

# Special Notice

## The Importance of Keeping Contact Information Updated



School Employees Retirement System of Ohio

January 29, 2026

### The Importance of Keeping Contact Information Updated

It is imperative that SERS maintains accurate and up-to-date contact information for districts. Ensuring this information remains current is vital for communications and proper access management.

#### Reasons to Keep Contact Information Updated:

- Most employer communications are sent via email.
- Ensures the correct individuals have access to the necessary information.
- Prevents former employees with eSERS access from logging into your eSERS portal.
- Only listed contacts can inquire about reporting procedures.

#### Review Your Contacts

Log into [eSERS](#) and click on “Contacts/Web User Maintenance” to review the active contacts.

The Employer Web Administrator (EWA) for the district is responsible for keeping contact information current, and they are the only eSERS users who can make any necessary changes.

If you are unsure who the EWA is for your district, you can find the EWAs labeled in the Contacts / Web User Maintenance application.

If your district doesn't have an EWA or the EWA labeled no longer works for the district, a new [Employer Web Administrator Registration form](#) will need to be completed and sent back to Employer Services.

## **Adding, Removing, and Unlocking Web Users – EWA Only**

Employer Services representatives can help add a new EWA or update current EWA contact information. Employer Services is unable to update Web User information.

If you are the EWA for the district and need to update the Contacts / Web User Maintenance screen, follow the steps in the *eSERS Guide* to help you navigate [adding, removing, or unlocking a Web User](#).

For assistance, please contact Employer Services at 1-877-213-0861 or [employerservices@ohsers.org](mailto:employerservices@ohsers.org).

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