

SEW Communications

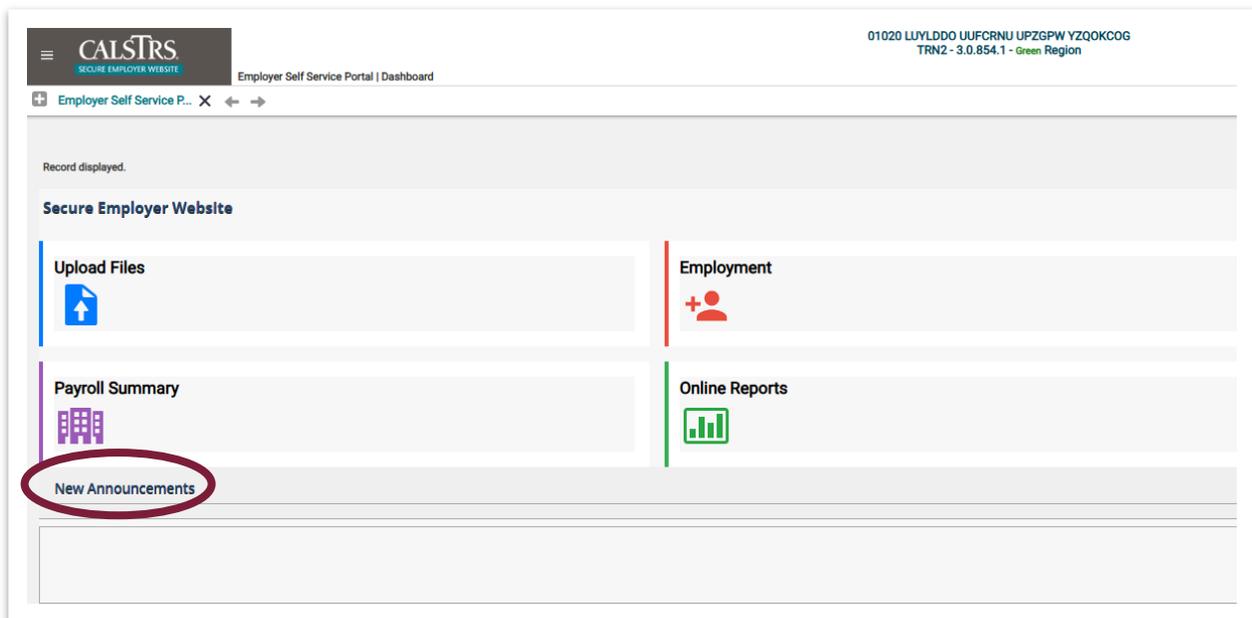
This job aid provides an overview of the various types of communication channels available in the Secure Employer Website (SEW) and what type of communications can be found in each one.

Questions? Contact PSEmployerReadiness@CalSTRS.com.

Revised: 05/13/2025

New Announcements

The New Announcements panel on the SEW Dashboard features Broadcast Messages from CalSTRS. Broadcast Messages are general announcements regarding topics that may have an impact on CalSTRS employers such as system maintenance releases, new circulars and directives, and any other information employers may find pertinent.

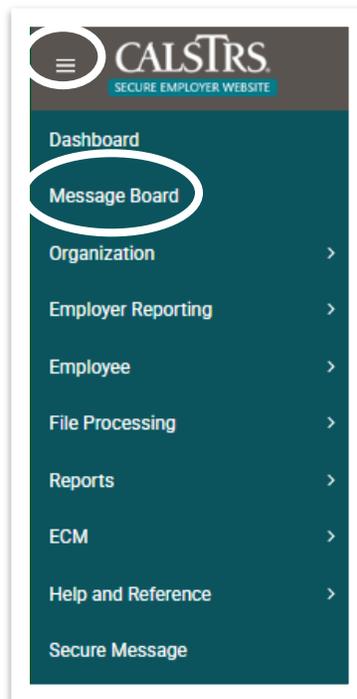


Message Board

The Message Board in SEW displays messages specific to the organization such as status updates on contribution files and information about documents uploaded to ECM. Use the following steps to access the Message Board:

