

# Using the Secure Employer Website

This job aid provides you with step-by-step instructions on using the Secure Employer Website. Specifically, how to register and activate your account to become a user in the Secure Employer Website, how to login to the Secure Employer Website, and lastly how to navigate around the Secure Employer Website.

Revised: April 25, 2022

## Registering and Activating Your Account

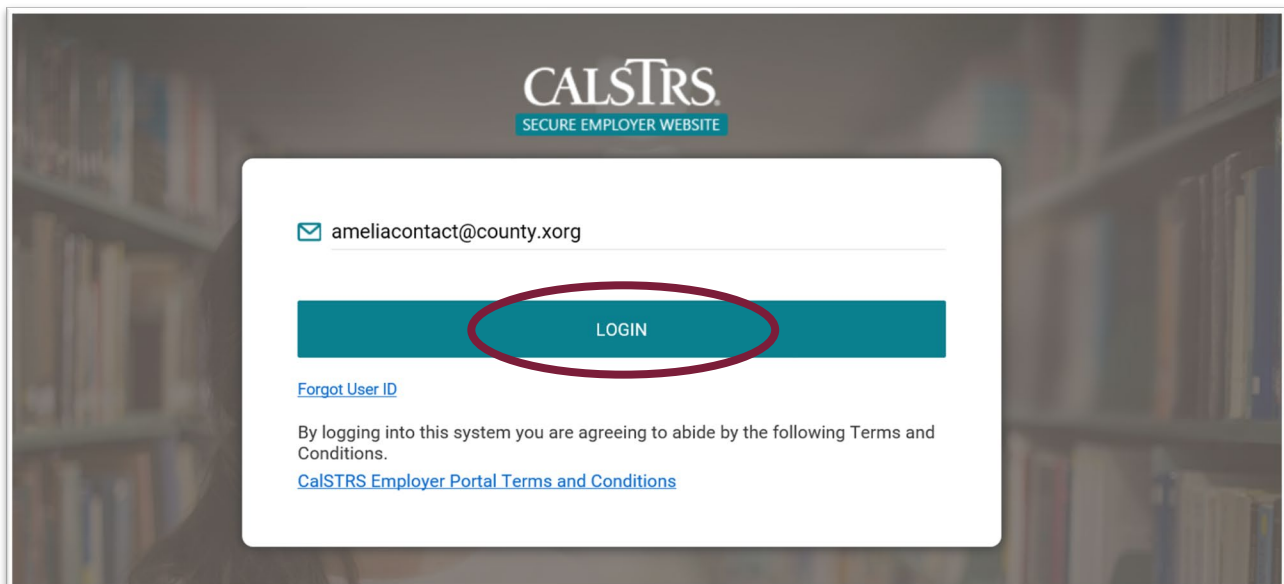
### Step 1:

Open the registration email you received. Click on the **Secure Employer Website** link.

Note: You will receive the registration email in your email only after your employer administrator has registered you in the Secure Employer Website.

### Step 2:

The **Secure Employer Website** will display. Enter your email address and click **Login**.



