

# 2024 eSERS Guide

# **REGISTRATION**



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

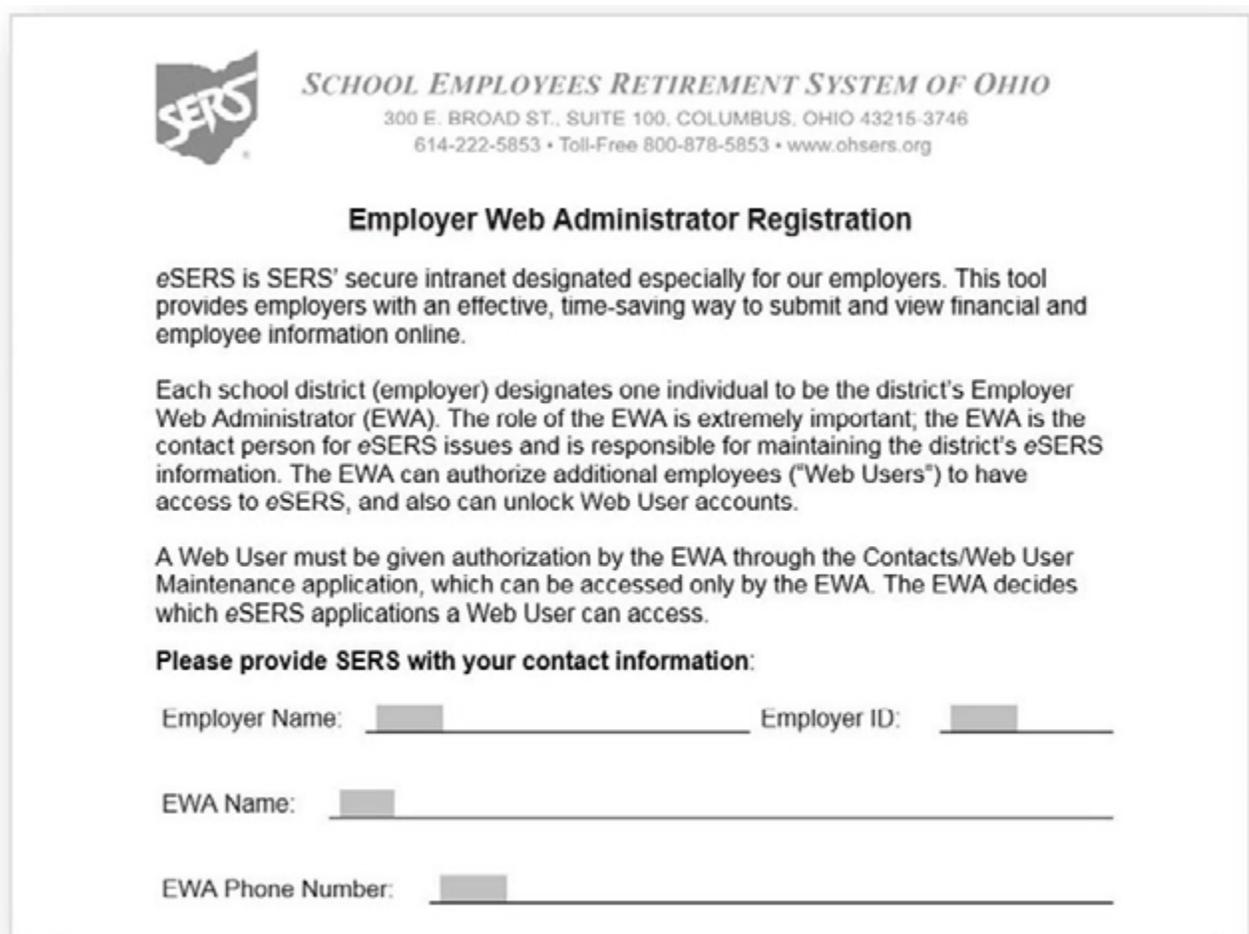
# Employer Web Administrator

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.



 **SCHOOL EMPLOYEES RETIREMENT SYSTEM OF OHIO**  
300 E. BROAD ST., SUITE 100, COLUMBUS, OHIO 43216-3746  
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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:

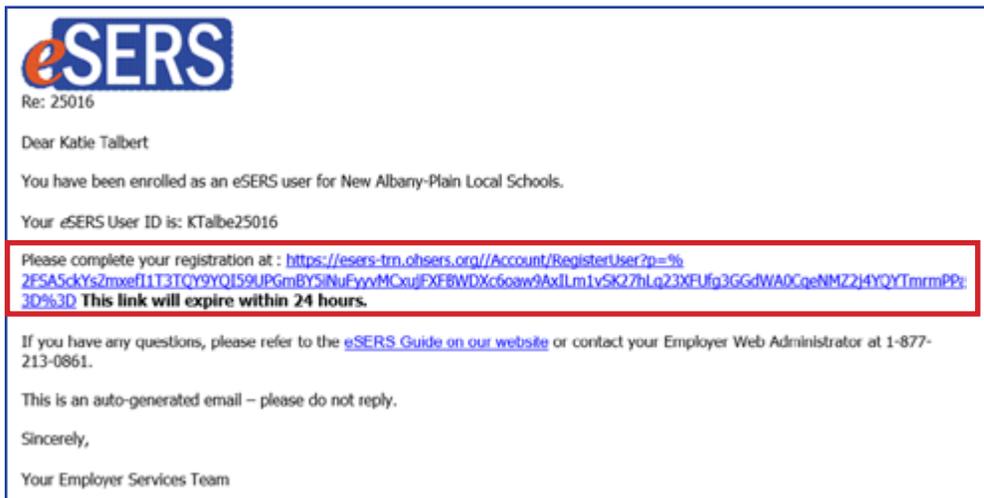
# Registering

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.

