

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	
eSERS	
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	l:
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	

eSERS Hotline

from the email you receiv		
	e SERS	
	Employer Self Service Portal	
	Username	
	Password	
	Keep me signed in	
	Sign In	
	Forgot password?	
	Unlock account?	
	ollowing the password rules and tips.	
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	EVENE S EVENT 23 A User 123 Your password has expired Password rules and tips: Must be at least 8 characters. Must contain a lowercase character. Must contain a numeric character. Must contain a numeric character. Cannot be the same as your username. Does not include your first name Does not include your last name New password	
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- 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'.

#SERS	Employer Self Service Portal	Ş
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SERS WEB SITE AUTHORIZED USER LICENSE AGREEMENT		
his agreement explains the terms and conditions governing your access and use of the	School Employees Retirement System's (SERS) eSERS WEB SITE (the 'Site'). This agreement is between you, the authorized user, and SERS.	
SER AUTHORIZATION sen authorized user of this Site, you will be required to enter a username and password this agreement, you will not be permitted to access and use this Site.	each time you want to access and use the Site. You must agree to all of the terms and conditions contained in this agreement to access and use this Site. If you do not agree to the	e terms and condition
MITED LICENSE ERS grants to you the non-exclusive, non-transferable limited right to access and use th	is Site and the information available from this Site for the purpose of administering your employers contributions to SERS.	
	that portions of the Site content may be subject to other proprietary rights and laws. In addition to the Site content, the Site software and documentation are proprietary information bioly display, publish, transmit, modify, distribute, reproduce, adapt, edit, transiste, reverse engineer, decompile, disassemble, or create derivative works from the Proprietary Information.	
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IARRANTY ERS warrants that the Site will operate substantially in conformance with the Document rols reported by you.	tation provided to your delegated administrator. You may report errors related to the Site to the SERS eSERS Web Administrator at 1-877-213-0861. SERS shall undertake reasonable	efforts to correct a
KPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF ME	U OF ALL OTHER WARRANTIES. THE SITE IS PROVIDED 'AS IS' AND 'AS AVAILABLE' AS A CONVENENCE TO YOU AND YOUR EMPLOYER WITHOUT ANY OTHER WARRANTIES OF IRCHAITABULTY, FITNESS FOR A PARTICULAR PURPOSE, OR NOMINFRINGEADIT. SERS DOES NOT WARRANT THAT THE CONTENT AT THE SITE IS ACCURATE RELABLE, OR COS N. OR THAT THE SITE WILL OPERATE PROPERLY WITH ALL HARDWARE AND SOFTWARE CONFIGURATIONS. SERS SHALL NOT BE RESPONSED. FOR UNAUTHORZED ACCESS TO	RRECT, THAT THE S
	NDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, COMMERCIAL, EXEMPLARY, OR PUNITYE DAMAGES, LOSS OF GOOD/WILL, BUSINESS PROFITS, OR COMPUTER DATA, WORK S UNETTHER BASED ON ACTIONS IN CONTRACT, TONT, MEGUGENCE, STRICT LUBILITY, OR OTHERWISE, LYDN IF COMPARY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAM	
ERM AND TERMINATION ou may access and use this Site on behalf of your employer as long as you comply with nd deny you access to this Site. Upon termination of this agreement, you shall immedia	The terms and conditions of this agreement. If you violate any of the terms or conditions of this agreement, UERS, without notice or consent, may terminate this license agreement, tely crase use of the lite.	revoke your passwi
NTIRE AGREEMENT hese terms and conditions constitute the entire agreement between you and SERS with	respect to your access and use of this Site. This agreement supersedes all prior or contemporaneous communications and proposals.	
OVERNING LAW his Agreement shall be governed and construed in accordance with the laws of the Stat	te of Ohio.	
IOD/FICATIONS TO AGREEMENT ERS reserves the right to update or revise the terms and conditions of this agreement a	any time. You are responsible for regularly reviewing these terms and conditions. Your continued use of the Site constitutes your agreement to all such terms, conditions, and notic	ces.
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 Ø By marking this checkbox and clicking "LAccept", Lacknowledge and affirm Lagree 	e with the terms and conditions, privacy notice and unline direct deposit authorization provided above.	
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5. Your password has been successfully changed and you are now logged into eSERS.

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. WEBINARS **NEW eSERS Registration** and Login Process **MAY 21 MAY 23 MAY 28** ALL SESSIONS BEGIN AT 10 A.M. School Employees Retirement System of Ohio employerservices@ohsers.org www.ohsers.org **eSERS** Hotline

Once the Password has been Changed