CALSTRS  
SECURE EMPLOYER WEBSITE

✉ ameliacontact@county.xorg

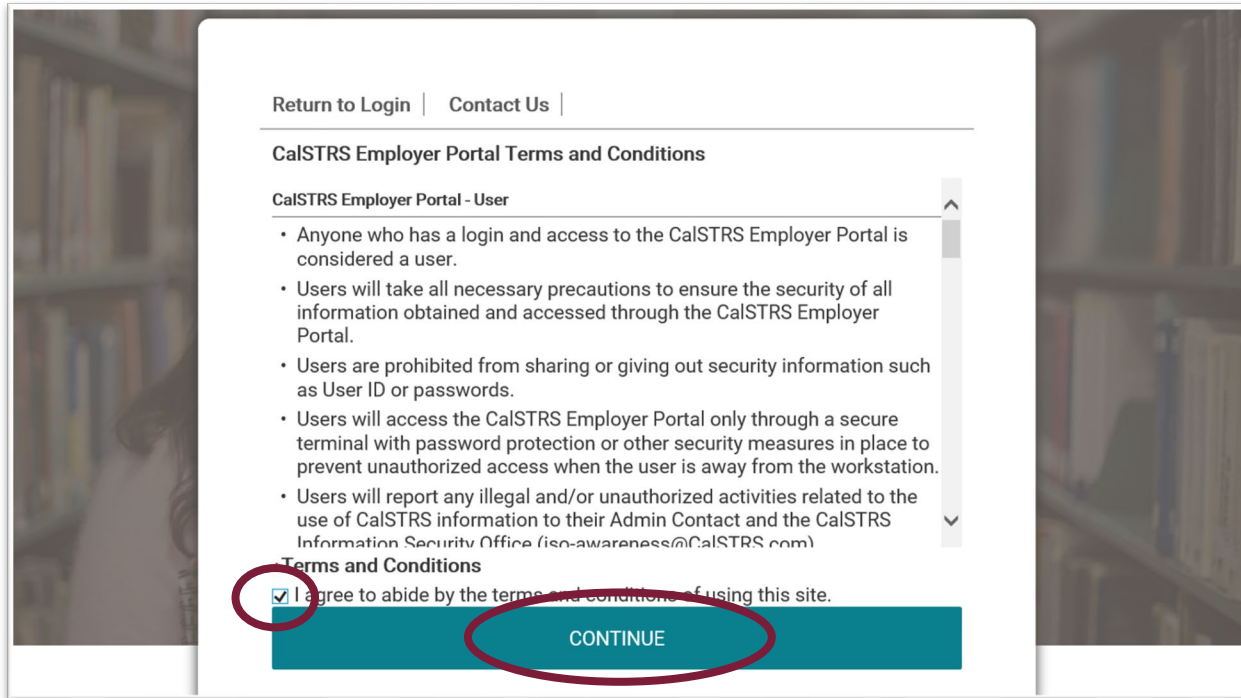
LOGIN

[Forgot User ID](#)

By logging into this system you are agreeing to abide by the following Terms and Conditions.  
[CalSTRS Employer Portal Terms and Conditions](#)

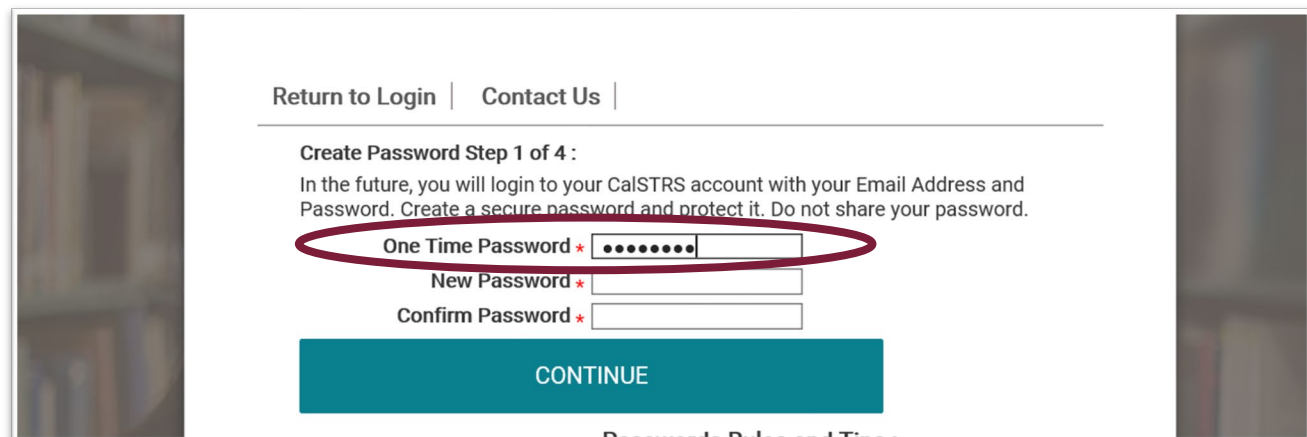
### Step 3:

The **CalSTRS Employer Portal Terms and Conditions** screen will display. Click the radio checkbox next to **“I agree to abide by the terms and conditions of using this site.”** Click **Continue**.