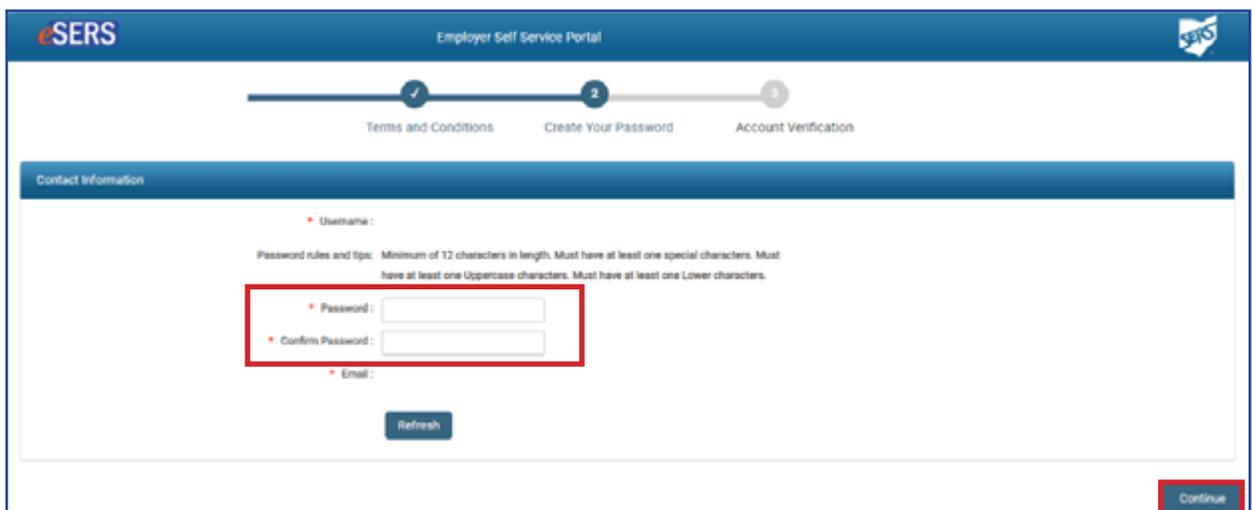


2. Agree to the **End User Terms and Conditions**.

3. Enter and confirm your new password.

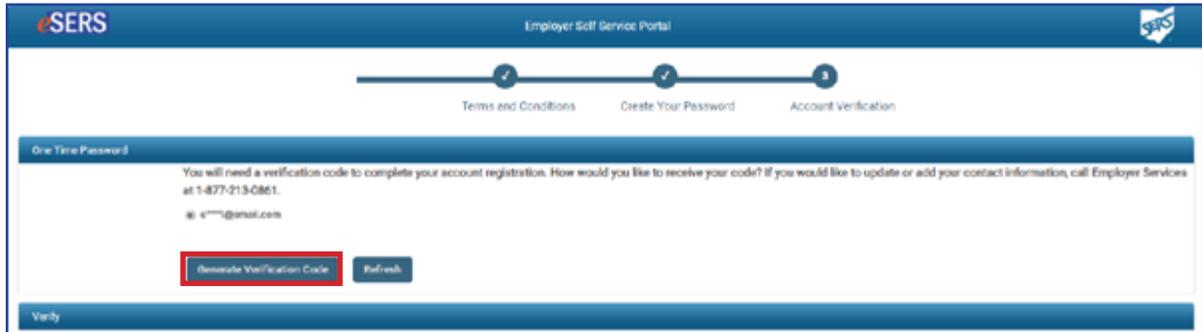
**Please Note:** Read password rules and tips in the “Create Password” screen.

4. Click the **Continue** button.

A screenshot of the eSERS Employer Self Service Portal. The page title is "Employer Self Service Portal". At the top, there is a progress bar with three steps: "Terms and Conditions" (completed), "Create Your Password" (current step), and "Account Verification". Below the progress bar, there is a "Contact Information" section. The "Username" field is filled. Below it, there is a "Password rules and tip" section: "Minimum of 12 characters in length. Must have at least one special characters. Must have at least one Uppercase characters. Must have at least one Lower characters." Below the rules, there are two input fields: "Password" and "Confirm Password", both of which are highlighted with a red box. Below these fields is an "Email" field. At the bottom of the form, there is a "Refresh" button. In the bottom right corner of the page, there is a "Continue" button, also highlighted with a red box.

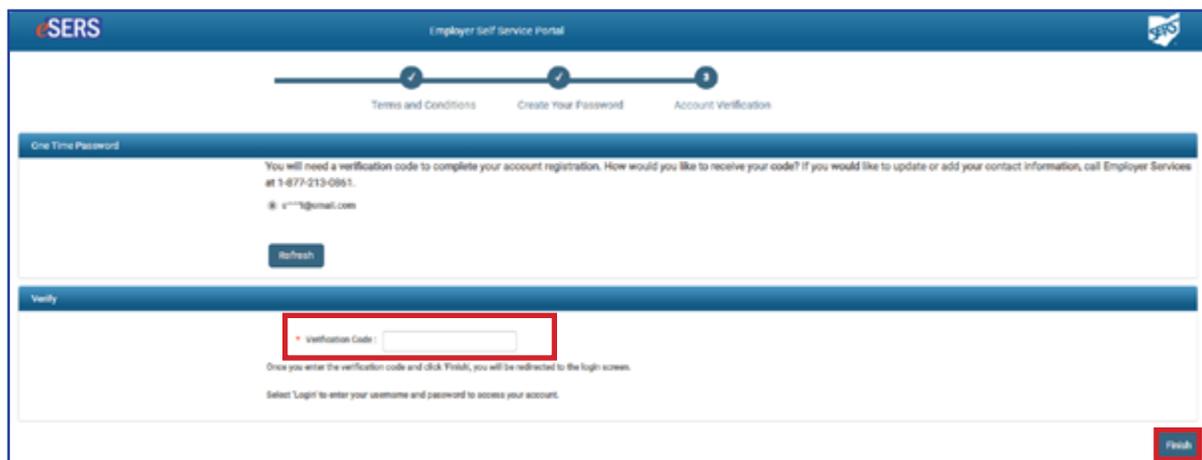
5. You will need a verification code to complete the registration process for your new eSERS web user account. Select the option to receive your verification code and click **Generate Verification Code**.

**Please Note:** If the Employer Web Administrator entered in a cell phone number for you, it would also show on this screen as an option to select.



The screenshot shows the 'Employer Self Service Portal' with a progress bar at the top indicating three steps: 'Terms and Conditions', 'Create Your Password', and 'Account Verification'. The 'Account Verification' step is currently active. Below the progress bar, the text reads: 'One Time Password: You will need a verification code to complete your account registration. How would you like to receive your code? If you would like to update or add your contact information, call Employer Services at 1-877-213-0861. @ \*\*\*\*\*@msd.com'. Two buttons are visible: 'Generate Verification Code' (highlighted with a red box) and 'Refresh'.

6. Enter the verification code that was emailed (or sent via text) in the **Verification Code** field and click **Finish**.



