



# eSERS HOTLINE

School Employees Retirement System

February 9, 2026

## New Feature Available Starting February 11, 2026: Zoom Live Chat on eSERS

To aid you with your roles and responsibilities as employers, we have added a new feature on [eSERS](#), Zoom live chat. It enables you to ask questions and get answers, all in real time.

This feature can be used by any Web User for your district. It connects you immediately to an Employer Services representative, who will assist you with your questions.

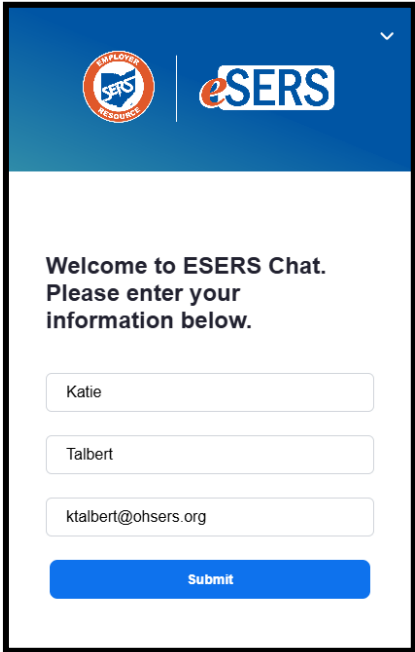
Once you are logged into eSERS, you will be able to launch the feature. Next time you log into eSERS, look for the blue ESERS Chat button at the bottom right corner of the screen to access the chat.

The screenshot shows the eSERS Home page for user 77127-Cuyahoga Falls City Schools. The page is divided into several sections:

- Messages:** A section titled "3 Most Recent Messages" with a "View All Messages" button. Below it is a table with columns: Message Type, Message Subject, Received Date. It shows "No records to display".
- Employer Information:** A section displaying details for Employer ID: 77127, including Name (Cuyahoga Falls City Schools), Communication Preference (Email), County (Summit County), Primary Contact, Primary Address (Street, 67012, CITY, 47012, OH 44042), and Contractor ID.
- Employer Reporting:** A section titled "3 Most Recent Employer Reporting Files" with a table showing Header ID, Header Type, Header Status, Pay Date, Contribution Cycle Code, and Status Order. It lists several records with IDs like 000001, 000019, 000020, 000021, 000022, and 000023.
- Next Reports Due:** A section with a table showing Contribution Cycle Code, Pay Date, and Due Date. It lists three reports due on 08/15/2025, 08/23/2025, and 08/17/2025.

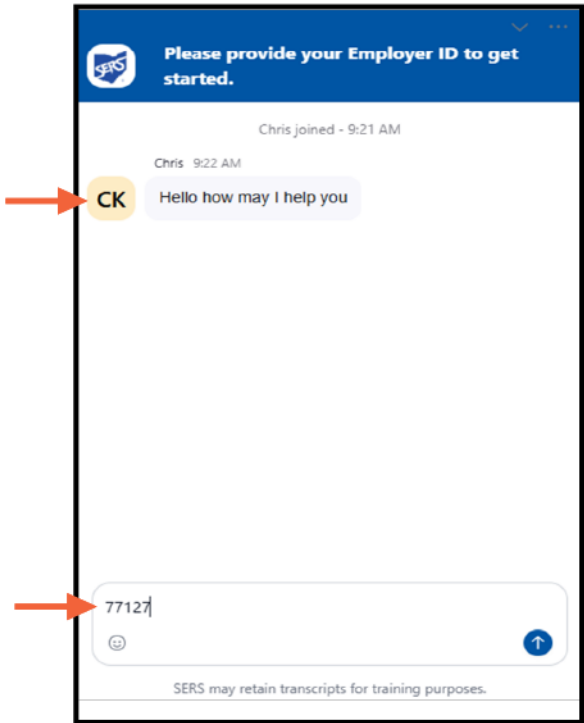
In the bottom right corner, there is a blue button labeled "eSERS Chat" with a white arrow pointing to it.

After you click the button, a window will open. Provide your first name, last name, and email address, and then click “Submit.”



The screenshot shows a mobile app interface for ESERS Chat. At the top is a blue header with the ESERS logo (a red circle with 'SERS' and 'EMPLOYER SERVICES' around it) and the text 'eSERS'. Below the header, the text reads 'Welcome to ESERS Chat. Please enter your information below.' There are three input fields: the first contains 'Katie', the second contains 'Talbert', and the third contains 'ktalbert@ohsers.org'. At the bottom is a blue button labeled 'Submit'.

You will then be prompted to provide your Employer ID to help locate your district and given the first name of the Employer Services’ representative assisting you in the chat. Submit your responses by typing them into the text box. When you are finished, click the blue arrow inside the text box or hit the “Enter” key.



The screenshot shows the ESERS Chat interface. At the top is a blue header with the ESERS logo and the text 'Please provide your Employer ID to get started.' Below the header, it says 'Chris joined - 9:21 AM'. A message from 'Chris' at '9:22 AM' says 'Hello how may I help you'. To the left of the message is a yellow circle with 'CK' and an orange arrow points to it. At the bottom is a text input field with '77127' and an orange arrow points to it. To the right of the input field is a blue arrow icon. At the very bottom, it says 'SERS may retain transcripts for training purposes.'

If your questions require specific instructions or are too detailed to be addressed in the chat, the Employer Services representative will be able to call you directly.

**Useful Tip:**

You can enter a new line within your chat without sending it by holding down “Shift” while hitting the “Enter” key. This is useful if you do not want to send multiple lines of chat.

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