### Step 4:

The **Create Password** screen will display. Enter the **One Time Password** that was provided in the registration email.



### Step 5:

Create a new secure password. Input the password into the **New Password** and **Confirm Password** fields. Click **Continue**.

**Note:** The system will not allow you to continue if your password doesn't meet the system requirements under **Passwords Rules and Tips**.

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Create Password Step 1 of 4 :

In the future, you will login to your CalSTRS account with your Email Address and Password. Create a secure password and protect it. Do not share your password.

One Time Password \* [REDACTED]

New Password \* [REDACTED]

Confirm Password \* [REDACTED]

**CONTINUE**

**Passwords Rules and Tips :**


- Must be at least 8 characters long
- Must contain an uppercase character
- Must contain a lowercase character
- Must contain a number
- Cannot match any of the previous 8 passwords
- Cannot be the same as the User ID

### Step 6:

The **Select Image and Phrase** screen will display. Select an **Image** and enter an **Access Verification Phrase**. Click **Continue**.

Select Image and Phrase Step 2 of 4 :

Select an image and enter phrase which will be displayed at the time of log-in. If you do not see this image and phrase at log-in, do not enter your password and contact CalSTRS for assistance.

Selected Image \* 

Access Verification Phrase \*

Please select a photo for later image recognition :


**CONTINUE**

### Step 7:

The **Challenge Question** screen will display. Select security questions from the dropdown menus and provide the corresponding answers. Click **Continue**.

**Challenge Question Step 3 of 4 :**

For security reasons, you are required to set up security questions. These security question will be used for resetting your password on-line and when connecting from an unknown location.

Please select one question from each dropdown and answer it in the textbox provided next to the dropdown list.

Question 1 \*

Answer 1 \*

Question 2 \*

Answer 2 \*

Question 3 \*


Answer 3 \*

Question 4 \*

Answer 4 \*

### Step 8:

The **Registration Successful** screen displays. If you are completing the registration on a computer you are using for your day-to-day work, consider registering your computer. Click **Finish**.



SECURE EMPLOYER WEBSITE

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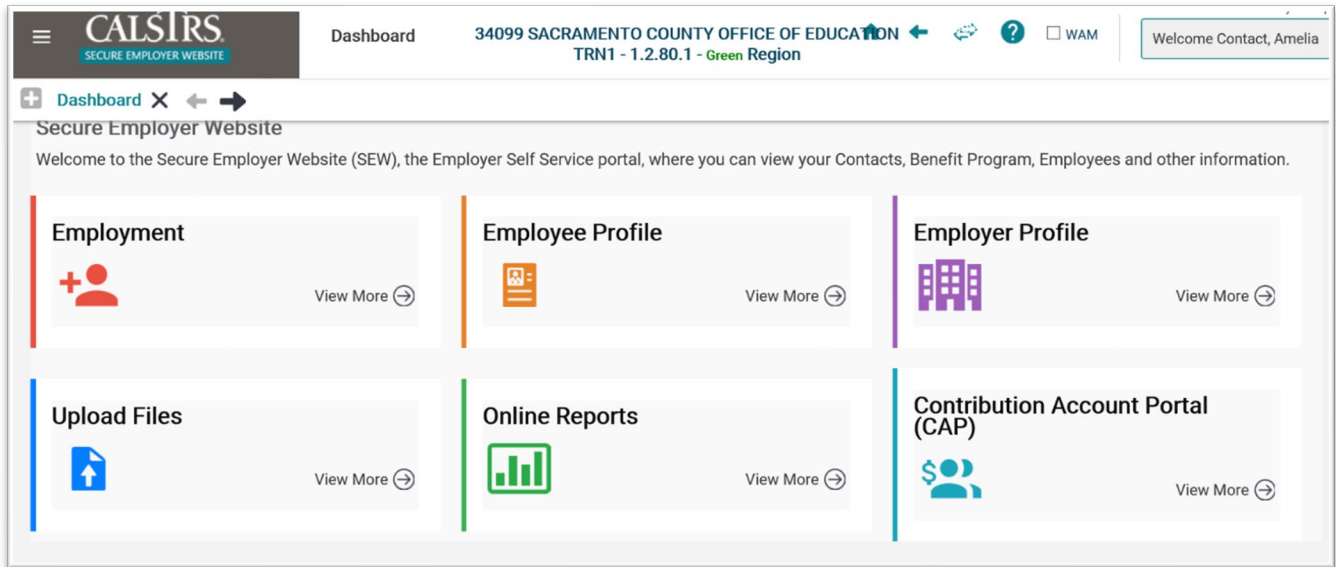
**Registration Successful!**