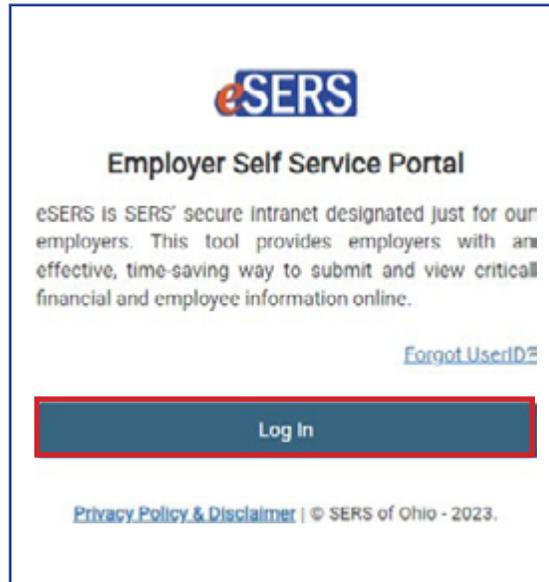
The screenshot shows the 'Employer Self Service Portal' with the progress bar at the top. The 'Account Verification' step is active. The text reads: 'One Time Password: You will need a verification code to complete your account registration. How would you like to receive your code? If you would like to update or add your contact information, call Employer Services at 1-877-213-0861. @ \*\*\*\*\*@msd.com'. A 'Refresh' button is visible. Below the text, there is a 'Verify' section with a 'Verification Code' input field (highlighted with a red box) and a 'Finish' button. Below the input field, the text reads: 'Once you enter the verification code and click Verify, you will be redirected to the login screen. Select Login to enter your username and password to access your account.'

# Logging In

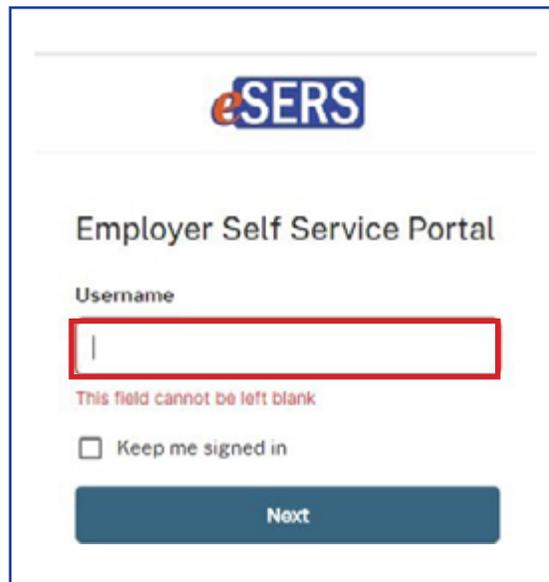
After going through the initial registration process, you will receive a confirmation email.

## Steps to log into eSERS with the dual verification factor - Email:

1. Click **Log In**.

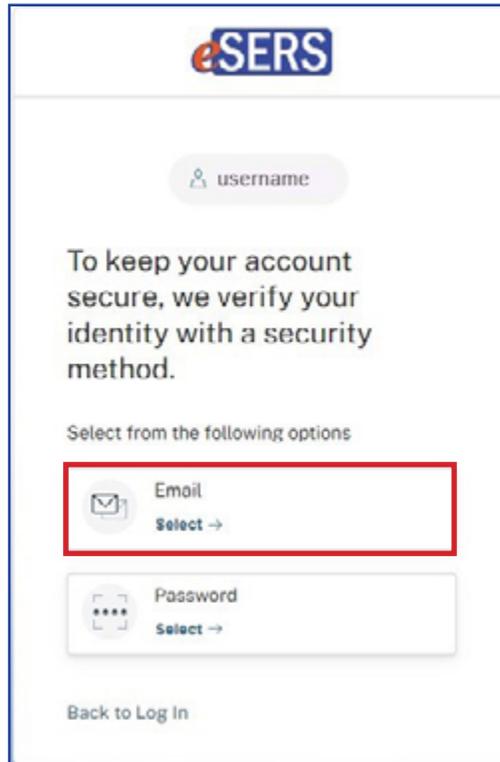


2. Enter your **Username**.

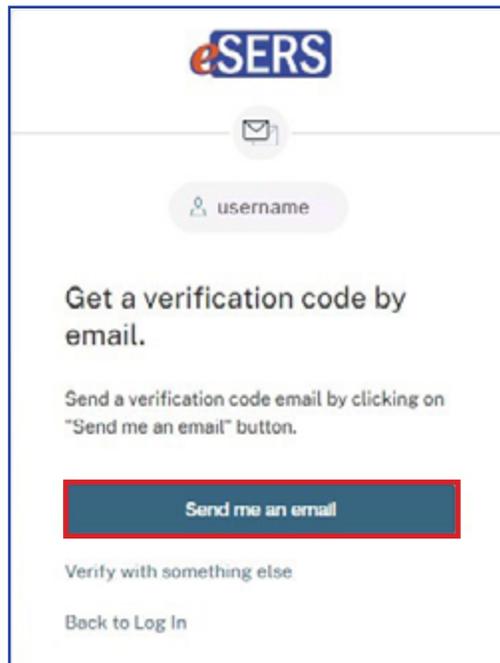


3. If you would like to verify your identity with a verification code sent via email, click on **Email**.

**Please Note:** If you would like to verify your identity with your password, see page 8.



4. Click on **Send me an email**.



5. Enter the verification code that was sent to the email address Employer Services has on file.

**eSERS**

✉

username

### Verify with your email

We sent an email to k\*\*\*t@ohsers.org. Enter the verification code below and select "Continue".

**Enter Code**

**Continue**

[Verify with something else](#)

[Back to Log In](#)

6. Enter your password.

**eSERS**

🔒

username

### Enter your password and select "Continue"

**Password**

**Continue**

[Forgot password?](#)

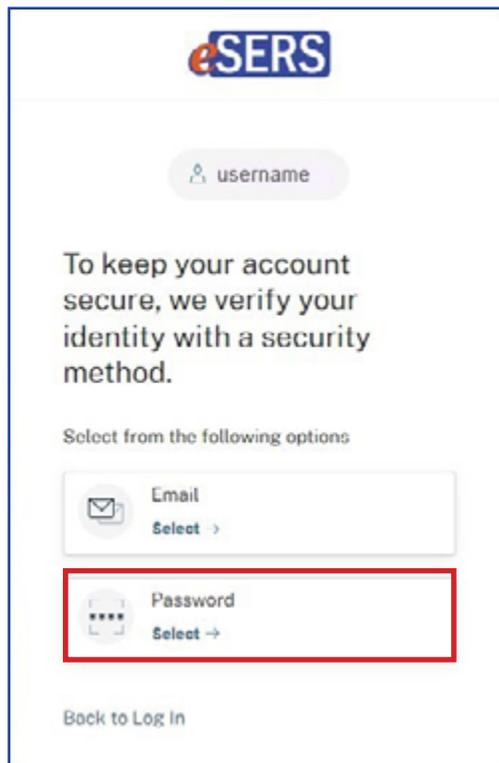
[Verify with something else](#)

[Back to Log In](#)

Once you enter your verification code, you will be logged into eSERS.

