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.
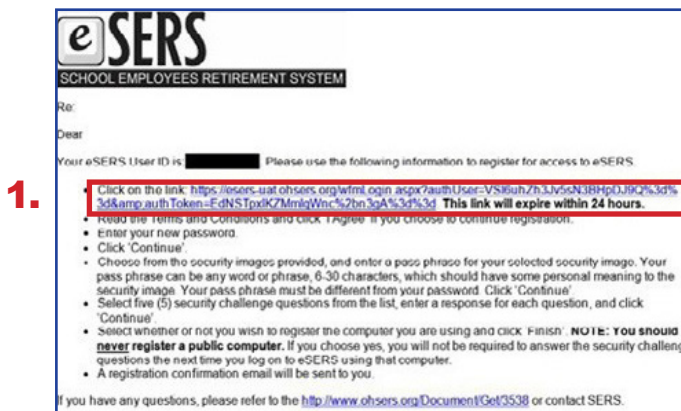
2. Agree to the End User Terms and Conditions.

3. Enter and confirm your new password.
   Please Note: **Read password rules and tips in the "Create Password" screen.**

4. Click the **Continue** button.

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**.

10. Choose Yes or No to register this computer.

11. Click **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

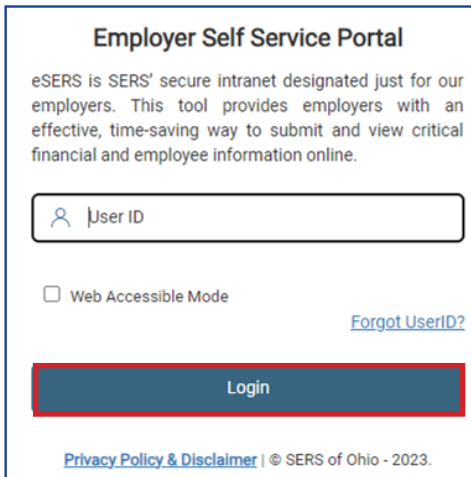After going through the initial registration process, you will receive a confirmation email. At this point, you can access eSERS by navigating to the login page using the link provided in the email.

Steps:

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

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

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.
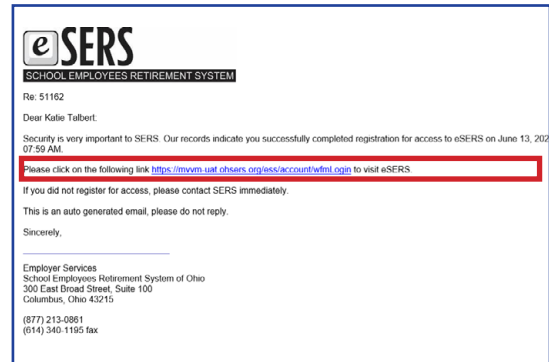
Forgot User ID?

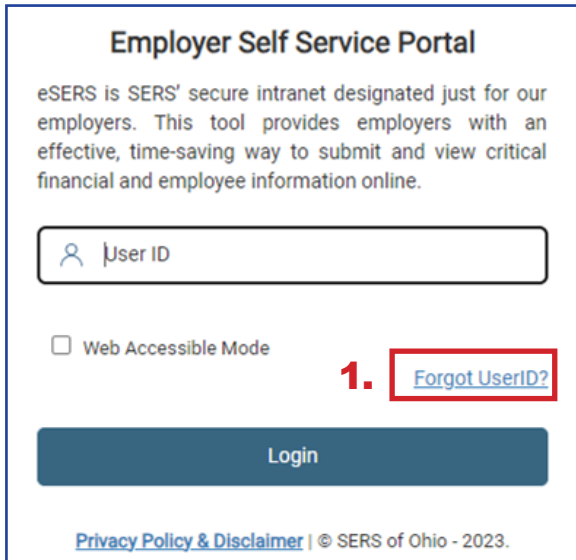From the login page, follow these steps and an email will be sent to you with your User ID.
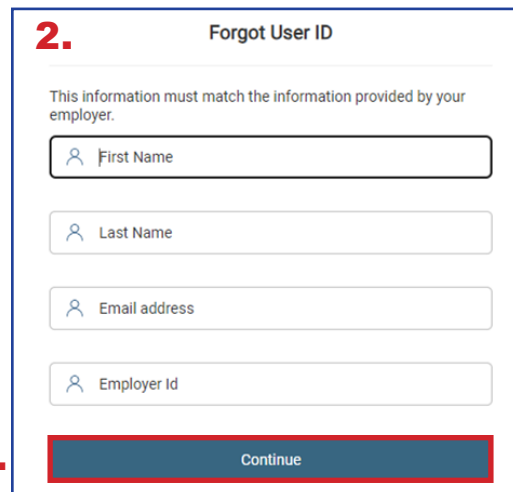
Steps:

