



2023 eSERS Guide

REGISTRATION



School Employees Retirement System of Ohio
Serving the People Who Serve Our Schools®


Employer Web Administrator

Each school district designates one person to be the Employer Web Administrator (EWA). This role is responsible for maintaining the district's eSERS access. This includes updating staff contact information, granting access to eSERS, and assigning roles and unlocking web users.

To designate an EWA, the Employer Web Administrator Registration form needs to be completed and faxed to SERS. This form is only used to designate a new EWA for the district, not to add new Web Users.

Once the EWA is established, that person will receive a confirmation email and will follow the registration process.

When the EWA has registered, they will be able to set up access for other web users in the district, as well as access for contractors. These instructions can be found in the Web User Maintenance section.



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Employer Web Administrator Registration

eSERS is SERS' secure intranet designated especially for our employers. This tool provides employers with an effective, time-saving way to submit and view financial and employee information online.

Each school district (employer) designates one individual to be the district's Employer Web Administrator (EWA). The role of the EWA is extremely important; the EWA is the contact person for eSERS issues and is responsible for maintaining the district's eSERS information. The EWA can authorize additional employees ("Web Users") to have access to eSERS, and also can unlock Web User accounts.

A Web User must be given authorization by the EWA through the Contacts/Web User Maintenance application, which can be accessed only by the EWA. The EWA decides which eSERS applications a Web User can access.

Please provide SERS with your contact information:

Employer Name: Employer ID:

EWA Name:

EWA Phone Number:

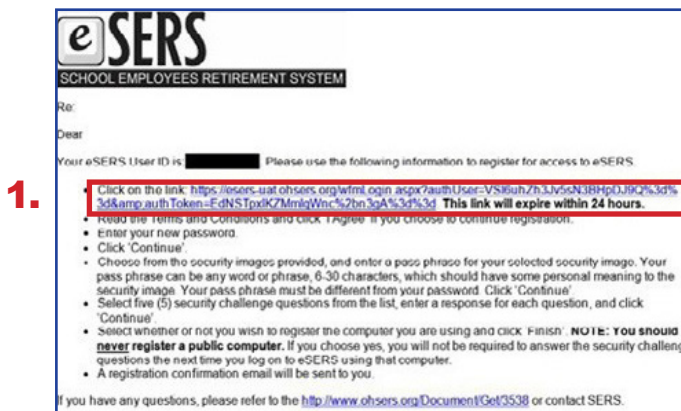
Registering

You will receive a secure email with instructions on how to register the new eSERS account. The email will include a new User ID and a direct link to a step-by-step security setup. This email will expire in 24 hours.

If you are unable to register your account within that 24 hours, you will need to request that your EWA resubmits your registration.

Steps:

1. Open the email and click the link provided.



2. Agree to the End User Terms and Conditions.
3. Enter and confirm your new password.
Please Note: Read password rules and tips in the “Create Password” screen.
4. Click the **Continue** button.

The screenshot shows the "End User Terms and Conditions" page. It includes sections for "eSERS WEB SITE AUTHORIZED USER LICENSE AGREEMENT", "USER AUTHORIZATION", "LIMITED LICENSE", and "PROPRIETARY RIGHTS". At the bottom, there is a red button labeled "I Agree" with a red number '2.' next to it. A link for "Privacy Policy & Disclaimer" is also visible.

The screenshot shows the "Create Password" page. It prompts the user to create a secure password. There are two input fields: "New Password" and "Confirm Password", both highlighted with red boxes and red numbers '3.' and '4.' respectively. To the right of the input fields, there is a "Password rules and tips" section with a list of requirements: "Must be at least 8 characters long", "Must contain an uppercase character", "Must contain a lowercase character", "Must contain a numeric character", "Cannot match any of the previous 3 passwords", and "Cannot be the same as the User ID". A red "Continue" button is at the bottom.

Once you create a password, you will be prompted to choose an image, security phrase, and challenge questions.

Please Note: The answers to your challenge questions are case sensitive.

5. Select a secure image.
6. Enter a security phrase.
7. Click **Continue**.
8. Answer the Challenge Questions.
9. Click **Continue**.

Challenge Questions

For security reasons, you are required to set up security questions. If you are resetting your password on-line and when connecting from an unknown device, you will be prompted to answer these questions. Please select one question from each dropdown and answer it in the text box.

Question 1 * **8.** What is the color of your eyes?

Answer 1 *

Question 2 * What is the name of the elementary school you attended?

Answer 2 *

Question 3 * What is your father's middle name?

Answer 3 *

Question 4 * What is your favorite color?