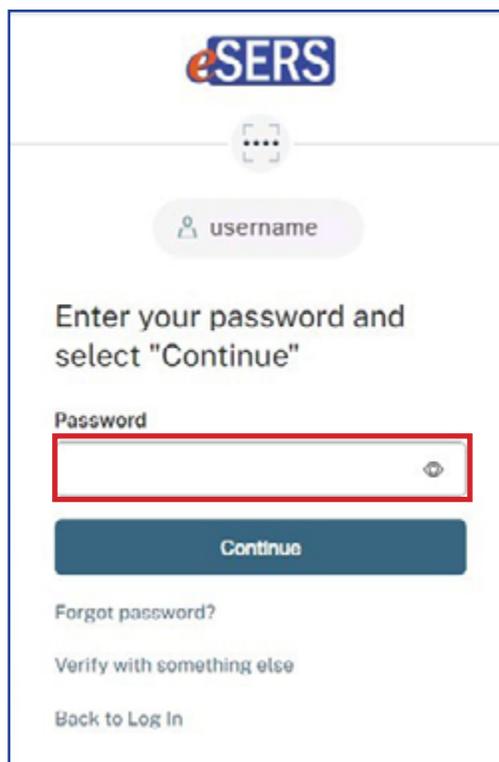
## Steps to log into eSERS with the dual verification factor - Password

1. If you would like to verify your identity with the password, click on **Password**.



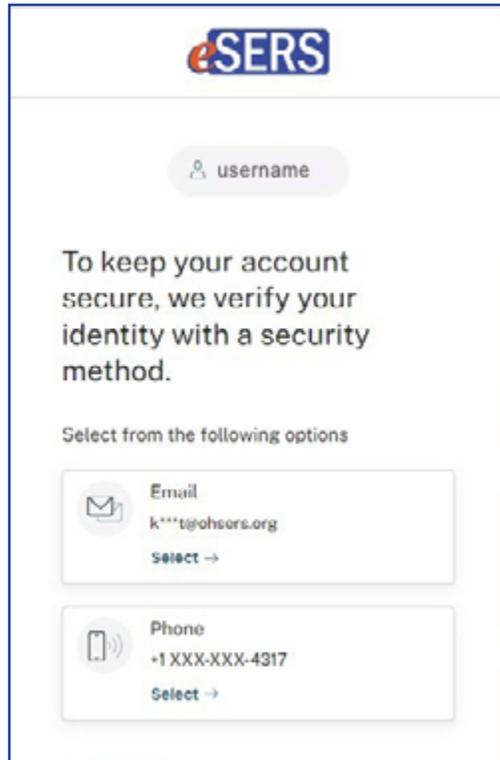
The screenshot shows the eSERS login interface. At the top is the eSERS logo. Below it is a 'username' input field. A message states: 'To keep your account secure, we verify your identity with a security method.' Below this, it says 'Select from the following options'. There are two options: 'Email' and 'Password'. The 'Password' option is highlighted with a red rectangular box. At the bottom, there is a 'Back to Log In' link.

2. Enter your password.



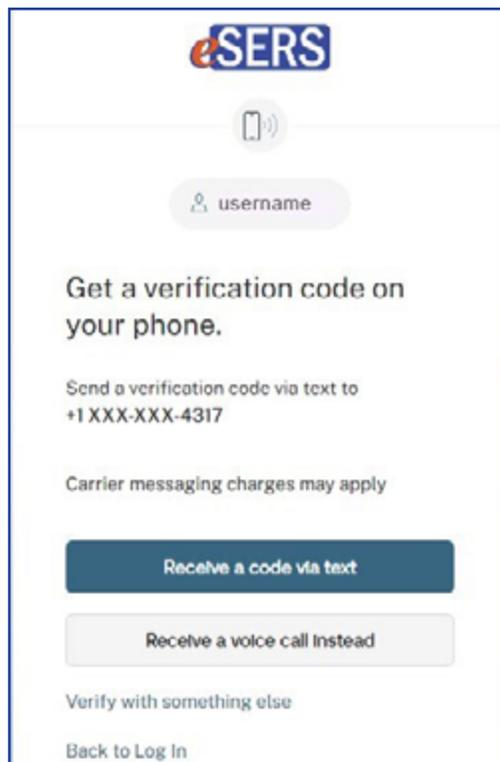
The screenshot shows the eSERS login interface after selecting the 'Password' option. The 'Password' option is now selected, indicated by a red box around its icon. Below the selection is a 'username' input field. A message states: 'Enter your password and select "Continue"'. Below this is a 'Password' input field, which is highlighted with a red rectangular box. Below the password field is a blue 'Continue' button. At the bottom, there are links for 'Forgot password?', 'Verify with something else', and 'Back to Log In'.

3. Select how you would like to receive your verification code.



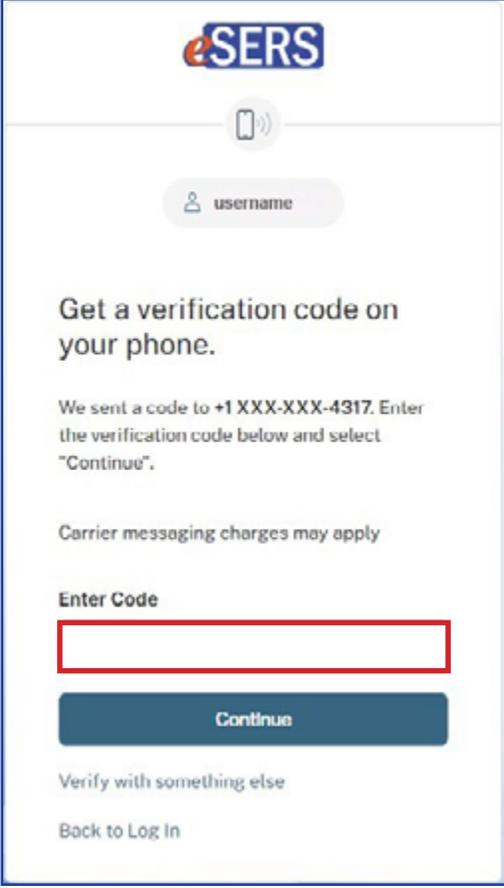
The screenshot shows the eSERS logo at the top. Below it is a rounded input field containing the text "username". The main heading reads "To keep your account secure, we verify your identity with a security method." Below this, it says "Select from the following options". There are two selection cards: the first is for "Email" with the address "k\*\*\*@ohsers.org" and a "Select ->" button; the second is for "Phone" with the number "+1 XXX-XXX-4317" and a "Select ->" button.

4. If you choose “Email,” you will need to provide the verification code emailed to you. If you choose “Phone,” you will need to select “Receive a code via text” or “Receive a voice call instead.”



The screenshot shows the eSERS logo at the top. Below it is a rounded input field containing the text "username". The main heading reads "Get a verification code on your phone." Below this, it says "Send a verification code via text to +1 XXX-XXX-4317". A note states "Carrier messaging charges may apply". There are two buttons: a dark blue button labeled "Receive a code via text" and a light grey button labeled "Receive a voice call instead". At the bottom, there is a link "Verify with something else" and a link "Back to Log In".