Register this computer to skip the security questions next time you sign in from this computer. Registration is limited to 3 computers. We recommend that you only register within a secure work environment. Never register a public computer.

Do you want to Register this computer now?  Yes  No

### Step 9:

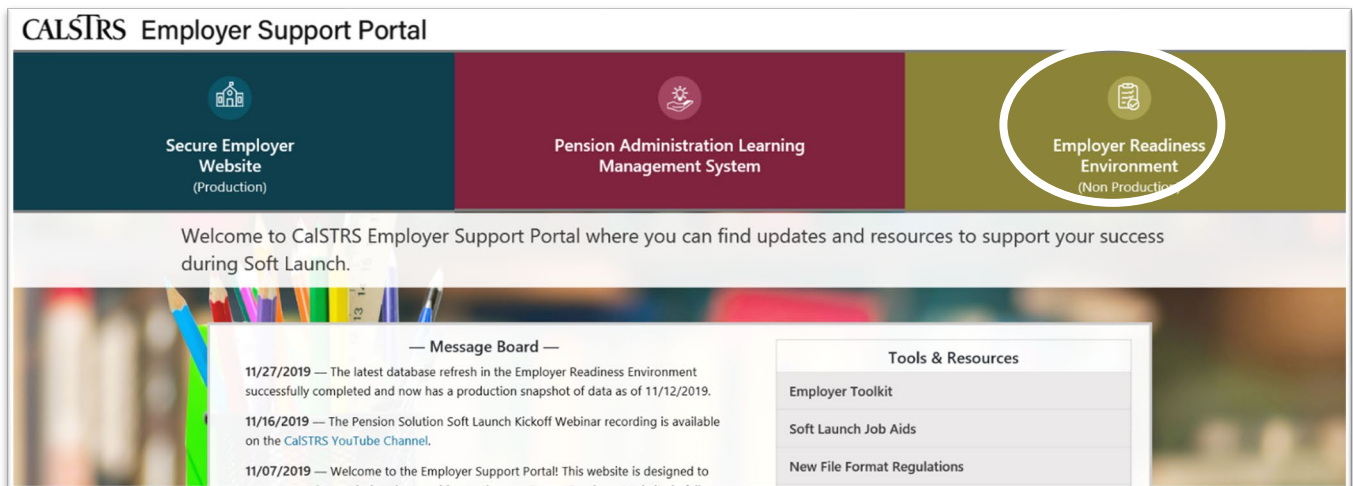
The Secure Employer Website Dashboard displays. You've successfully registered for the Secure Employer Website.