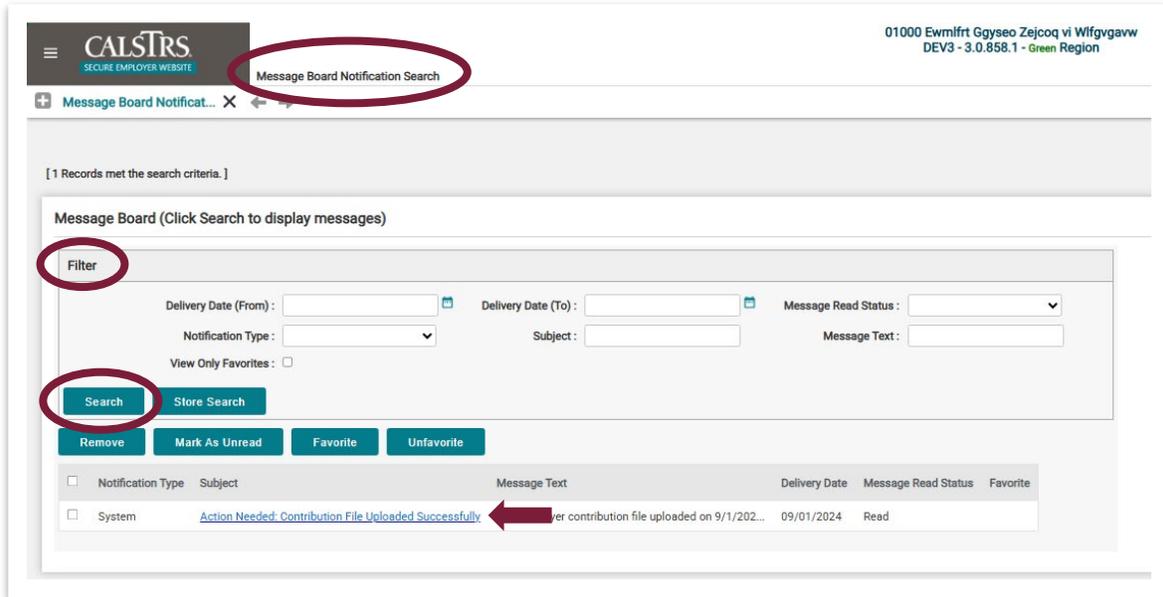
Step 1:

From the **Global Navigation Menu**, select **Message Board**.



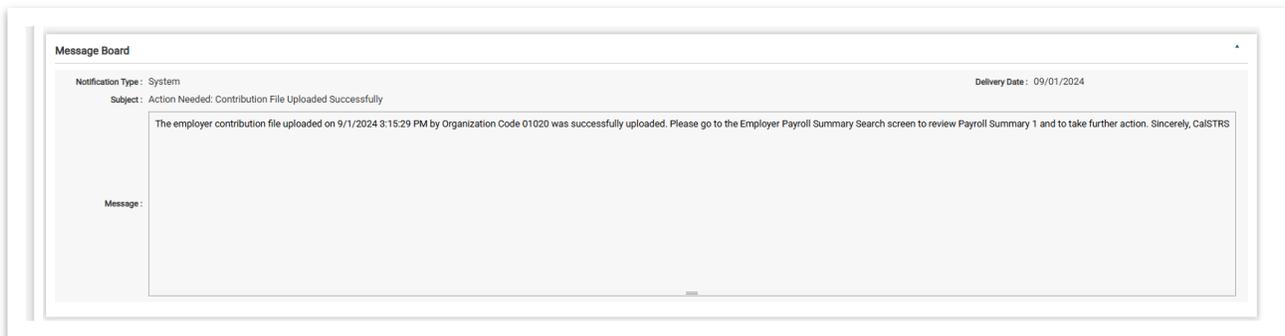
Step 2:

The **Message Board Notification Search** screen displays. Use the fields in the **Filter** panel to search for specific messages or leave the filters blank and select **Search** to view all messages. Click the **Subject** link to open the message.