5. Enter the code.



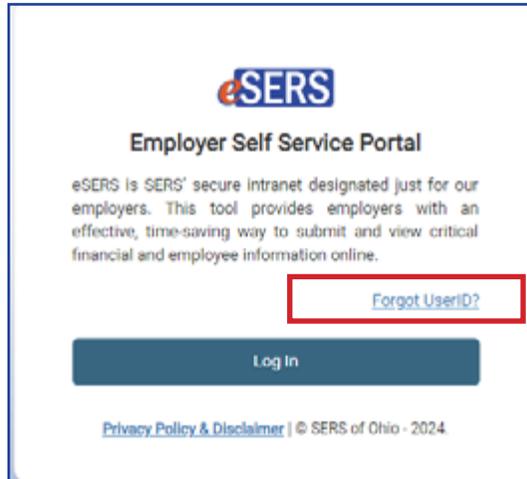
The image shows a mobile application screen for eSERS. At the top is the eSERS logo. Below it is a mobile phone icon with signal waves. A text input field contains the word "username". The main heading reads "Get a verification code on your phone." Below this, a message states: "We sent a code to +1 XXX-XXX-4317. Enter the verification code below and select 'Continue'." A smaller line of text says "Carrier messaging charges may apply". There is a section titled "Enter Code" with a red-outlined text input field. Below the input field is a dark blue button labeled "Continue". At the bottom, there are two links: "Verify with something else" and "Back to Log In".

You will now be logged into eSERS.

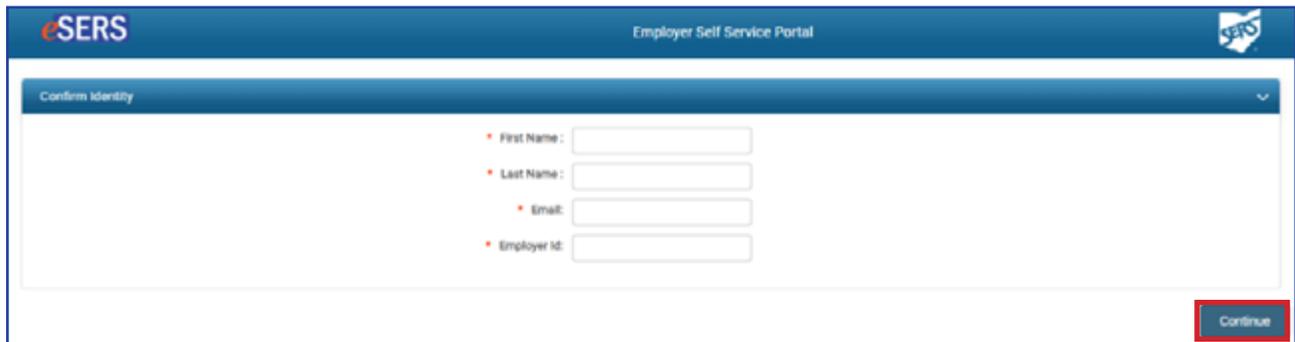
# Forgot User ID

## Steps:

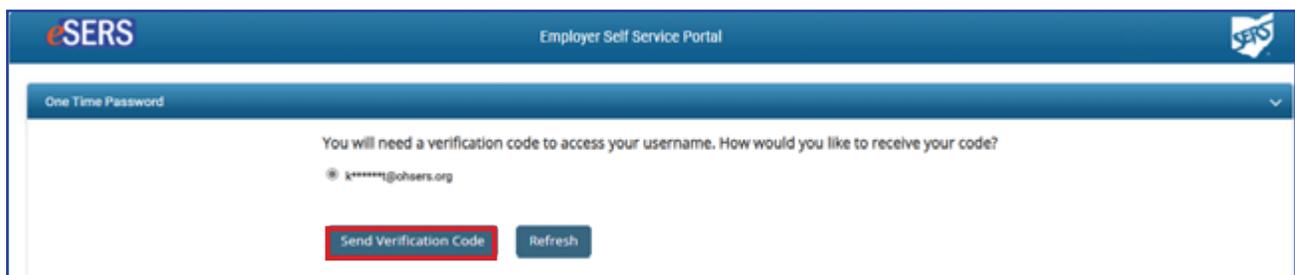
1. On the Log In Page, click **Forgot User ID**.



2. Enter the needed information and click **Continue**.



3. Select how you would like the verification code sent, and click **Send Verification Code**.



4. Enter the **Verification Code** and click **Next**.

The screenshot shows the 'One Time Password' section of the Employer Self Service Portal. It prompts the user to provide a verification code for the email address k\*\*\*\*\*@chsers.org. There are buttons for 'Resend Verification Code' and 'Refresh'. Below this is the 'Verify OTP' section with a 'Verification Code' input field containing six asterisks. A 'Next' button is located at the bottom right.

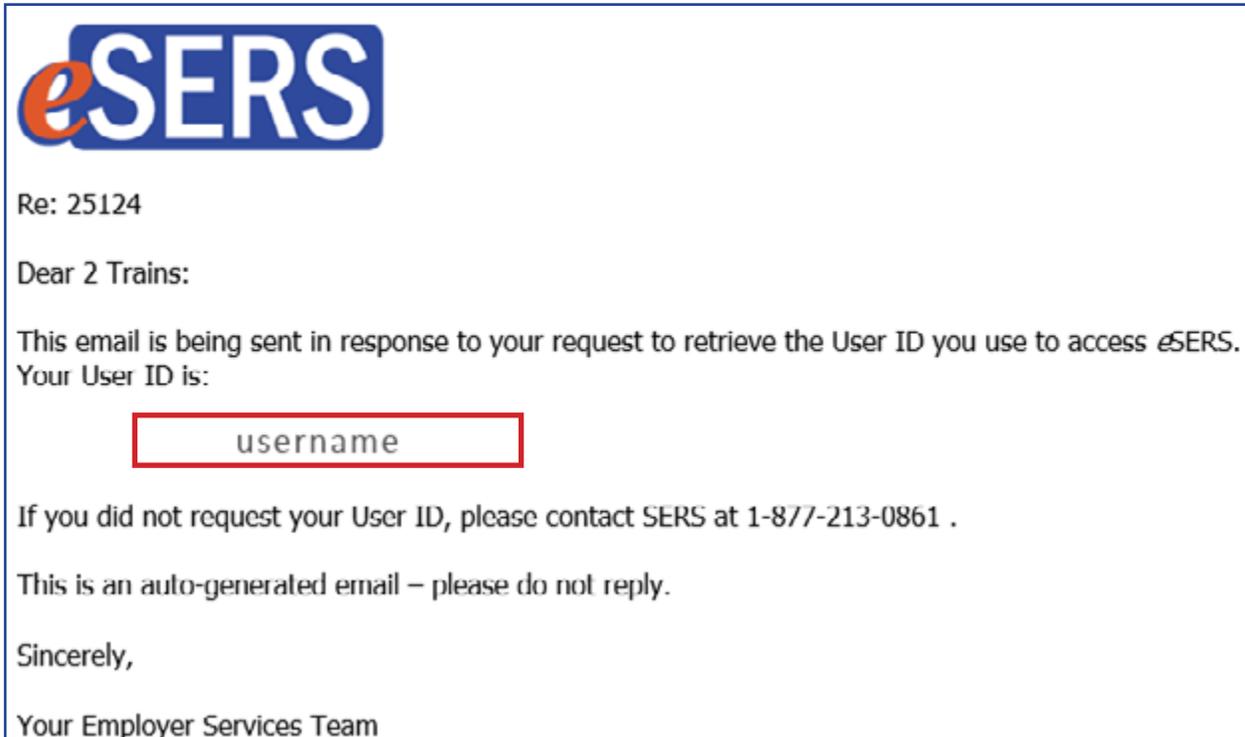
5. Click **Log In**.

