



Webinar

eSERS Registration and Login Update





Agenda

- What happens on December 11?
- New login process
- Check your contact information in eSERS
- How the EWA can update contact information



Temporary Password Email

From: employerservices@ohsers.org
Sent: Monday, December 11, 2023 10:00 AM
To: SERS Employer
Subject: Action Needed: eSERS Login Information



Re: 25124

Dear Employer:

As part of recent updates to eSERS, you are receiving this temporary one-time password.

Once on eSERS, click the 'Login' button to enter your User ID and the following temporary password:

Temporary One-Time Password: AbCd1234Ez

You will then be prompted to create your new password.

If you have any questions, contact SERS at 1-877-213-0861.

This is an auto-generated email -- please do not reply.

Sincerely,

Your Employer Services Team



Changing the Password

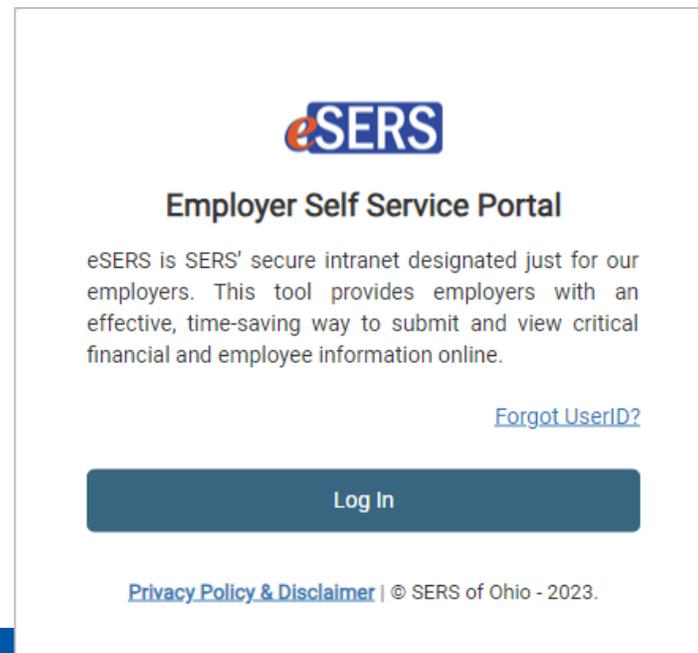
Once you get the email with your temporary password:

- Log into eSERS
- Enter your User ID
- In the password screen, enter the Temporary One-Time Password
- You will be prompted to change your password



New Login Process

- Going forward, each time you log into eSERS, you will need a verification code
- This code can be through email, voice call, or text





Enter Your New Password



Employer Self Service Portal

Username

Password

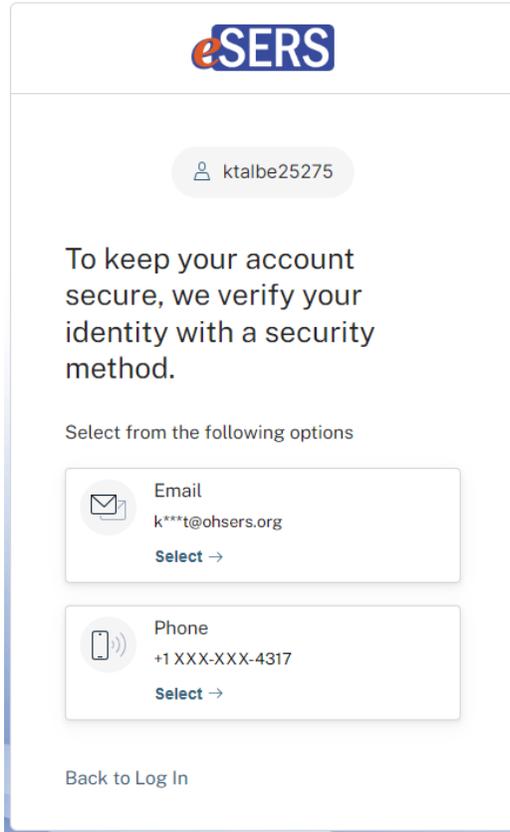
Keep me signed in

[Sign In](#)

[Forgot password?](#)

[Unlock account?](#)

Verification Code

A screenshot of the SERS verification code selection screen. At the top left is the eSERS logo. Below it is a user ID 'ktalbe25275' with a person icon. The main text reads: 'To keep your account secure, we verify your identity with a security method.' Below this is the instruction 'Select from the following options'. There are two selection options: 'Email' with an envelope icon, email address 'k***t@ohsers.org', and a 'Select ->' button; and 'Phone' with a phone icon, number '+1 XXX-XXX-4317', and a 'Select ->' button. At the bottom left is a 'Back to Log In' link.

eSERS

ktalbe25275

To keep your account secure, we verify your identity with a security method.

Select from the following options

Email
k***t@ohsers.org
Select →

Phone
+1 XXX-XXX-4317
Select →

[Back to Log In](#)

- Choose between email or phone for your code
- If there isn't a cell phone number listed on file for you, the verification code can only be sent via email



Verify with Email

The code will be sent to the email address on file

The screenshot shows the eSERS login interface. At the top is the eSERS logo. Below it is an envelope icon. A user ID 'ktalbe01009' is displayed. The main heading is 'Verify with your email'. Below this is a message: 'We sent an email to k****@ohsers.org. Enter the verification code below and select "Continue".' There is an input field labeled 'Enter Code' and a dark blue 'Continue' button. At the bottom, there are links for 'Verify with something else' and 'Back to Log In'.



Verify with Phone

If there is a cell phone number on file for you, you will have a choice of a text or a voice call

The screenshot shows the eSERS verification screen. At the top is the eSERS logo. Below it is a mobile phone icon. A user ID 'ktalbe25275' is displayed. The main text reads: 'Get a verification code on your phone.' Below this, it says 'Send a verification code via text to +1 XXX-XXX-4317' and 'Carrier messaging charges may apply'. There are two buttons: 'Receive a code via text' (dark blue) and 'Receive a voice call Instead' (light grey). At the bottom, there are links for 'Verify with something else' and 'Back to Log In'.



Contacts / Web User Maintenance

To verify your contact information, click on the **Contacts / Web User Maintenance** application on eSERS.





Contact Information

Click on your Contact ID and verify that your information is correct

Contact Information ▼

Contact ID :17744

Select from

Management Company Contact : Select from ITC Contact : Select from Sponsor Contact : None :

*** First Name :** Katie **Middle Name:** *** Last Name :** Talbert

Prefix : **Suffix :**

Job Title : Payroll **Contractor :**

*** Main Phone / Ext :** (614) 340-1090 **Cell Phone :** ()

*** Email :** ktalbert@ohsers.org **Fax Number:** () - -

*** Contact Address :** 200 E. Wilson Bridge Rd,Worthington,Ohio,43085

*** Status :** Active

*** Contact Role :**

Contribution Reporting Fiscal Officer Superintendent/President Sponsor ITC Management Company



Employer Web Administrator

- If you are the Web User and want your cell phone number listed, the Employer Web Administrator (EWA) for your district will need to add the number
- If you are the EWA and need to make updates to your contact information, contact Employer Services