

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:

rms: second	
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

zu.	
e SERS	
Employer Self Service Portal	
Username	
Password	
Keep me signed in	
Sign In	
Forgot password?	
Unlock account?	
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esers	
RUSer123	
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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'.

eSERS	Employer Self Service Portal	ş
el displayed.		
ERS WEB SITE AUTHORIZED USER LICENSE AGREEMENT		
is 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 an 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	he terms and condition
MITED LICENSE IRS 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.	
ROPRETARY RIGHTS vs.acknowledge and agree that the Site content is protected by U.S. copyright law and yow which SERS has licensed rights (the "Proprietary Information,") You agree not to put 25 if you become aware of any violation of the terms and conditions of this agreement	hat portions of the Site context may be subject to other proprietary rights and laws. In addition to the Site context, the Site software and documentation are proprietary information Sicily display, publish, transmit, modify, distribute, reproduce, adapt, edit, translate, reverse engineer, decomple, disassemble, or create derivative works from the Proprietary Inform	n of SERS or third-pa lation. You agree to r
e of the Site or Proprietary Information for any purpose not expressly permitted in this	agreement is prohibited. The granting of a limited license to access and use the Site and its content does not transfer any right or interest in the Proprietary Information to you.	
NFIDENTIALITY AND SECURITY as are responsible for maintaining the confidentiality of your username and password a mediately of any unauthorized use of your username and password or any other bread data to the Sile that is intended to interfere with operation of or damage the Sile or Sil	nd content appearing at or derived from this Site. You are responsible for any and all activities that occur under your usemane account. You agree to notify your Engeloyer Web Ad h of security sharing your usemanie or password with others is a violation of this logene agreement and may result in SERS termination of this agreement with you. You may not its Bic computers. Byo upload camaging and as information, you may be subject to cuil and criminal liability and penalties.	Ininistrator and SER upload any informat
ARRANTY IRS warrants that the Site will operate substantially in conformance with the Document rors reported by you.	ation provided to your delegated administrator. You may report errors related to the SIRE to the SERE SERE Web Administrator at 1-877-213-0801. SERE shall undertake reasonabl	e efforts to correct a
SCLAIMER OF WARRANTIES 4 WARRANTIES SPECIFIED IN THE WARRANTY SECTION ARE EXCLUSIVE AND IN LIE PRESS OR IMPUED INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF ME ILL OPERATE ERROR-PRES OR BE AVAILABLE AT ANY PARTICULAR TIME OR LOCATION TA TRANSMISSIONS.	U OF ALL OTHER WARRANTIES. THE SITE IS PROVIDED "AS IS" AND "AS AVAILABLE" AS A CONVENIENCE TO YOU AND YOUR EMPLOYER WITHOUT ANY OTHER WARRANTIES OF ROTAMINAULTY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. SERS DOE'S NOT WARRANT THAT THE CONTENT AT THE SITE IS ACCUMATE, BELIARLE OR CO N. OR THAT THE SITE WILL OPERATE PROPERLY WITH ALL HARDWARE AND SOFTWARE CONFIGURATIONS. SERS SHALL NOT BE RESPONSIBLE FOR UNAUTHORIZED ACCESS T	ANY KIND, EITHER DRECT, THAT THE S TO OR ALTERATION O
MITATION OF LIABILITY INDER NO CIRCUMSTANCES SHALL SERS BE LIABLE FOR ANY DAMAGES INCLUDING I INPUTER FAILURE OR MALFUNCTION. THIS LIMITATION APPLIES TO ALL ACTIONS W	NDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, COMMERCIAL, EXEMPLARY, OR PLINITIVE DAMAGES, LOSS OF GODOWILL, BUSINESS PROFITS, OR COMPUTER DATA, WORK INETHER BASED ON ACTIONS IN CONTRACT, TORT, NEGUGENCE, STRCT LUBILITY, OR OTHERWISE, EVEN IF COMPANY HAS BEEN ADVISED OF THE POSSBILITY OF SUCH DA	STOPPAGE, AND MAGES.
IRM AND TERMINATION w may access and use this Site on behalf of your employer as long as you comply with d deny you access to this Site. Upon termination of this agreement, you shall immedial	the terms and conditions of this agreement. If you violate any of the terms or conditions of this agreement, EERS, without notice or consent, may terminate this license agreement tely cesse use of the Bie.	t, revoke your passw
ITIRE AGREEMENT sets terms and conditions constitute the entire agreement between you and SERS with	respect to your access and use of this Ste. This agreement supersedes all prior or contemporaneous communications and proposals.	
DVERNING LAW is Agreement shall be governed and construed in accordance with the laws of the Stat	te of Ohio.	
CORFICATIONS TO AGREEMENT IRS reserves the right to update or revise the terms and conditions of this agreement at	I 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 not	ices.
,	(B)	
 W marking this checkbox and clicking "I Accept", I acknowledge and affirm I agree 	r with the terms and conditions, privacy notice and online 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