Answer 4 *


Question 5 * In what month was your oldest sibling born?

Answer 5 *

Continue **9.**


























Select Image and Phrase

Select an image and enter phrase which will be displayed at the time of log-in. If you do not see this image and phrase at log-in, do not enter your password and contact SERS for assistance.

Selected Image *  **5.**

Access verification phrase * **6.**

Please select a photo for later image recognition:

Continue **7.**

10. Choose Yes or No to register this computer.
11. Click **Finish**.

Registration Successful !!!

Register this computer to skip the security questions next time you sign in from this computer. Registration is limited to 3 computers. We recommend that you only register computers owned by your organization – Never register a public or personal computer. Do you want to remember this computer?

10. ☒ Yes ☐ No

11. **Finish**

12. Registration is complete. You will receive a confirmation email from SERS.

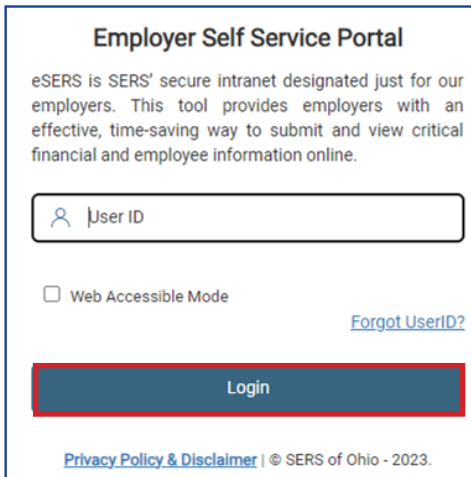
Please Note: If the computer is not registered, you will have to answer two challenge questions each time you log into eSERS.

Logging In

After going through the initial registration process, you will receive a confirmation email. At this point, you can access eSERS by navigating to the login page using the link provided in the email.


Steps:

1. Enter your User ID (this is provided in the first registration email) and click **Login**.



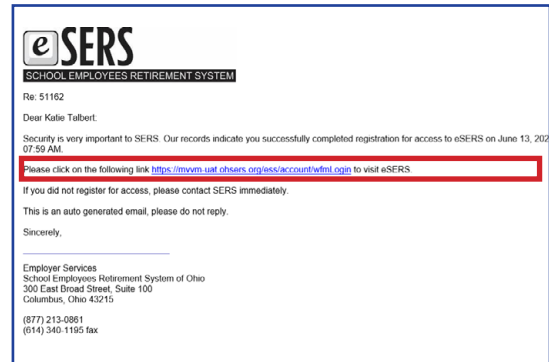
The screenshot shows the 'Employer Self Service Portal' login page. It includes a text box for 'User ID' with a person icon, a checkbox for 'Web Accessible Mode', and a 'Forgot UserID?' link. A red box highlights the 'Login' button. At the bottom, there is a link for 'Privacy Policy & Disclaimer' and a copyright notice for SERS of Ohio - 2023.

2. On the next page, enter your password (the system will not display your password), and click **Continue**.



The screenshot shows the 'Secure Access' password page. It features a security image of a paper clip with the label 'paper clip' below it. There is a password input field with a lock icon and a 'Forgot Password?' link. A red box highlights the 'Continue' button. To the right, a 'Password rules and tips' box lists requirements: at least 8 characters, uppercase and lowercase characters, a number, and it must not match previous passwords or the User ID.

Please Note: When logging in on an unregistered computer, eSERS will prompt you to answer two of your challenge questions that you chose during your initial registration.

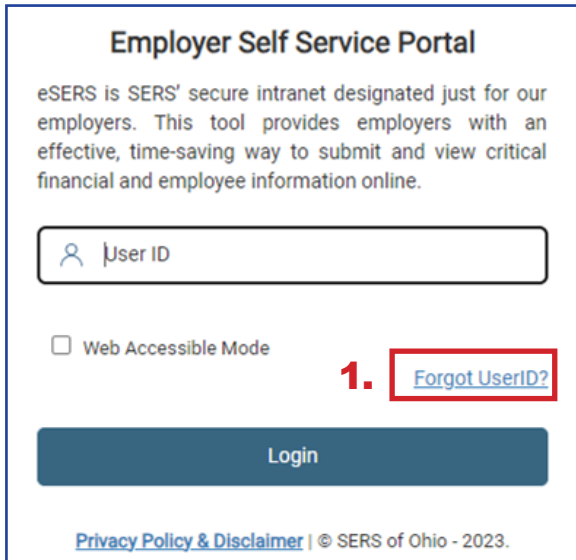


Forgot User ID?

