



eSERS HOTLINE

School Employees Retirement System

February 9, 2026

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

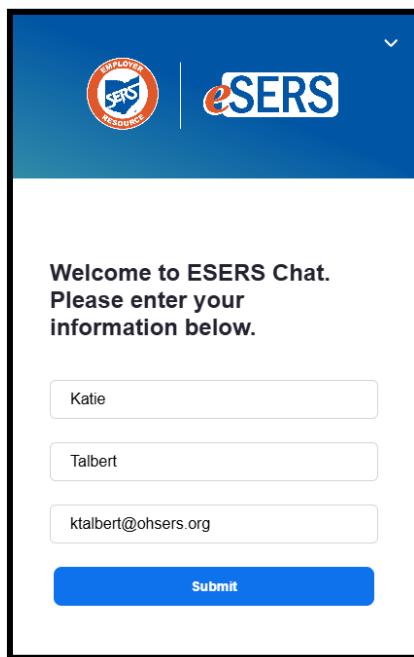
To aid you with your roles and responsibilities as employers, we have added a new feature on [eSERS](#), Zoom live chat. It enables you to ask questions and get answers, all in real time.

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.

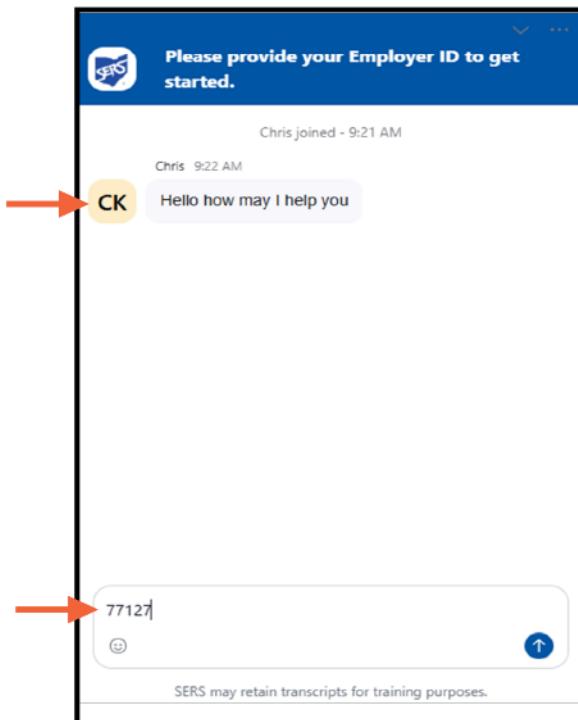
Once you are logged into eSERS, you will be able to launch the feature. Next time you log into eSERS, look for the blue eSERS Chat button at the bottom right corner of the screen to access the chat.

The screenshot shows the eSERS Home page for the 77127 Cuyahoga Falls City Schools district. The left sidebar includes links for 'Alert and Messages', 'Messages' (highlighted in blue), 'Employer Reporting' (highlighted in blue), 'Financial Information' (highlighted in blue), and 'Organization Information'. The main content area displays 'Record Displayed' and 'Welcome to eSERS, a secure instant designated for SERS employers.' Below this are sections for '5 Most Recent Messages' (empty) and '5 Most Recent Employer Reporting Files' (listing files like '12981201', '12981202', '12981203', '12981207', and '12981208' with details like 'Enrollment', 'Review', 'Posted with Warnings', and 'Posted'). To the right, the 'Employer Information' section shows details for Employer ID 77127, Name Cuyahoga Falls City Schools, Communication Preference Email, County Summit County, Primary Contact, Primary Address Street 47912, CITY 47012, OH 00000, and Contractor ID. At the bottom right, a blue button labeled 'eSERS Chat' is highlighted with a large 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.”



You will then be prompted to provide your Employer ID to help locate your district and give 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.



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.

School Employees Retirement System of Ohio

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