## Logging Into the Secure Employer Website

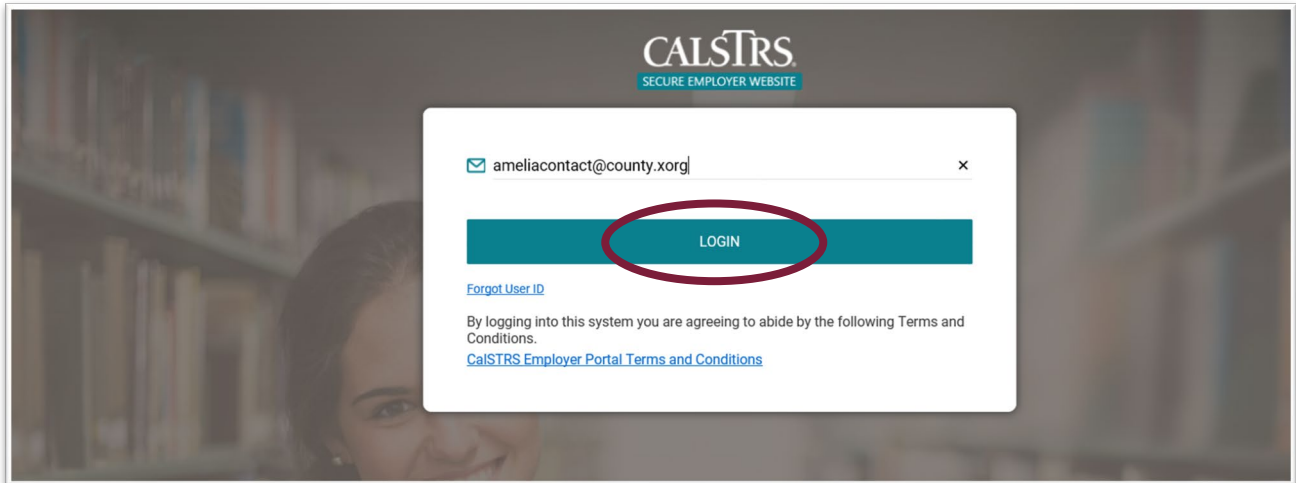
### Step 1:

Navigate to the Employer Support Portal at: <https://employersupport.calstrs.com>. Click **Employer Readiness Environment (Non Production)**.



### Step 2:

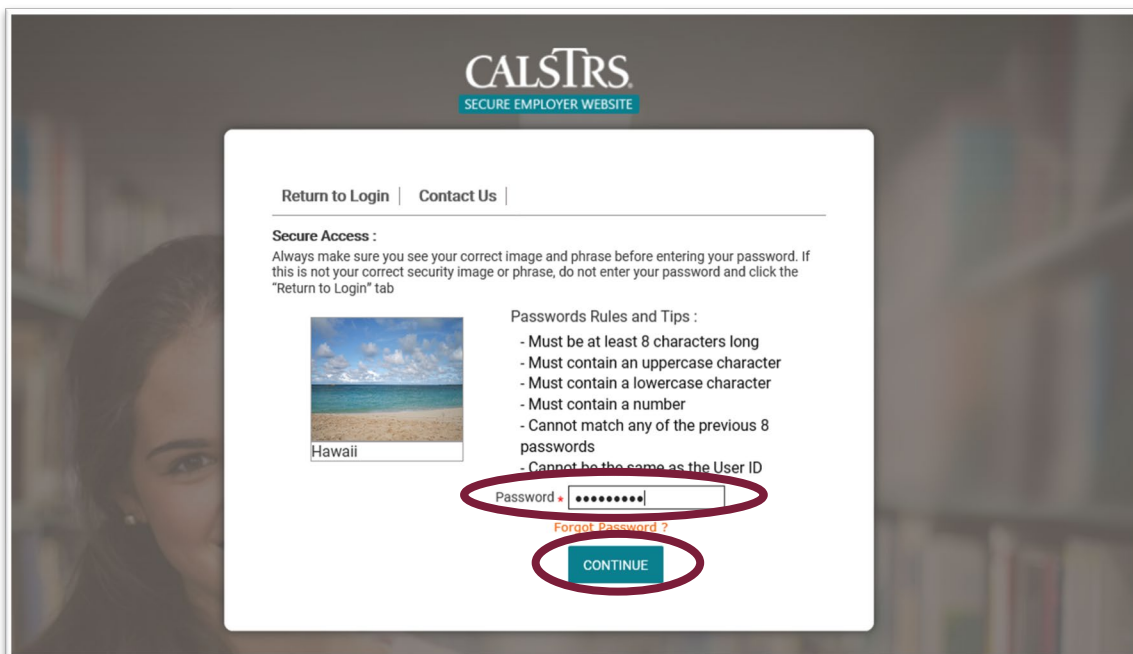
The **Login** screen will display. Enter the email address you used during registration. Click **Login**.



