SCHOOL EMPLOYEES RETIREMENT SYSTEM OF OHIO
Employer Bulletin

Winter Issue | February 21, 2024

Cyber Incident? Notify SERS

As with most cyber incidents, the speed of the response is critical. Employer Services asks that you notify SERS of any significant cyber incident, including ransomware or business email compromise, within 72 hours of discovery.

Often, sending an email may not be possible. In such cases, contacting Employer Services by phone at 1-877-213-0861 and requesting a conference call may be the best route to take.

We will work to accommodate your schedule, exercise discretion with information shared, and treat it as we do our most sensitive information.

If you prefer to correspond via email, you can contact Employer Services at employerservices@ohsers.org.

We request that you provide the following information related to cyber incidents:

- Date when first learned of incident
- Initial impact summary
- Forensic information that can be shared
- How it happened
- What information was taken
- What actions you have taken to remedy the situation
- How to reach relevant contacts within your organization
- Which phase of Incident Response you are in:
    - Identification, Containment, Eradication, or Recovery

Thank you for helping SERS protect your data.

SERS-Covered Membership and Contractors

Employer Services would like to remind our employers that when there is a question regarding SERS Membership, it is important to request a Membership Determination or call Employer Services at 1-877-213-0861.

In addition to employees, membership in SERS is required for individuals who perform a position that does not require a license under Ohio Revised Code 3319.22 - 3319.31 and issued by the Ohio Department of Education and Workforce.

This includes a service common to the normal daily operation of a school even though the individual is employed and provided by a vendor.

Services common to the normal daily operations of a school include, but are not limited to:

- Fiscal services or management company services
- Food services
- Transportation
- Custodial or maintenance
- School security
- Health-related services, including health aides, and nurses provided as part of an Individualized Education Program
- Substitutes for SERS-covered positions
- IT Services

SERS has learned of instances when a vendor has told an employer that there is no need to report the contracted services to SERS. Employers should never rely on a vendor's opinion and should instead confirm with SERS whether individuals performing services need to contribute to SERS.

For more information on contract employees, please download the *Membership Fact Sheet*.

Compensation Determinations

An employee's total pay is not necessarily SERS-covered compensation. Employers should confirm with SERS the proper reporting of payments that are in addition to an employee's base pay.

Whenever there is a question regarding SERS-covered compensation, contact Employers Services for assistance.

Typically, when requesting a compensation determination, SERS will need a copy of the contract, settlement agreement, and/or grievance paperwork.

For more information on compensation accepted at SERS, please download the *Compensation Fact Sheet*.

Member Enrollment Reminders

When the employer submits an enrollment, it creates the member's account. The information is used to communicate with members and for the member portal registration.

When entering the member's information in eSERS, it is important to report accurate and correct information. This includes:

1. Apartment numbers.
2. Cell phone numbers. Do not enter a false phone number.

- Click the 'Suppress Warning' box if you do not have the needed information.

3. Email addresses. Do not enter a false email address.

Before posting the enrollment, please proofread the form for accuracy before submission. If incorrect information is submitted, please contact Employer Services.

For more information on how to enter an enrollment, download the eSERS *Guide*.

Update Staff Contacts

It is important that SERS has up-to-date contact information for districts.

The Employer Web Administrator is responsible for keeping the contact list in eSERS up to date.

Here are a few items to check for each of your users:
1. Correct name
2. Correct contact phone number
3. Up-to-date email address
4. Verify if the person is an active user

View Section 3: *Web User Maintenance* of the *eSERS Guide* for directions on how to update users.

Upcoming Employer Trainings

Did you know Employer Outreach offers a variety of in-person and virtual trainings? If your district is experiencing certain pain points regarding contribution reporting or roles and responsibilities, Employer Outreach can set up a virtual meeting or a district site visit. These trainings are personalized to the district's needs.

Employer Outreach can also provide an eSERS hands-on demo to the district for multiple people in your computer lab or available space.

Click the Training Opportunities link below for additional information on available 2024 training sessions.