From the login page, follow these steps and an email will be sent to you with your User ID.

Steps:

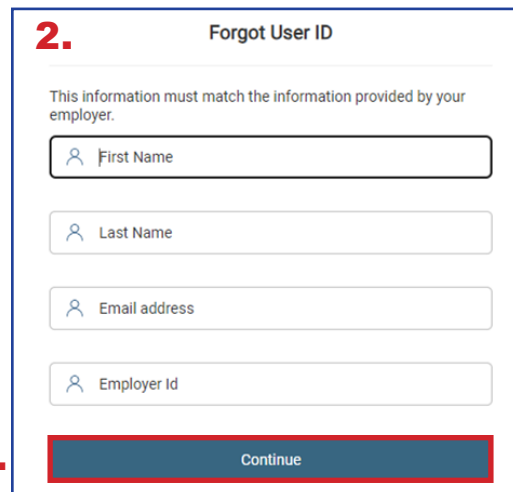
1. On the Login Page, click **Forgot User ID**.



2. On the Forgot User ID screen, enter your:

- First name
- Last name
- Email address
- Employer ID

3. Click **Continue**.

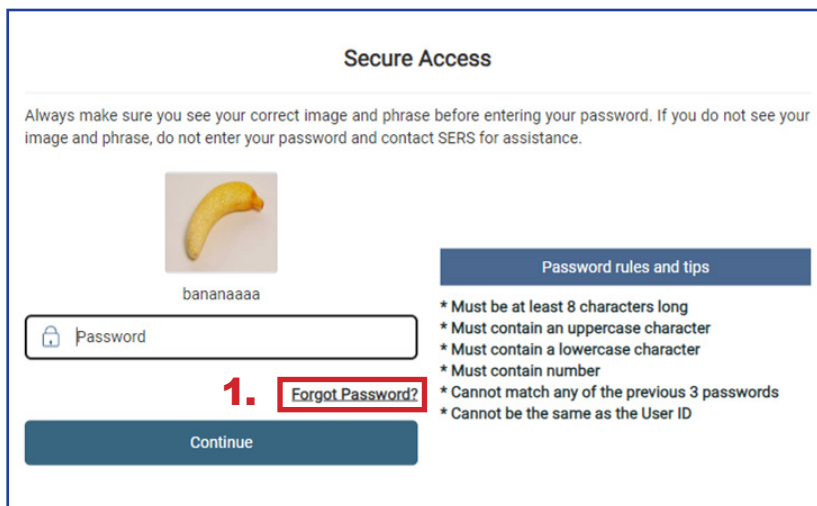


Please Note: Upon entering the above information, the system will generate an email to you containing your User ID.

Forgot Password?


Steps:

1. On the password screen, click **Forgot Password**.



Secure Access

Always make sure you see your correct image and phrase before entering your password. If you do not see your image and phrase, do not enter your password and contact SERS for assistance.


bananaaaa

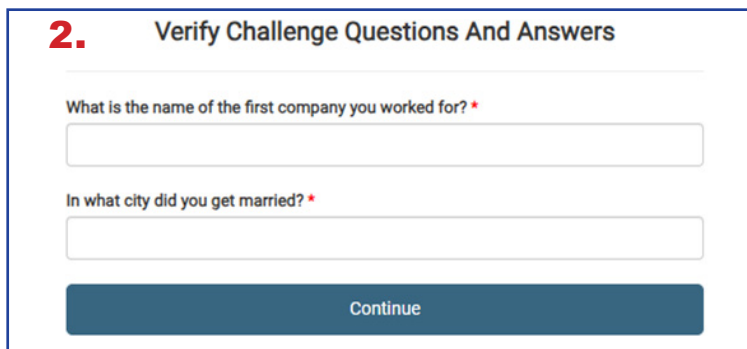
1. **Forgot Password?**

Continue

Password rules and tips

- * Must be at least 8 characters long
- * Must contain an uppercase character
- * Must contain a lowercase character
- * Must contain number
- * Cannot match any of the previous 3 passwords
- * Cannot be the same as the User ID

2. Answer the security questions that you set up during initial registration.
Please Note: The answers to the security questions are case sensitive.



2. Verify Challenge Questions And Answers

What is the name of the first company you worked for? *

In what city did you get married? *

Continue

I answered them correctly!

Answering the questions correctly will prompt the system to generate a one-time use password that will be emailed to you. Upon using the one-time use password, the system will prompt you to create a new password.

Oh no! I answered them incorrectly!

