



# The New eSERS: Your Hotline to SERS

December 1, 2014

## All Aboard: eSERS Portal Upgrade

As you know, we are in the process of upgrading eSERS. Because most of your interactions with SERS are going to be performed through the new eSERS employer portal, we are preparing you for this transition with a variety of tools.

The new eSERS will offer a message board. Easily accessed from the eSERS portal, important communications will be posted there. From the message board, you will be able to see what specific action is required, including if correspondence or additional information is needed. You also will be able to see the date a submission was received as well as if it had been read.

The new eSERS portal will look like this:



To access messages posted on your message board, click word "Messages" next to the letter icon.

The actual message board will look like this:

**Message Board**

[ Record displayed ]

Messages

Message Type : All Read/Unread : All Filter

<input type="checkbox"/>	Message Type	Message Subject	Received Date	Attachment	Read
<input type="checkbox"/>	Action Required	<a href="#">2013 Salary Estimate Required</a>	04/01/2012	No	Yes
<input type="checkbox"/>	Action Required	<a href="#">Late Report June 2012</a>	08/01/2012	No	Yes
<input type="checkbox"/>	Correspondence	<a href="#">Payroll Reporting - Initial NonReporting Followup</a>	05/29/2012	Yes	Yes
<input type="checkbox"/>	Information	<a href="#">06/22/2012 Contribution Posted</a>	06/29/2012	No	No
<input type="checkbox"/>	Information	<a href="#">2012 Employer Statement Available</a>	08/01/2012	Yes	Yes

Through the eSERS *Hotline*, we will continue introducing you to more exciting features as the eSERS upgrade moves toward its full incorporation. If you have any questions, email Employer Services at [employerservices@ohsers.org](mailto:employerservices@ohsers.org) or call us toll-free at 877-213-0861. ■

## Wanted: Technical Contact Information

If you have not done so already, please send us contact information for your technical personnel. Please email it to us at [employerservices@ohsers.org](mailto:employerservices@ohsers.org) or call us toll-free at 877-213-0861.

In the next few months, we will send file specifications, and we want as many technical contacts as possible to receive these documents. ■