



# eSERS HOTLINE

School Employees Retirement System

May 20, 2024

## eSERS Passwords to Change

During the weekend of May 25, the registration and login process for eSERS will change. The security phrase, image, and security questions will be replaced with a verification code that the User can have sent via email, voice call, or text. [While this system upgrade is taking place, eSERS will be unavailable on May 23 from 5 to 8 p.m. and on May 24 from 6 to 10 p.m.](#)

### What Will Happen:

Emails will be delivered during the weekend of May 25, advising eSERS Web Users that their passwords will need to be changed. **Usernames for all Users will remain the same.**

The email will look like this:

**From:** SERSofOhio  
**Sent:** Sunday, May 26, 2024 10:00 AM  
**To:** SERS Employer  
**Subject:** Action Needed eSERS Login Information



Re: 88888

Dear Web User:

As part of recent updates to eSERS, you are receiving this temporary one-time password.

Once on eSERS, click the 'Login' button to enter your User ID and the following temporary password:

Temporary One-Time Password: FDQ84bH

You will then be prompted to create your new password.

If you have any questions, contact SERS at 1-877-213-0861.

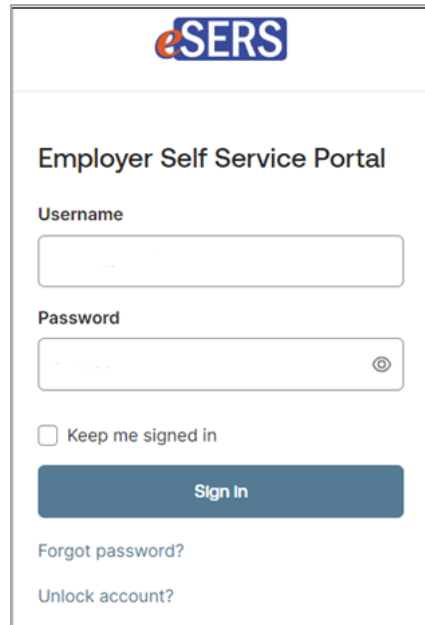
This is an auto-generated email – please do not reply.

Sincerely,

Your Employer Services Team

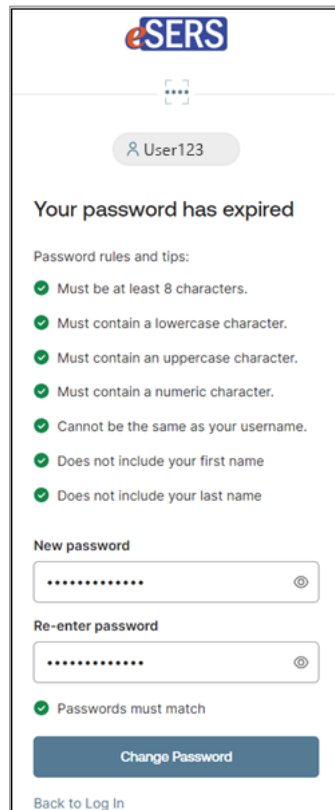
## Steps to Update Your Password

1. Go to the eSERS login screen and enter your Username and the Temporary One-Time Password from the email you received.



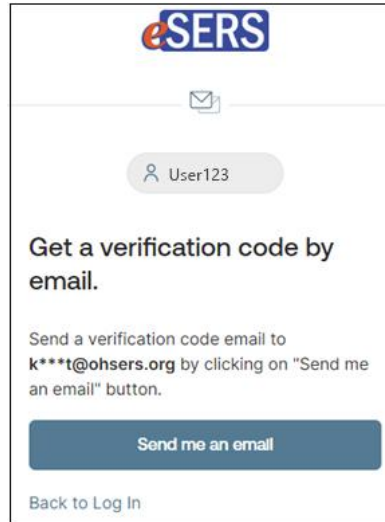
The screenshot shows the eSERS Employer Self Service Portal login interface. At the top is the eSERS logo. Below it is the title "Employer Self Service Portal". There are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Keep me signed in". A blue "Sign In" button is positioned below the checkbox. At the bottom of the form are two links: "Forgot password?" and "Unlock account?".

