

February 2021

SOCIAL MEDIA & TRS

Keeping You Connected with Your Pension Plan





The Benefits of Going Social

TRS is committed to communicating with our active members and retirees in ways that are most convenient for them. We recognize that many people get their news and share information through social media — whether on a home computer or mobile device such as a laptop, tablet or smartphone.

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Social media provides you with an opportunity to:

- **engage** directly with TRS in an easy and convenient manner on the sites you normally visit,
- **receive** TRS benefit information quickly and efficiently,
- **obtain** updates on TRS meetings and announcements, and
- **learn** how TRS not only adds value to Texas education and state and local economies, but also saves taxpayers billions of dollars in the process.

Guidelines When Using TRS Social Media

A great way to stay up to date on TRS matters is to explore our social media channels and “like” us on Facebook, “follow” us on Twitter, LinkedIn, and Instagram and watch and subscribe to our videos on YouTube.

First, it’s important to read and understand our social media guidelines. They are designed to encourage a productive discussion and contain important suggestions on protecting your privacy and personal information

Some points to remember:

- TRS’ social media presence is a public forum for TRS-related discussions. It is not a forum for other matters.
- Users must agree and adhere to all guidelines, especially when commenting. Postings in violation of the guidelines will be removed.
- For individual member or annuitant-specific questions, please call a benefits counselor at **800-223-8778**. For TRS-Care general questions, call **800-237-6762**.
- As with all public usage of the internet, users should have no expectation of privacy.
- TRS’ social media pages appear on third-party sites that have terms of service that are not governed by TRS or the state of Texas. These sites are not official TRS websites and therefore, have their own terms of service and policies.

For a complete description of TRS social media sites and guidelines, please visit the TRS website at www.trs.texas.gov.

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Ready To Get Started? Turn The Page!

How To Connect

If you already have a Facebook, YouTube, Twitter, LinkedIn or Instagram account, you will simply need to sign in, look for Teacher Retirement System of Texas, or use the direct links below and “like” or “follow” us. Links to each site can also be found on the TRS website.

If you don't have social media accounts, you'll need to create them. There is no cost to join for basic service accounts. Again, be sure to read all terms of service and familiarize yourself with how each tool works.

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www.facebook.com/TRSofTexas/



www.twitter.com/trsoftexas



www.youtube.com/trsoftexas



www.linkedin.com/company/trsoftexas



www.instagram.com/trs_careers

Response Time

Although social media is a 24/7 communication channel, TRS will post content and review comments on its social media presence during regular business hours — Monday through Friday from 8 a.m. to 5 p.m.

Comments posted after regular business hours and on weekends will be reviewed as early as possible; generally, the next business day. If you have any questions about TRS’ social media presence, please contact us at communications@trs.texas.gov.

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Accessibility

In order to make our social media channels as accessible as possible for our participants, please see accessibility guidelines for the following social media channels:

For information on Facebook accessibility, please visit the [Facebook Help Center-Accessibility](#) or the [Facebook Accessibility page](#).

For information on Twitter accessibility, please see the [American Foundation for the Blind](#) or the [Twitter Help Center](#).

YouTube has accessibility information on topics such as using YouTube with a [screen reader and closed captioning](#). In addition to closed captioning videos, TRS also provides transcripts of our videos on YouTube and on the TRS.TV section of the website.

LinkedIn has accessibility information on [LinkedIn Help](#).

Instagram has accessibility information on [Instagram Help Center](#).

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