



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.

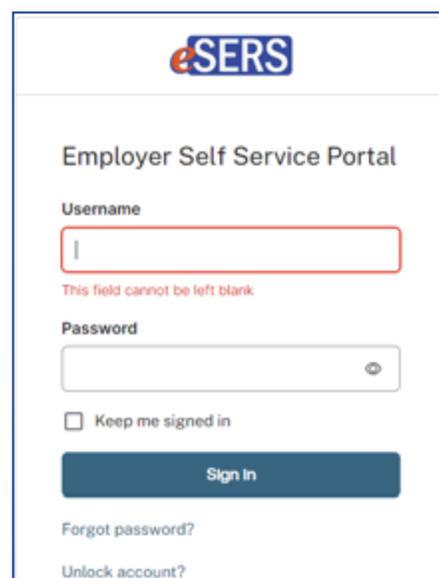
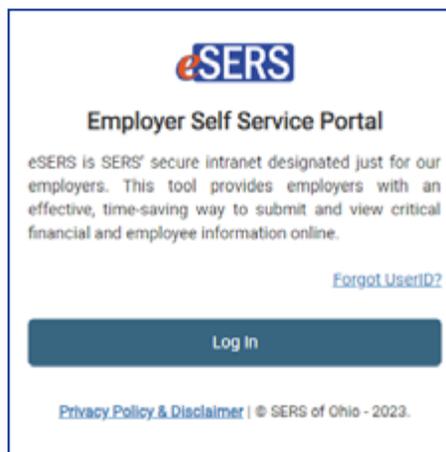
The Employer Web Administrator (EWA) for the district will verify the accuracy of the contact information for the Web Users in the Contact Web User Maintenance application on eSERS. If the User has indicated that he or she would like to receive Verification Codes via text message or voice call, the EWA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

Please Note:

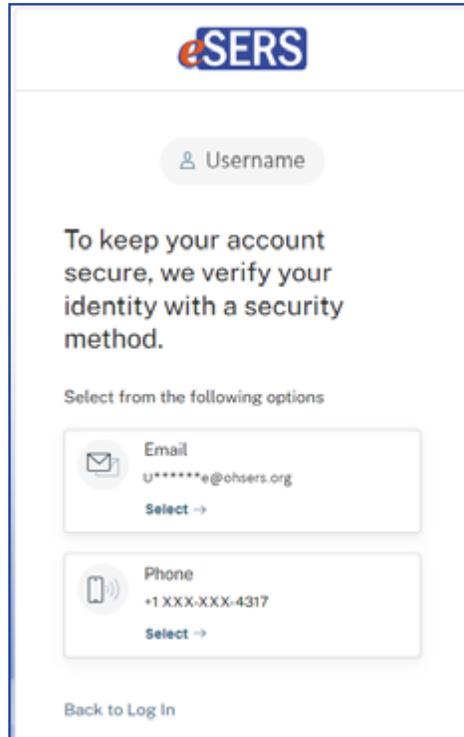
If you are the EWA and need to make updates to your contact information, please contact Employer Services, and an Employer Service representative will update your contact information.