The screenshot shows the 'Username Sent' section of the Employer Self Service Portal. It instructs the user to 'Select "Log In" to enter your username and password to access your account.' A 'Log In' button is highlighted with a red box.

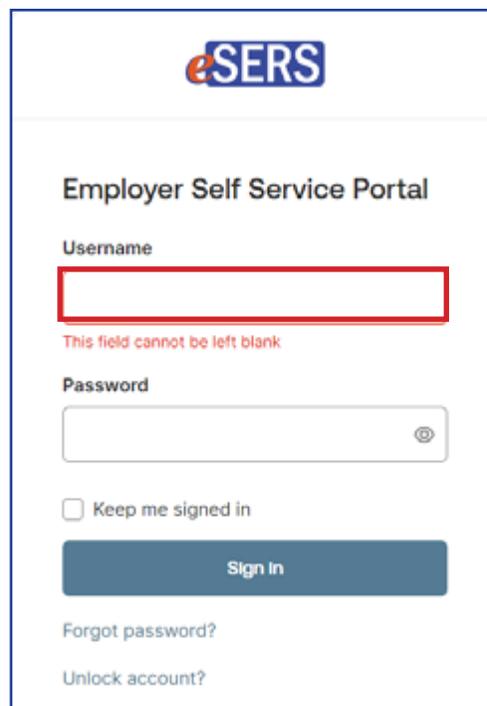
6. You will be directed to the eSERS Log In screen. Click **Log In**.

The screenshot shows the main eSERS Employer Self Service Portal login page. It features the eSERS logo, a description of the portal as a secure intranet for employers, and a 'Forgot UserID?' link. A 'Log In' button is highlighted with a red box. At the bottom, there is a link for 'Privacy Policy & Disclaimer' and a copyright notice for SERS of Ohio - 2024.

7. Your Username will be emailed to you.



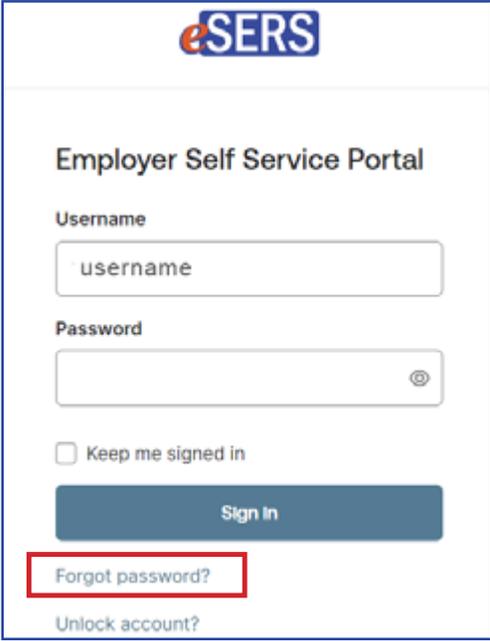
8. You will then be able to enter your forgotten User ID in the Username field.



# Forgot Password

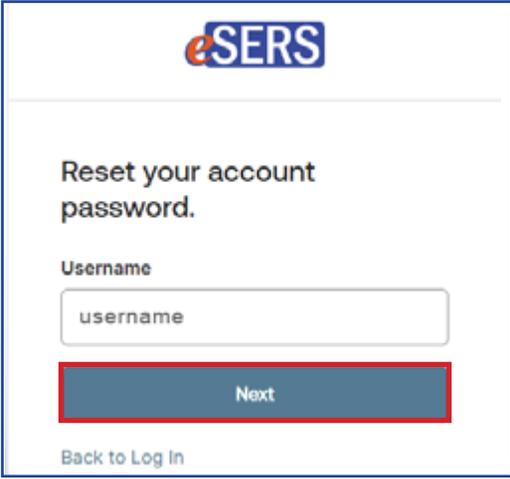
## Steps:

1. Click on **Forgot Password** in the Log In Screen.



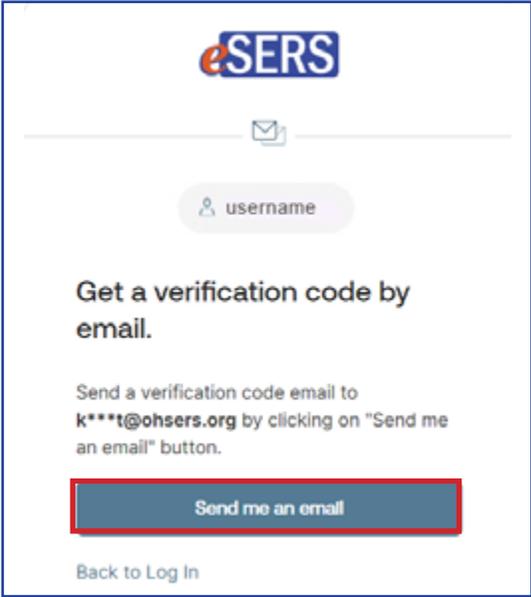
The screenshot shows the eSERS logo at the top. Below it is the title "Employer Self Service Portal". There are two input fields: "Username" with the placeholder text "username" and "Password" with a toggle icon. Below the password field is a checkbox labeled "Keep me signed in". A blue "Sign In" button is positioned below the checkbox. A red box highlights the "Forgot password?" link, and a "Unlock account?" link is visible at the bottom.