If the security questions are answered incorrectly after three attempts, your account will be locked. You will need to contact your EWA to have it unlocked. Once the account has been unlocked, you will receive an email with a one-time use password to access eSERS.

Upon using the one-time use password, the system will prompt you to create a new password.



Note to EWAs: In the event you lock yourself out by answering questions incorrectly, you will need to contact SERS for help unlocking your account.

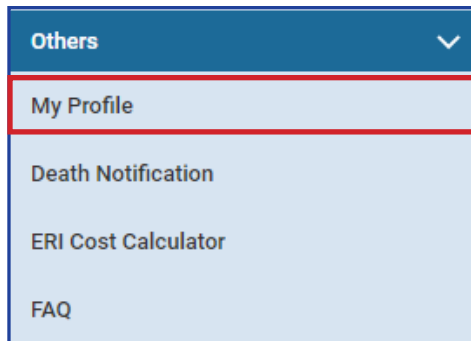
How to Change Your Existing Password

You can change your password through the My Profile menu option in eSERS.

Steps:

1. While logged into eSERS, select the **My Profile** link under the Others main menu item.

1.

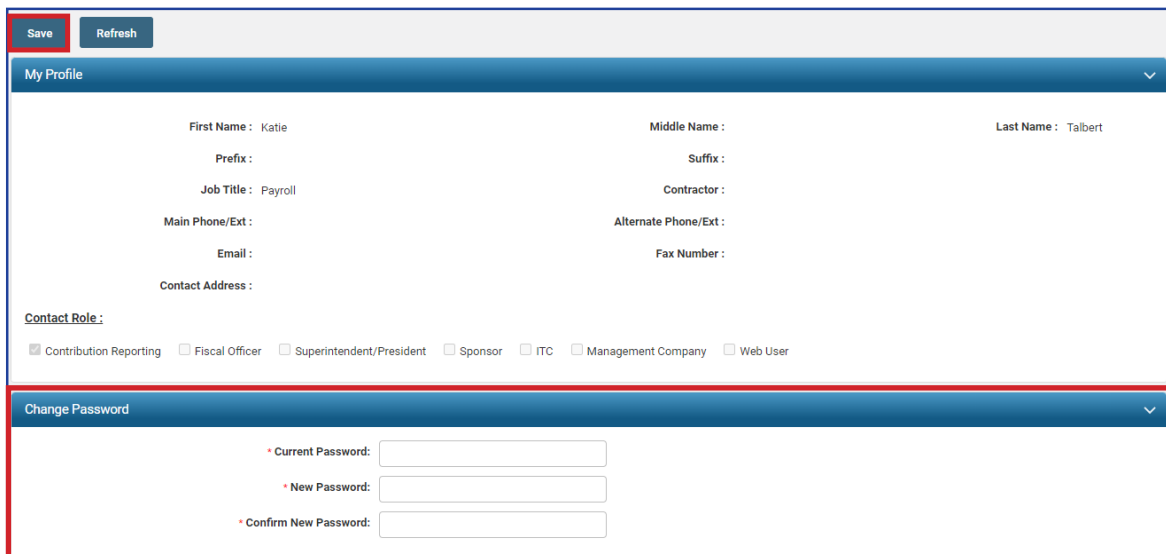


A screenshot of a web application's 'Others' dropdown menu. The menu is open, showing several options: 'My Profile', 'Death Notification', 'ERI Cost Calculator', and 'FAQ'. The 'My Profile' option is highlighted with a red border, indicating it is the selected item.

2. Update your password on the **Change Password** panel.

3. Click **Save**.

3.



A screenshot of the eSERS user interface showing two panels. The top panel, titled 'My Profile', contains a 'Save' button (highlighted with a red border) and a 'Refresh' button. Below the buttons is a form with various fields for user information, including First Name, Middle Name, Last Name, Prefix, Suffix, Job Title, Contractor, Main Phone/Ext, Alternate Phone/Ext, Email, Fax Number, and Contact Address. The bottom panel, titled 'Change Password', is highlighted with a red border and contains three password input fields: 'Current Password', 'New Password', and 'Confirm New Password'.

2.

Definitions

eSERS	Employer Web Portal. Employers use this portal to upload Employer Reporting files, view processed data, and perform additional functions.
Employer Web Administrator (EWA)	This role has full access to all eSERS functions. Only one EWA can be set up for an employer and is created by SERS. An EWA can create and maintain multiple web users under that employer.
Web User	An eSERS portal user created by an EWA. A person with this role can perform only the assigned duties or functions given to them. One or more web users can be entered for an employer.