



# eSERS HOTLINE

School Employees Retirement System

March 25, 2026

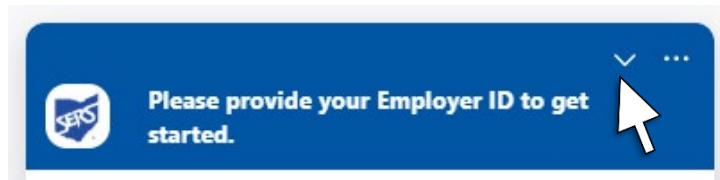
## eSERS Chat Update

Last month, SERS introduced the eSERS Chat feature to our employers.

It has been successful in helping eSERS web users with a variety of questions. Using your feedback, we recently have updated the feature, providing options to minimize the window and end conversations.

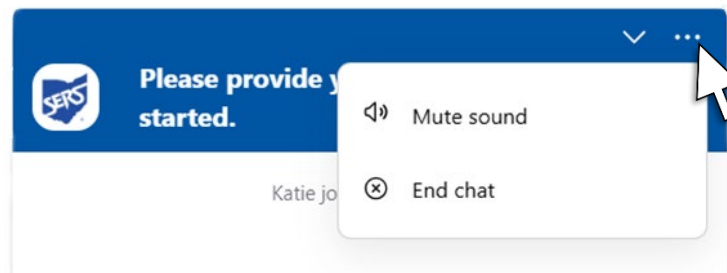
### To minimize the chat window:

Click the carrot to minimize your eSERS Chat window and see your entire eSERS screen.



### To end an eSERS Chat:

Once you have completed your conversation with an Employer Services representative, you can end the chat by clicking the ellipses and choosing "End Chat." If you have further questions after you end your chat, you can start a new one by clicking the chat button again.



School Employees Retirement System of Ohio

[employerservices@ohsers.org](mailto:employerservices@ohsers.org)

[www.ohsers.org](http://www.ohsers.org)