Steps to log into eSERS using Multi-Factor Authentication

1. Click "Log In."
2. Enter your Username and Password.

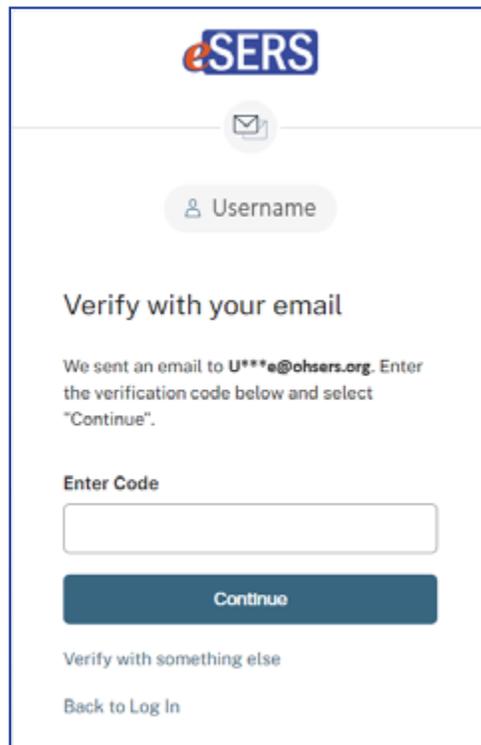


3. Choose how you would like to have your Verification Code sent to you.



The screenshot shows the eSERS login interface. At the top is the eSERS logo. Below it is a 'Username' input field. The main heading reads: 'To keep your account secure, we verify your identity with a security method.' Below this, it says 'Select from the following options'. There are two options: 'Email' with a subtext 'U*****@ohsers.org' and a 'Select ->' button, and 'Phone' with a subtext '+1 XXX-XXX-4317' and a 'Select ->' button. At the bottom left is a 'Back to Log In' link.

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.



The screenshot shows the eSERS verification screen for email. At the top is the eSERS logo. Below it is an envelope icon and a 'Username' input field. The heading reads: 'Verify with your email'. Below this, it says: 'We sent an email to U***@ohsers.org. Enter the verification code below and select "Continue".' There is an 'Enter Code' label above a text input field. Below the input field is a dark blue 'Continue' button. At the bottom left is a 'Back to Log In' link.

5. If you would like your code sent to the cellphone number Employer Services has on file, choose Phone.

eSERS

Username

To keep your account secure, we verify your identity with a security method.

Select from the following options

Email
U*****e@ohsers.org
Select →

Phone
+1 XXX-XXX-4317
Select →

Back to Log In

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

eSERS

Username

Get a verification code on your phone.

Send a verification code via text to
+1 XXX-XXX-4317

Carrier messaging charges may apply

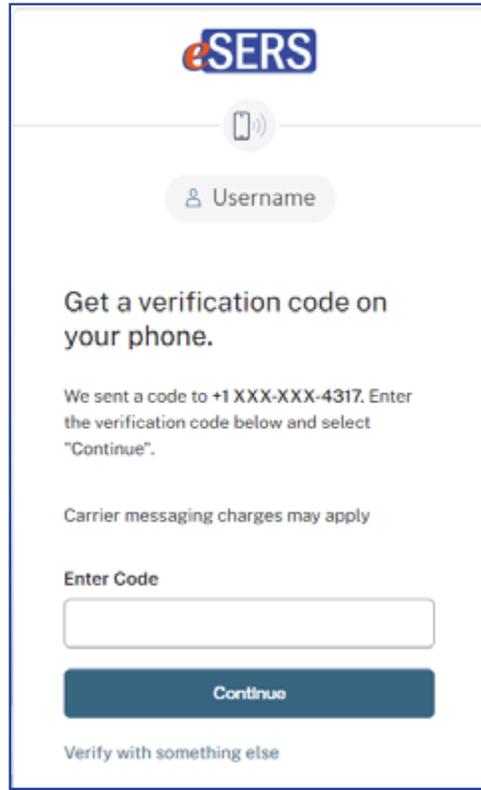
Receive a code via text

Receive a voice call instead

Verify with something else

Back to Log In

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



The image shows a mobile app interface for eSERS. At the top is the eSERS logo. Below it is a mobile phone icon with signal waves. A rounded rectangular field contains a person icon and the text "Username". The main heading reads "Get a verification code on your phone." Below this, a message states: "We sent a code to +1 XXX-XXX-4317. Enter the verification code below and select 'Continue'." A smaller line of text says "Carrier messaging charges may apply". There is a label "Enter Code" above a text input field. Below the input field is a dark blue button with the text "Continue". At the bottom, there is a link that says "Verify with something else".