HOW TO: eSERS Registration and Login

Multi-Factor Authentication

Usernames and passwords are easily compromised. Due to this fact, more than one identifying factor is often used to safeguard an account. This is called a Multi-Factor Authentication (MFA). It is an electronic authentication method in which a user is granted access to a website or application only after successfully presenting two or more pieces of evidence, or factors, to an authentication mechanism. MFA serves as a safety precaution by protecting personal data from being accessed by an unauthorized third-party.

SERS has replaced the security phrase, image, and security questions with a MFA process that will need to be used each time a user logs into eSERS.

The Employer Web Administrator (EWA) for the district will verify the accuracy of the contact information for the Web Users in the Contact Web User Maintenance application on eSERS. If the User has indicated that he or she would like to receive Verification Codes via text message or voice call, the EWA will need to enter the cellphone number in the Cellphone field provided in the Contact Maintenance screen.

Please Note:
If you are the EWA and need to make updates to your contact information, please contact Employer Services, and an Employer Service representative will update your contact information.

Steps to log into eSERS using Multi-Factor Authentication

1. Click "Log In."

2. Enter your Username and Password.
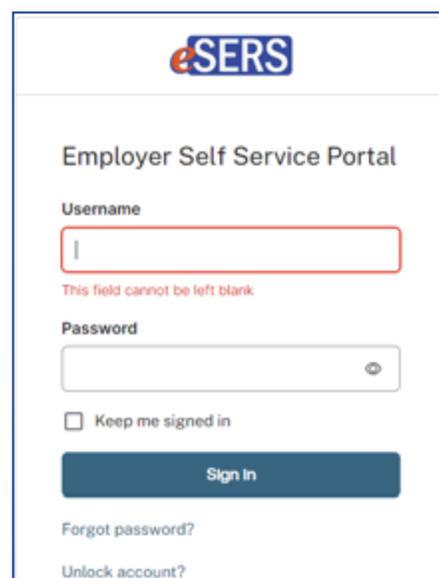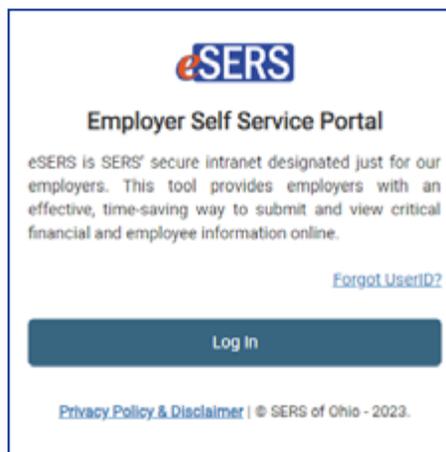
3. Choose how you would like to have your Verification Code sent to you.
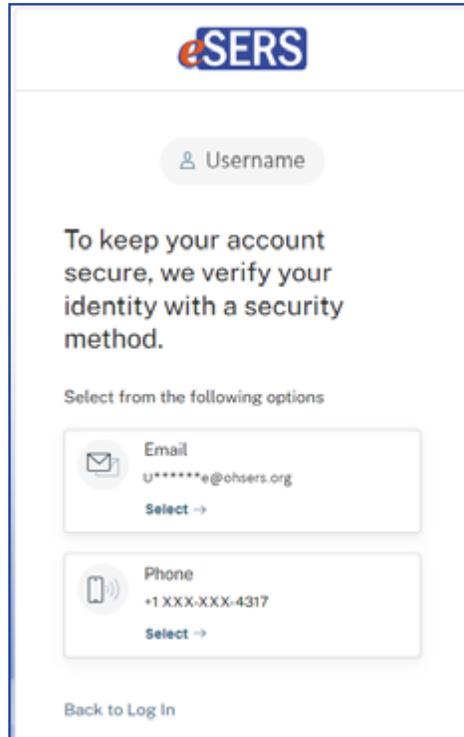
4. If you would like your code sent via email, choose the email option and enter the Verification Code that was sent to the email address Employer Services has on file.

   - **Please Note:** If there is not a cellphone listed in your contact information, the Verification Code can only be sent via email.
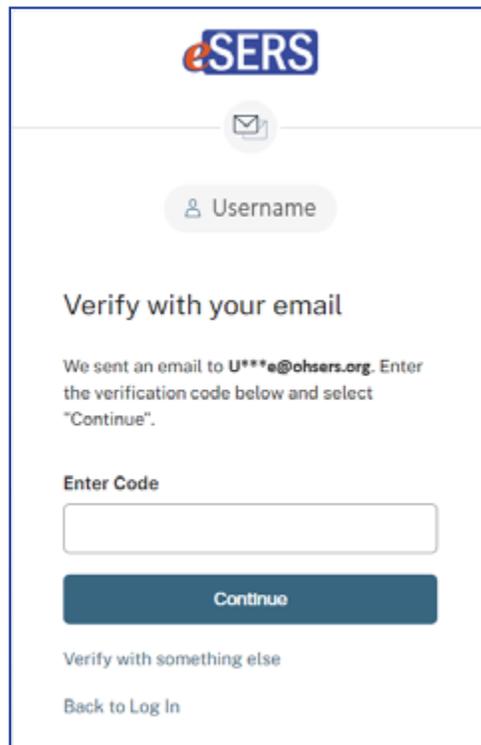
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5. If you would like your code sent to the cellphone number Employer Services has on file, choose Phone.

6. You will have a choice of having the code sent via text or voice call to the cellphone number.

7. Enter the verification code that was sent via text or voice call. Once you enter your code, you will be logged into eSERS.