

# Secure Employer Website Account Registration

This document provides information about the process of creating a new Secure Employer Website (SEW) account. To create a new SEW user account or if you need a password reset, you will first contact your County Administrator. If you are unsure of who the County Administrator is or if they are not available to assist you, please contact Employer Help via email at [EmployerHelp@CalSTRS.com](mailto:EmployerHelp@CalSTRS.com) or by phone at 877-277-5778.

Questions? Contact [EmployerHelp@CalSTRS.com](mailto:EmployerHelp@CalSTRS.com) or send a secure message in the Secure Employer Website. Please include supporting documentation for review.

Revised: 03/10/2023

## SEW Registration Process

### Step 1:

Contact your County Administrator requesting SEW access. A registration link and SEW Site Access Form will be sent to you to complete.

### Step 2:

Once the account is created, you will send the completed SEW Site Access Request Form to your County Administrator or fax to 916-414-6963.

### Step 3:

Once the SEW Site Access Form is received by CalSTRS and processed, the account will be activated.

Note: Previously, the SEW Site Access Request Form and ISO 1949 were required to activate an account. The ISO 1949 is no longer required as the Terms and Conditions are now agreed upon electronically. Please see image below for reference.

**Account Information**

Please make note of your Account Information (username, password, and password hint) for future reference.

\*Username:

\*Password:

Must be at least 8 characters, contain at least one uppercase letter, one lowercase letter, and one number.

\*Re-enter Password:

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\*Select a Password Hint Question: What is your father's middle name? ▼

\*Answer:

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\* Terms and Conditions

I agree with the terms and conditions of using this site.

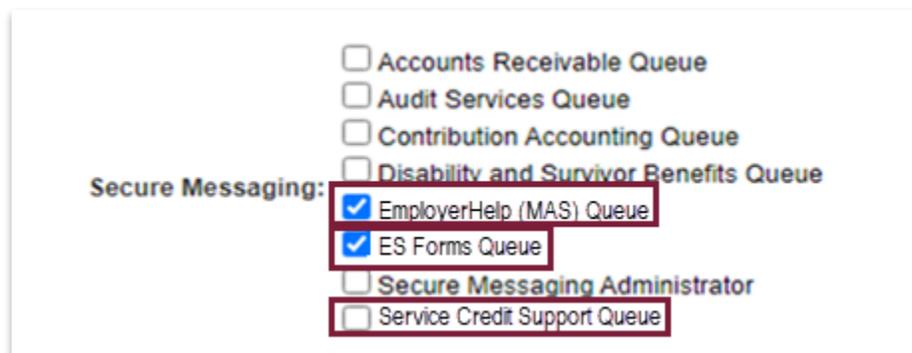
\* Required Field

## Permissions

SEW Permissions are set and changed by your County Administrator. If you have any questions relating to your permissions, please first reach out to the County Administrator.

Some commonly set secure messaging queue permissions include the following:

- Employer Help Queue- commonly used for any Employer Help related inquiries
- ES Forms Queue- used for ES Forms such as CB 533, ES 350 & ES 372
- Service Credit Support Queue- commonly used for Service Credit questions/forms such as SC-1553 (forms can also be sent directly to [SCP@CalSTRS.com](mailto:SCP@CalSTRS.com) if permissions are not set to be able to send via SEW)



Secure Messaging:

- Accounts Receivable Queue
- Audit Services Queue
- Contribution Accounting Queue
- Disability and Survivor Benefits Queue
- EmployerHelp (MAS) Queue
- ES Forms Queue
- Secure Messaging Administrator
- Service Credit Support Queue