2. Create a new password following the password rules and tips.

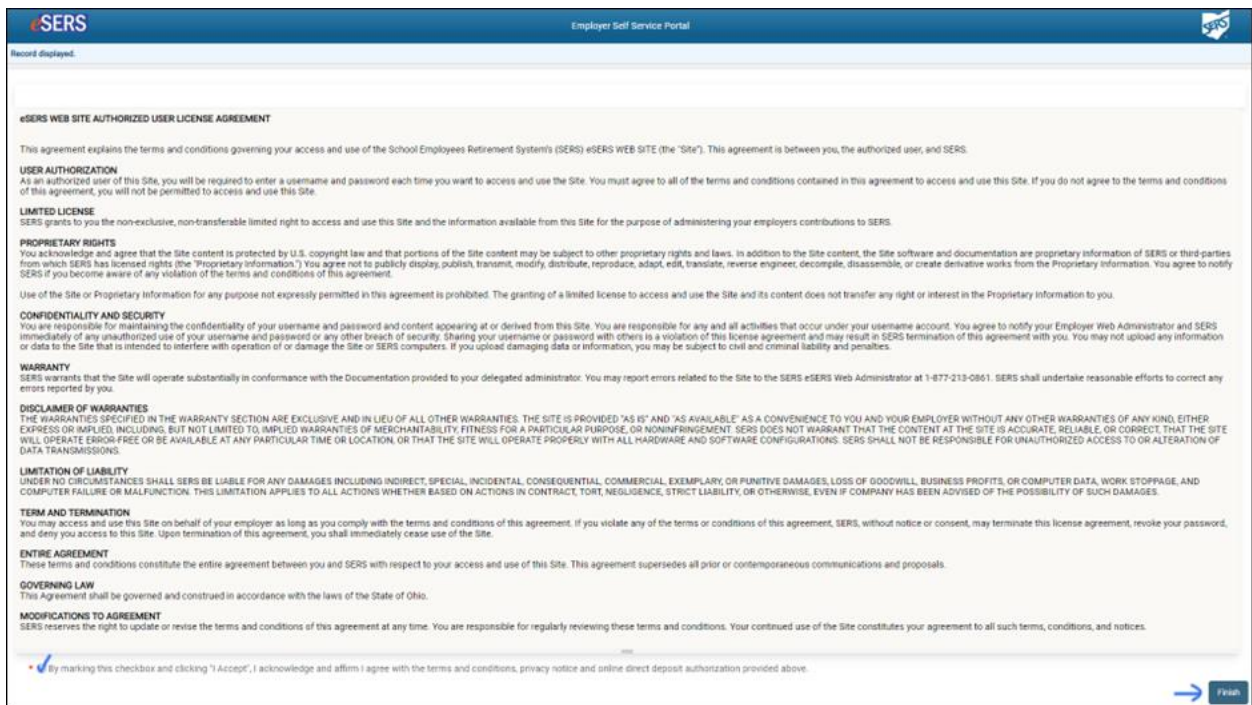


The screenshot shows the eSERS password expiration and change screen. At the top is the eSERS logo. Below it is a user profile icon and the text "User123". The main heading is "Your password has expired". Below this is a section titled "Password rules and tips:" followed by a list of seven rules, each with a green checkmark: "Must be at least 8 characters.", "Must contain a lowercase character.", "Must contain an uppercase character.", "Must contain a numeric character.", "Cannot be the same as your username.", "Does not include your first name", and "Does not include your last name". Below the rules are two input fields: "New password" and "Re-enter password". A green checkmark and the text "Passwords must match" are displayed below the second field. A blue "Change Password" button is at the bottom. A link "Back to Log In" is located at the very bottom of the screen.

3. A verification code will be sent to you. If there is a cellphone number listed in your contact information, you will have a choice to have the code sent via text as well as email.
- If you do not see a cellphone number listed and wish to have that as an option, the Employer Web Administrator (EWA) for your district will need to add it.



4. Review the License Agreement, check the box to agree, and click 'Finish'.



5. Your password has been successfully changed and you are now logged into eSERS.

## Once the Password has been Changed

Once the password has been changed, the next time any Web User logs into eSERS, the new password will need to be entered and a verification code will need to be provided.

For the Web User to have the verification code sent via voice call or text, the EWA for that district will need to update the Cellphone field in the Contact Web User Maintenance application in eSERS with the cellphone number where the verification code will be delivered.

You will need a verification code each time you log into eSERS.

Please download the [How To: eSERS Registration and Login](#), which walks you through the verification process.

## Attention: Employer Web Administrators (EWA)

The EWA will need to verify that **all** email addresses for active Users are accurate, including those for contractors. The only form of communication regarding the requirement to change passwords will be sent via email.

## Training Opportunities

Employer Outreach will be conducting quick Sound Bite tutorials on the new Registration and Login process. Click the image below to register for a session that fits your schedule.



The graphic features a dark blue background with white and orange text. At the top left is a circular logo with a speaker icon and the words "Sound Bite" in orange. Below this, the word "WEBINARS" is written in large white letters. Underneath, "NEW eSERS Registration and Login Process" is written in orange. To the left of the dates is a calendar icon with a red checkmark. The dates "MAY 21", "MAY 23", and "MAY 28" are listed in white. Below the dates, it says "ALL SESSIONS BEGIN AT 10 A.M." in white. On the right side, there is an image of a laptop displaying the eSERS website, with a blue mouse cursor pointing at a button. In the bottom right corner, there is a circular logo for "EMPLOYER SERVICES" with "SERS" in the center.

## School Employees Retirement System of Ohio

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