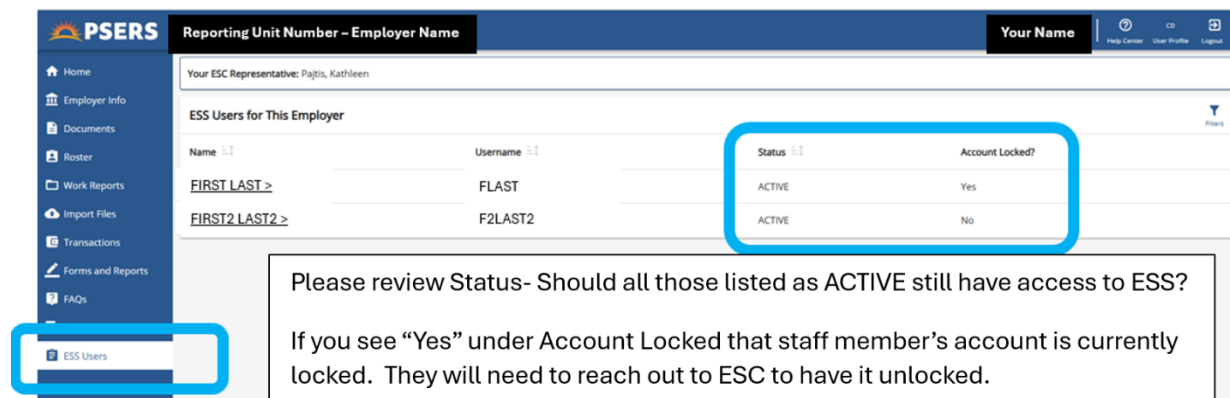


## PSERS Employer Notice- System Enhancement: 6/13/2025

Good afternoon Employers,

PSERS and ESC would like to thank all of you for your patience and understanding while the PSERS systems were down for maintenance. If you are experiencing any unusual issues with ESS, and have not already reported it, please inform your ESC Rep so we can investigate and get it resolved.

During the maintenance, an additional page was added to ESS. The new ESS Users Page will help employers determine who in their office has access to the PSERS ESS portal. It is strongly recommended that employers have at least three different staff members with access to ESS at all times to avoid situations where the only staff member with access is suddenly unavailable. The new page is different from the Employer Information page, which displays Contacts, whether or not they have access to ESS. Any users that have ESS access or will need ESS access will need to have an active contact role assigned under the Employer Info page. If you need to add or remove access for any of your staff, a [PSERS Employer Security Administrator Authorization](#) form will need to be submitted to PSERS. It can also be found by clicking on the user's name on the ESS Users page. You can fax the access form to the number listed or email it to your ESC Rep. Additionally, check the Voya box as well if you believe the staff has or needs Voya access.



| Name           | Username | Status | Account Locked? |
|----------------|----------|--------|-----------------|
| FIRST LAST >   | FLAST    | ACTIVE | Yes             |
| FIRST2 LAST2 > | F2LAST2  | ACTIVE | No              |

Please review Status- Should all those listed as ACTIVE still have access to ESS?

If you see "Yes" under Account Locked that staff member's account is currently locked. They will need to reach out to ESC to have it unlocked.

If you have any questions, please feel free to reach out to your ESC Rep or call the helpline at 1-866-353-1844. As a reminder, PSERS will be closed on Thursday 6/19. If your office is not open on Fridays, you may want to make sure that your May work report is submitted by Wednesday 6/18, in case you will need to reach out to us for assistance.

Thank you,

**Public School Employees' Retirement System (PSERS)**  
Employer Service Center (ESC)  
Bureau of Communication and Counseling  
5 N 5<sup>th</sup> ST | Harrisburg, PA 17101-1905  
Phone: 1.866.353.1844  
Fax: 717.772.3860