2. Enter your **Username** and click **Next**.



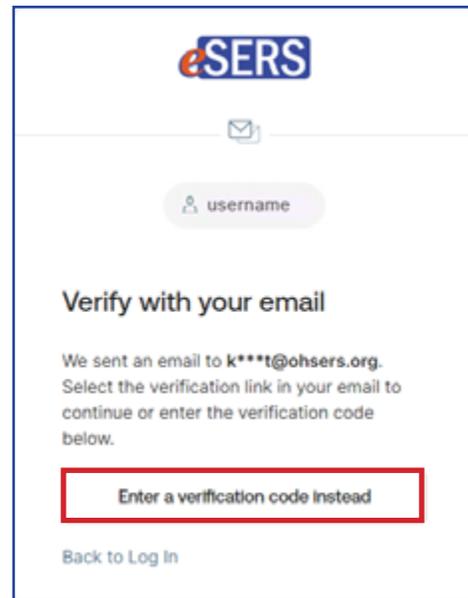
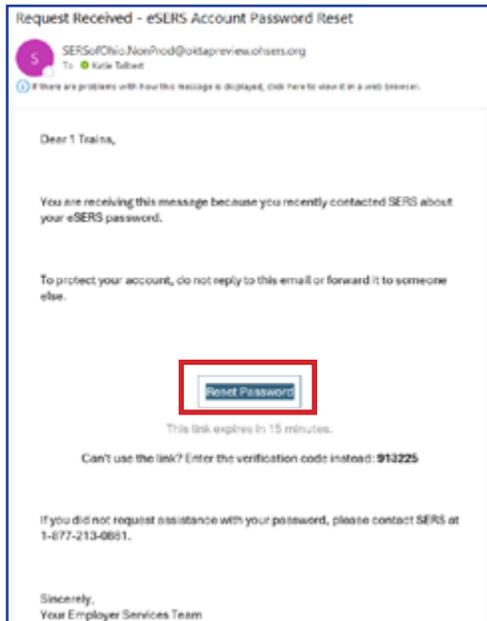
The screenshot shows the eSERS logo at the top. Below it is the title "Reset your account password.". There is a "Username" input field with the placeholder text "username". A blue "Next" button is highlighted with a red box. A "Back to Log In" link is at the bottom.

3. Click **Send me an email**.

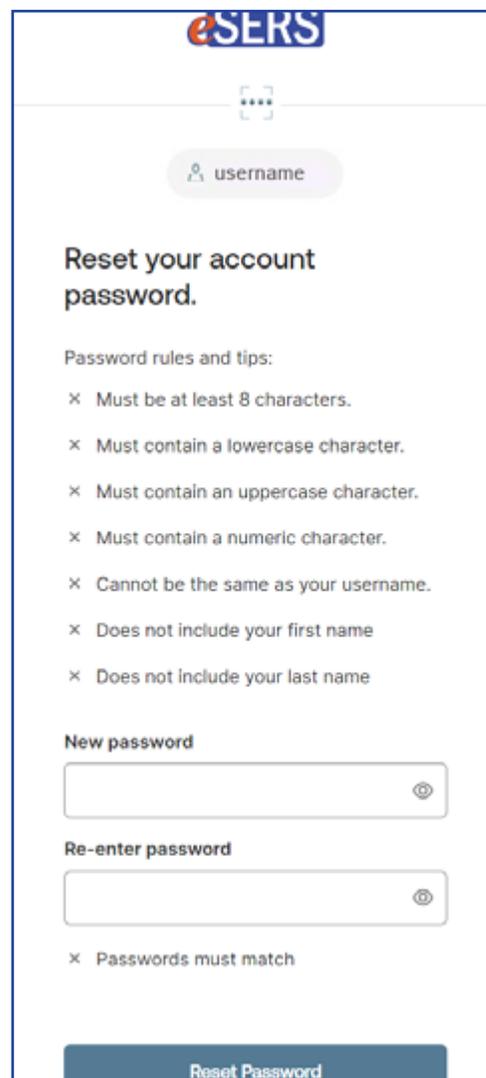


The screenshot shows the eSERS logo at the top. Below it is an envelope icon. There is a "username" input field with a person icon. Below the input field is the title "Get a verification code by email.". There is a paragraph of text: "Send a verification code email to k\*\*\*\*@ohsers.org by clicking on 'Send me an email' button.". A blue "Send me an email" button is highlighted with a red box. A "Back to Log In" link is at the bottom.

4. Click on the **Reset Password** link in the email, or enter the verification code on the eSERS screen.



5. Enter in the new password following the rules and tip guidelines.

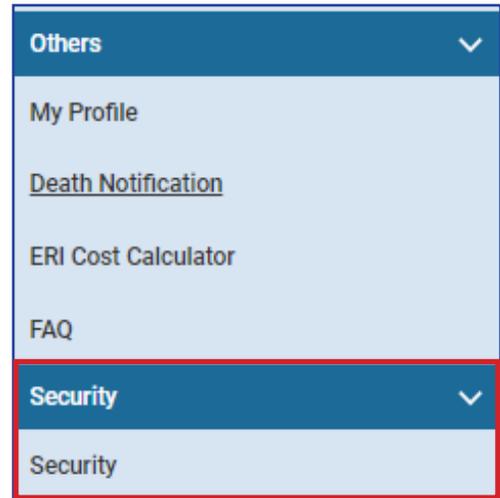


# How to Change Your Password

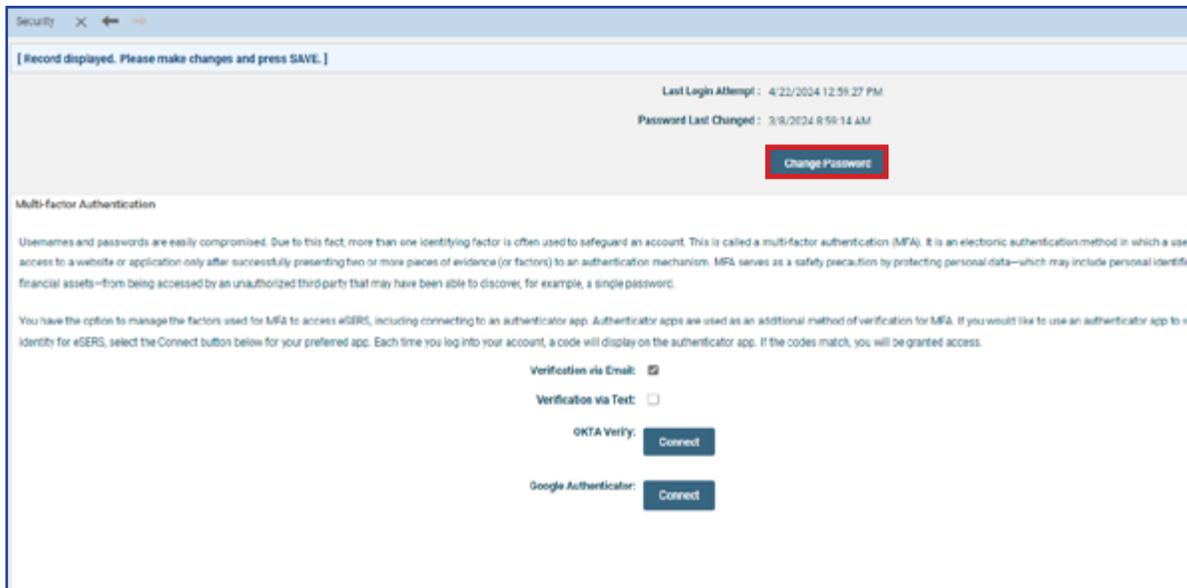
You can change your password through the Security menu option in eSERS.

