile version.
- Rating: **High**

## 2. Benefit Calculator – Salary Explanation

- Problem: Add more info to explain why the current salary may appear lower. Many members call asking, "why does it show my current year salary is so low?" or "why isn't this years' salary showing?"
- Solution: Include an info button explaining that the current salary may be lower than expected due to not having completed the whole fiscal year yet (salary is based on completed fiscal year).
- Rating: **High**

## 3. Benefit Calculator – Years of Service (YOS)

- Problem: Members miscalculate retirement amount/date because they do not know how to change their years of service credit correctly while using the calculator.
- Solution: Provide context for the years of service, explaining that if they are putting a future retirement date and plan to continue working between now and then, they will need to increase their YOS. Maybe provide toolbar icon to provide phone number for them to call if they need assistance with that.
- Rating: **Medium**

## 4. YOS Clarity

- Problem: Members ask YOS be made clearer. Instead of only showing number of years, they want to see which fiscal years they are associated with.
- Solution: Display the specific fiscal years next to the YOS (as seen in TRUST).
- Rating: **Medium**

## 5. Tier Information

- Problem: Members do not understand the significance of their retirement tier and how it impacts their benefits and eligibility.
- Add a "Learn More About My Tier" link to the already existing TRS Tier Placement Map on public website that explains more about tiers.
- Rating: **Low**

## 6. Retirement Date Preview

- Problem: Vested members frequently need assistance with determining their retirement date (even with existing calculator).
- Automatically show members retirement eligibility (as shows on annual statements) when they would be eligible for early age or normal age retirement with or without continuing to work.
- Rating: **Low**