Step 3:

The full text of the message displays.

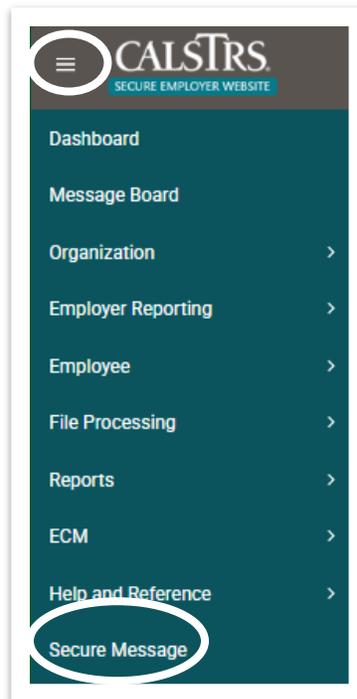


Secure Messages

Secure Messages are messages sent directly between CalSTRS staff to Organization Contacts regarding specific topics. Secure messages may be used to submit forms and documents for review, ask questions, or seek assistance. Use the following steps to access Secure Messages in SEW.

Step 1:

From the **Global Navigation Menu**, select **Secure Message**.



Step 2:

The **Secure Message Search** screen displays. Use the fields in the **Search Criteria** panel to narrow your search for specific secure messages or click the **Search** button to view all secure messages. Click the **Subject** link to open a secure message. To draft a new secure message, click the **New** button.

Secure Message Search

[1 Records]

Search Criteria (Click Search to display messages)

Client ID: View All Completed: View All Unread:
Subject: View My Messages: Status: All
Message: Last Updated By: CalSTRS User:
Category: All Sub-Category: All Attention To:
Created Date (From): Created Date (To): Program Area: All
ESS Sent Date (From): ESS Sent Date (To): Contact Type: All
ESS Received Date (From): ESS Received Date (To):

Search Reset Store Search

New Open Delete Complete Reopen Export To Excel Export All To Excel

Organization	Client ID	Sub-Category	Program Area	Subject	ESS Sent Date	ESS Received Date	Created Date	CalSTRS User	Attention To	Status	Completed	Client ID	First Name	Last Name	Status
<input type="checkbox"/>	01020 - LUYLDDO UUFGRNU UP2GPW YZQKCOG	Consolidation of Benefits		ESS372		09/01/2024	09/01/2024	Kgəcic		Sent	No				Sent

Step 3:

After clicking **New** to create a new secure message, the **Secure Message Maintenance** screen displays. Fill in the required fields as indicated by asterisks. Click the **Save** button once your message is complete.

The screenshot shows the 'Secure Message Maintenance' interface. At the top left is the CALSTRS logo and 'SECURE EMPLOYER WEBSITE'. The page title is 'Secure Message Maintenance'. In the top right corner, the user ID '01020 LUYLDDO' and 'TRN2 -' are visible. Below the header, there are tabs for 'Message Search' and 'Secure Message Maintena...'. A navigation bar shows 'Displaying page 1 of 1'. Two buttons, 'Save' and 'Send', are present; the 'Save' button is circled in red. Below the buttons is a message: '[Record displayed. Please make changes and press SAVE.]'. The main section is titled 'Secure Message Detail' and contains several fields:

- *Category: dropdown menu
- Assign to CalSTRS User: dropdown menu with a dropdown arrow
- Status: dropdown menu
- *Sub-Category: dropdown menu
- CalSTRS User: dropdown menu
- Message Type: dropdown menu
- *Organization Code: 01020 (dropdown menu)
- Organization Name: LUYLDDO UUFRCRNU UPZGFW YZQOKCOG
- Program Area: dropdown menu
- Hint: Org Code, Org Name
- Attention To: dropdown menu
- Send Date: dropdown menu
- Client ID: dropdown menu with a search icon
- Person Name: dropdown menu
- *Subject: text input field

 Below these fields is a rich text editor with a toolbar containing icons for bold, italic, underline, strikethrough, text color, background color, bulleted list, numbered list, link, and unlink. At the bottom, there is a *Message: text area.