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

2. On the Forgot User ID screen, enter your:
   - First name
   - Last name
   - Email address
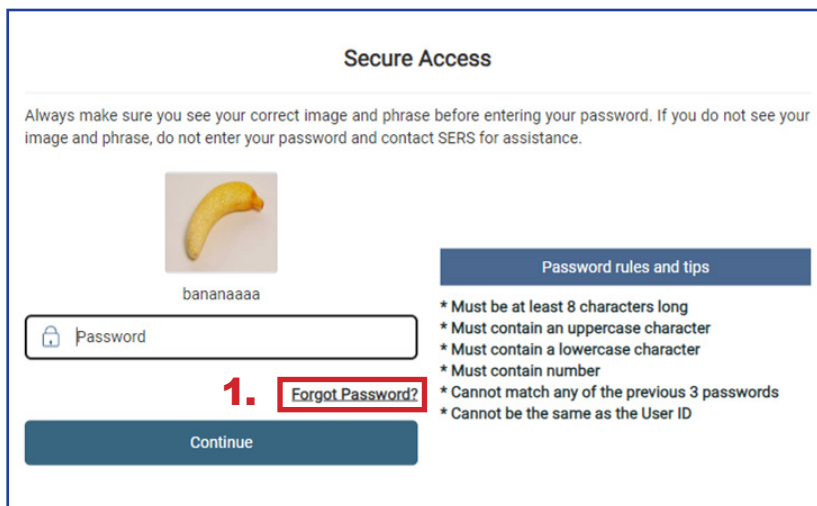   - Employer ID

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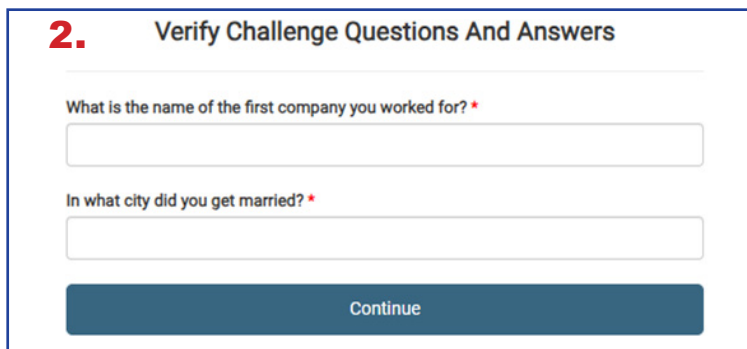
2. Answer the security questions that you set up during initial registration.
   Please Note: The answers to the security questions are case sensitive.

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.**
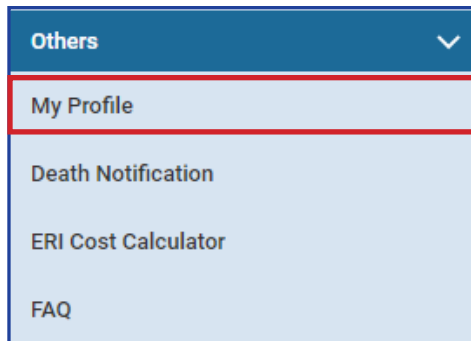
How to Change Your Existing Password

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

Steps:

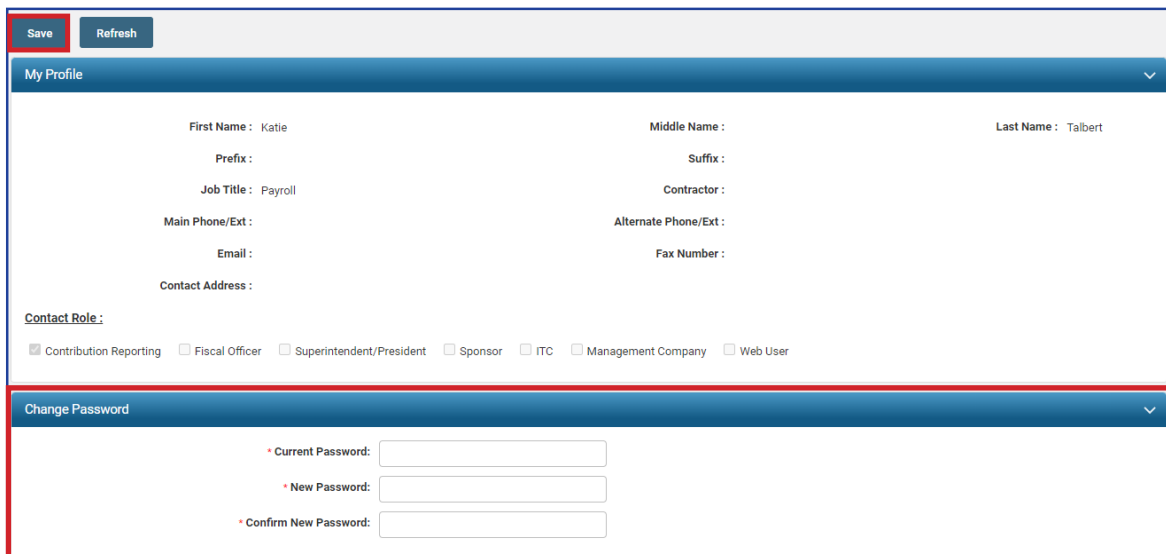1. While logged into eSERS, select the **My Profile** link under the Others main menu item.

1.

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

3. Click **Save**.

3.
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.