## Steps:

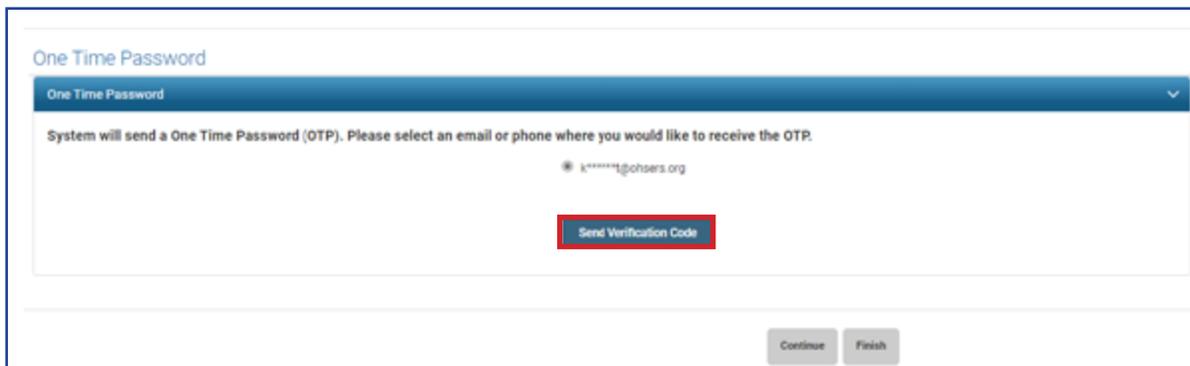
1. While logged into eSERS, select the **Security** link under the Security main menu item.



2. Click on **Change Password**.



3. Select how you would like the One Time Password (OTP) sent to you and click **Send Verification Code**.



4. Enter the **Verification Code** in the Verification Code field and click **Continue**.

One Time Password

One Time Password

System will send a One Time Password (OTP). Please select an email or phone where you would like to receive the OTP.

k\*\*\*\*\*t@ohsers.org

Resend Verification Code

Verify OTP

Verification Code : \_\_\_\_\_

Continue Finish

5. Enter in the **Current Password**, the **New Password**, and then **Confirm New Password**.

6. Click **Update**.

Change Password

Change Password

\* Current Password : \_\_\_\_\_

\* New Password : \_\_\_\_\_

\* Confirm New Password : \_\_\_\_\_

Cancel

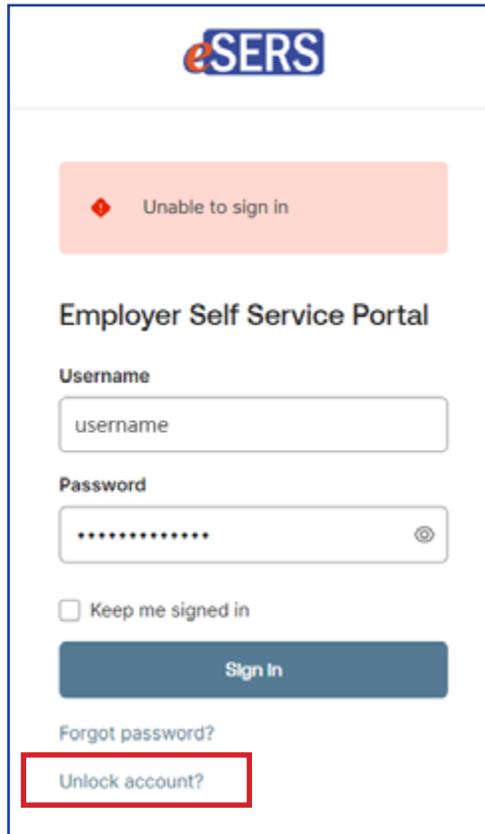
Continue Update

# Unlocking Your Account

If you have locked yourself out of your account, you are able to unlock your account, only if you know your password.

To unlock your account:

1. Click **Unlock Account**.



The screenshot shows the eSERS Employer Self Service Portal login page. At the top is the eSERS logo. Below it is a red error message: "Unable to sign in". The main heading is "Employer Self Service Portal". There are two input fields: "Username" with the text "username" and "Password" with masked characters "\*\*\*\*\*". Below the password field is a checkbox labeled "Keep me signed in". A blue "Sign In" button is positioned below the checkbox. At the bottom, there are two links: "Forgot password?" and "Unlock account?". The "Unlock account?" link is highlighted with a red rectangular box.

2. Enter your Username.



The screenshot shows the "Unlock account?" page. At the top is the eSERS logo. The main heading is "Unlock account?". Below it is a "Username" label and an input field containing the text "username". The input field is highlighted with a red rectangular box. Below the input field is a blue "Next" button. At the bottom left, there is a link labeled "Back to Log In".

3. Choose how to have your code sent:

The screenshot shows the eSERS login verification interface. At the top is the eSERS logo. Below it is a search bar containing the text 'username'. A message reads: 'To keep your account secure, we verify your identity with a security method.' Underneath, it says 'Select from the following options' and lists four verification methods, each with an icon and a right-pointing arrow: 'Email', 'Google Authenticator', 'Okta Verify' (with the subtext 'Get a push notification'), and 'Phone'. At the bottom left, there is a link that says 'Back to Log In'.

- **Email** – a link will be sent to the email address on file.
  - Click on the “Unlock Account” link in the email.
  - You will then be taken to a screen where you will enter your password.

The screenshot shows the eSERS login verification interface after selecting 'Email'. At the top is the eSERS logo. Below it is a search bar containing the text 'username'. A message reads: 'Account successfully unlocked! Verify your account with a security method to continue.' Underneath, it says 'Enter your password and select "Continue"'. Below this is a 'Password' input field with a red border and a 'Continue' button. At the bottom left, there is a link that says 'Forgot password?' and a link that says 'Back to Log In'.

- **Google Authenticator** – a code will be generated in your Google Authenticator application on your cellphone
- **Okta Verify** – a prompt will be generated in the Okta Verify application on your cellphone
- **Phone** – a verification code will be sent via text or voice call to the cell phone number listed in our system. You will enter this code in the correct field.

**Please Note:** If you don't have a cell phone number listed, but would like it to be added, please reach out to the Employer Web Administrator for your district and they can add it.

## Definitions

<b>eSERS</b>	Employer Web Portal. Employers use this portal to upload Employer Reporting files, view processed data, and perform additional functions.
<b>Employer Web Administrator (EWA)</b>	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.
<b>Web User</b>	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.