Step 4:

Once **Save** has been selected, the **Attachments** panel will appear. Click the **Add** button to add a new attachment.

The screenshot shows the 'Attachments' panel. At the top left is the title 'Attachments'. Below the title are three buttons: 'Add', 'Edit', and 'Delete'. The 'Add' button is circled in red. Below the buttons is a table with the following columns: Document Name, Document Class, Organization, Client ID, Business Function, Document Category, Document Type, Confidentiality Flag, and Sent to ECM. The table is currently empty, and the text 'No records to display.' is centered below it.

Step 5:

The **Attachment Info** panel appears. Click the **Select File** button and choose the applicable file to upload the document to your message. Complete the required fields as indicated by red asterisks. Then click the **Finish** button. Repeat this process to add additional attachments.

The screenshot shows the 'Attachments' section with 'Add', 'Edit', and 'Delete' buttons. Below is the 'Attachment Info' form:

- Select File:** A file named 'Document.pdf' (15877 bytes) is selected. A 'Clear' button is next to it.
- Document Class:** Member
- *Client ID:** 9808493376
- *Document Category:** General
- Person Name:** JWMPK JXREVF
- *Business Function:** Member Account Service
- *Document Type:** ES0198 - Retirement Sy
- Confidentiality:**

The **Finish** button is circled in red.

Step 6:

To edit an attachment, select the checkbox next to the attachment to be edited and click the **Edit** button. To remove an attachment, select the checkbox next to the attachment to be deleted and click the **Delete** button.

The screenshot shows the 'Attachments' section with 'Add', 'Edit', and 'Delete' buttons. Below is a table of attachments:

	Document Name	Document Class	Organization	Client ID	Business Function	Document Category	Document Type	Confidentiality Flag	Sent to ECM
<input type="checkbox"/>	int.pdf	Member		9808493376	Member Account Services	General	Retirement System Election for Misreported Service	No	No

The 'Edit' and 'Delete' buttons are circled in red. A red arrow points to the first row of the table.

Step 7:

When the secure message is complete, click the **Send** button to send the message to CalSTRS. A CalSTRS staff member will be assigned to research and respond to the message accordingly.

The screenshot shows the 'Secure Message Maintenance' interface. At the top, there is a header with the CalSTRS logo and the text 'SECURE EMPLOYER WEBSITE'. The page title is 'Secure Message Maintenance'. In the top right corner, the user ID '01020 LUYLDDO TRN2 -' is displayed. Below the header, there is a navigation bar with a search icon and the text 'Secure Message Search Secure Message Maintena... X ← Displaying page 1 of 1. →'. Below the navigation bar, there are two buttons: 'Save' and 'Send'. The 'Send' button is circled in red. Below the buttons, there is a message: '[Record displayed. Please make changes and press SAVE.]'. The main section is titled 'Secure Message Detail' and contains several fields: 'Category' (dropdown), 'Sub-Category' (dropdown), 'Organization Code' (text field with value '01020'), 'Attention To' (text field), 'Client ID' (text field with search icon), 'Subject' (text field), 'Assign to CalSTRS User' (dropdown), 'CalSTRS User' (text field), 'Organization Name' (text field with value 'LUYLDDO UUFRCRNU UPZGFW YZQOKCOG'), 'Send Date' (text field), 'Person Name' (text field), 'Status' (text field), 'Message Type' (text field), and 'Program Area' (text field). Below the fields, there is a rich text editor with a toolbar containing icons for bold, italic, underline, strikethrough, font color, background color, bulleted list, numbered list, indent, outdent, link, and unlink. The message content area is currently empty.