



EMPLOYER FACT SHEET SERIES

Updating Employer Contact Information

It is important to have current contact information on file for personnel who are involved with STRS Ohio reporting. To ensure these individuals receive timely information, access to Employer Self Service (ESS) and notifications when reports are due, please notify STRS Ohio of changes to contact information.

Keep your contact information updated because:

- Most employer communications are sent via email. STRS Ohio rarely mails employer notices.
- Updated contact information means the correct people have access to the information they need to fulfill their responsibilities as an STRS Ohio reporting employer.

Employer contacts can access ESS with a user name and password. Contacts who are no longer employed at your school will continue to have access until you notify STRS Ohio.

- Only contacts in the system can inquire about reporting procedures. If the individual is not listed as a contact under your STRS Ohio employer account, information will not be released.

Notify STRS Ohio when:

- A new person is hired in any of the roles primarily responsible for reporting to STRS Ohio, such as treasurer, payroll, human resources, etc.
- A contact leaves your district. Please let STRS Ohio know as soon as possible so his or her information and access to ESS can be removed.
- A contact has a new name and/or email address.
- There is a mailing address change. If your district office moves, a valid address is still needed.

Please note: Important point to remember.

The person identified as the main contact is usually the treasurer. If you must remove the main contact, STRS Ohio is **required** to have the contact information for the person's replacement prior to removing the previous main contact from the system.

Periodically log in to ESS and click on "Employer Contacts" under Additional Tools to confirm who is listed as a contact and what information each contact will receive. The contact list includes the name, contact type, phone number, primary email and mailing address of the individuals on file.

You will also see links to specific reporting. Each contact is linked to a title and reporting category, so contacts will receive specific email notifications when reports are due and received. The following designations in the system will determine whether that individual will receive a notification:

- Web accrued verification contact
- Web annual reporting contact
- Web deposit and service contact
- Web employer reporting contact
- Web installment purchase plan contact
- Web service credit verification contact

STRS Ohio may also send information to contacts based on their titles, such as main contact, treasurer or payroll.

Frequently Asked Questions

How do I notify STRS Ohio to add a new payroll person and remove the current contact?

Please log in to ESS and click on “Request Access” under Additional Tools, then select “Add new contact and register for access.” Do not email contact updates to STRS Ohio; the request must be submitted in ESS.

How soon after I submit the request will the new contact be added and have access to ESS?

Please allow one business day for the new contact to be added. Once access has been granted, the new contact will receive a system-generated email to complete the account setup. If the account has not been set up within 30 days, a follow-up notice will be sent.

The payroll manager requested access for a new payroll contact and marked that this person should have access to all applications in ESS. Why wasn't access to direct debit granted?

Direct debit access can only be requested by the treasurer. The treasurer can submit a request to add access by selecting “Modify access for an existing contact” under Request Access.

What happens if I don't notify STRS Ohio that someone has left our district?

The contact will remain in the STRS Ohio system and will continue to have access to ESS if they have a user name and password.

I'm listed as a contact, so why didn't I receive the most recent notification from STRS Ohio?

Not all notifications are sent to all contacts. Depending on your title and the reporting category your email is linked to, you might not receive all STRS Ohio emails. Log in to ESS and confirm which notices you are set up to receive by looking under Employer Contacts. Contact the Employer Reporting Department toll-free at 888-535-4050 or report@strsoh.org if you have any questions.

What should I do if I notice a person listed under employer contacts who hasn't been employed with our district for several years?

Please log in to ESS and click on “Request Access” under Additional Tools. Then select “Modify Access” and complete the requested information.

My last name and email address recently changed. Should I notify STRS Ohio?

Yes, please submit your request in ESS. Select “Modify Access” under Request Access and enter your new name and email address.

We currently have an interim treasurer for our school district. Should I still notify STRS Ohio?

Yes, please notify STRS Ohio even if you have an interim treasurer. The old treasurer should be removed from the system and the interim treasurer should be listed as the new contact. Once you hire a new treasurer, please notify STRS Ohio again to remove the interim treasurer's information and add the new contact. Log in to ESS and click on “Request Access” under Additional Tools, then select “Add new contact and register for access.”

For More Information

Log on to the employer website at www.strsoh.org/employer

Call the Employer Reporting Department toll-free at **888-535-4050** or send an email to report@strsoh.org