

PSERS Employer Notice- System Maintenance
5/13/2025

Please do not respond directly to this email. This email is sent from an unmonitored account. Any responses or inquiries should be made directly to your ESC regional representative or by calling 1.866.353.1844 or 717.787.1755.

Dear employers,

The PSERS Employer Help Line (call center) and Employer Self-Service (ESS) Portal will be unavailable from 5 p.m. on May 21 until 8 a.m. on May 28. The member call center will also be closed during this time.

Please plan to:

- Ensure your account is current by close of business on May 20. Due to this maintenance, PSERS will not be sending individual courtesy delinquency emails in May for delinquent payments. Any past due balances remaining after the May 20 transactions have been processed will be submitted to Pennsylvania Department of Education (PDE) for subsidy deduction.
- Submit April work reports--due May 20.
- Submit requests for system access (Voya PayCloud or ESS) to your ESC rep--due May 20.
- Upload or manually enter any new hire information by noon on May 21. New demographic/contract record information should be entered when an employee is HIRED, not when they are paid or reported to PSERS for the first time.
- Enter termination contracts and complete account adjustments by 4 p.m. on May 21.

You must still report to Voya during this time. Note, however, that there will be a delay in getting newly qualified member data to Voya. The file is scheduled to be sent to Voya on May 28. On that same date, you will receive an updated CROQ Report providing you with changes in qualification and class elections.

Thank you for your patience during this scheduled system maintenance.

Public School Employees' Retirement System (PSERS)
Employer Service Center (ESC)
Bureau of Communication and Counseling
5 N 5th ST | Harrisburg, PA 17101-1905
Phone: 1.866.353.1844
Fax: 717.772.3860
www.psers.pa.gov