**October 24, 2023**

## Attention District Employer Web Administrator (EWA)
### Coming Soon: Update to eSERS Registration and Login

In December, Employer Services will update the registration and login process for eSERS. A dual factor authentication process will replace the image, phrase, and security questions. Instead, it will use the email address or cell phone number on file.

Before the update, Employer Services will require all EWAs to verify that the contact information for all Web Users is accurate by using the Contact/Web User Maintenance application in eSERS.

The EWA is to verify that the email address on file is correct, and if the contact would like to have the dual authentication sent via text, a cellphone number will need to be added in the Alternate Phone/Ext field.

It is imperative that the contact information for the districts' Web Users is accurate.

The only form of communication regarding the new login will be sent via email.

### Employer Web Administrator Roles and Responsibilities

As the EWA, it is your responsibility to set up Web Users with access to eSERS, unlock accounts, and update contact information.

If the district would like to change who holds the EWA role, please complete the EWA registration form.

For a step-by-step guide to complete these tasks, please download the Contacts Web User Maintenance section of the *eSERS Guide*.

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