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 or by phone at 877-277-5778.

Questions? Contact 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.

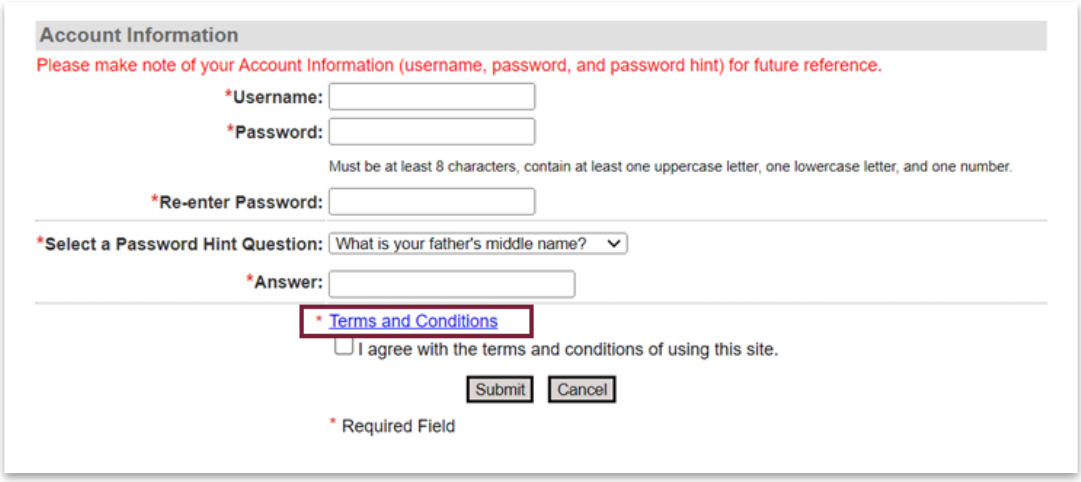
Step 2:

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:

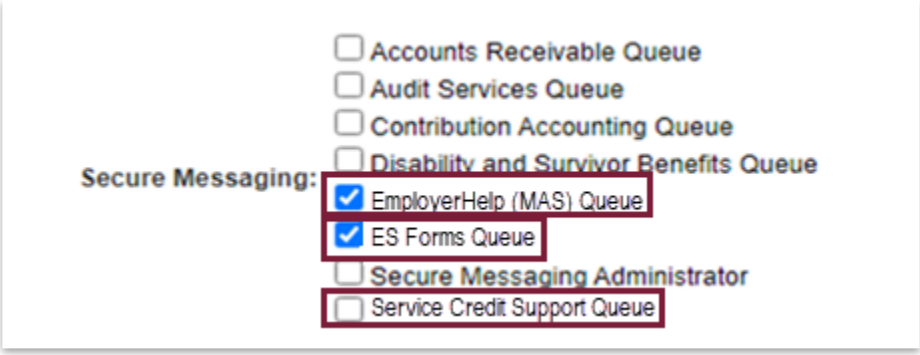
Once the SEW Site Access Form is received by CalSTRS and processed, the account will be activated.

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.



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 if permissions are not set to be able to send via SEW)