### Step 3:

The **Secure Access** screen will display. The image and secure access verification phrase that you selected during registration should display. Enter your **Password** and click **Continue**.

**Note:** If you do not see the image and secure access verification phrase you selected during registration, click **Return to Login**. You have entered the wrong email address.



### Step 4:

The **Verify Challenge Questions and Answers** screen will display. Enter the answers you provided during registration. Click **Continue**.

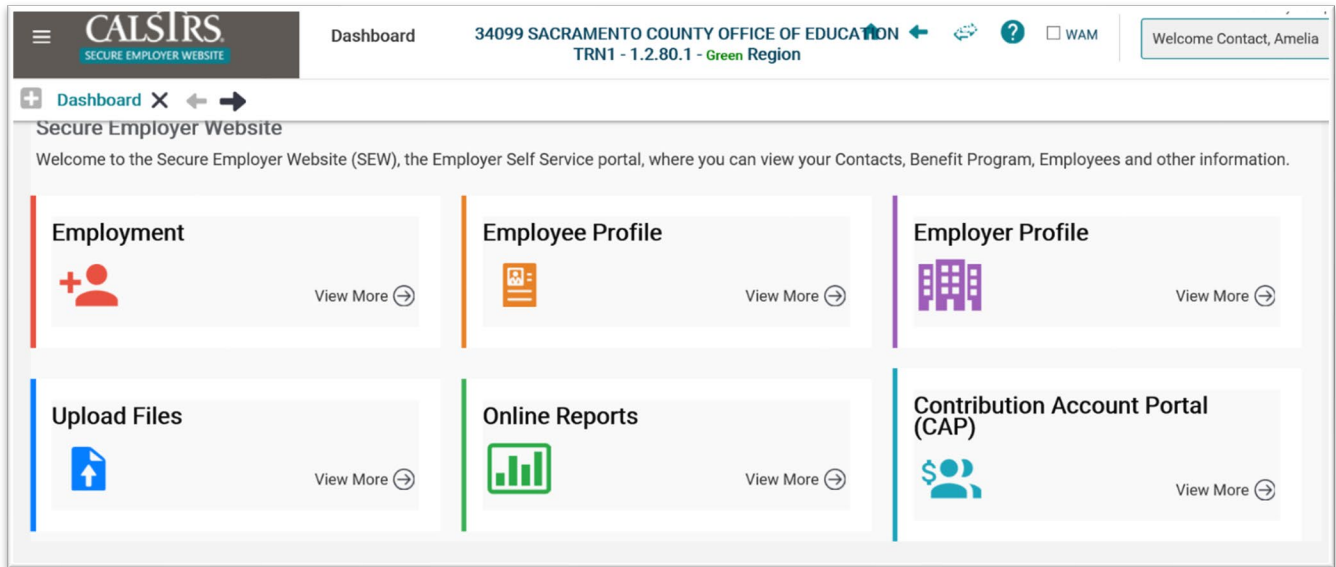
### Step 5:

The **Machine Registration** screen will display. To eliminate the step of answering your security questions each time you login, consider selecting the radio button for **Yes** to register the computer. Click **Finish**.

**Note:** The **Machine Registration** screen will only display if you didn't register your computer during the registration process.

### Step 6:

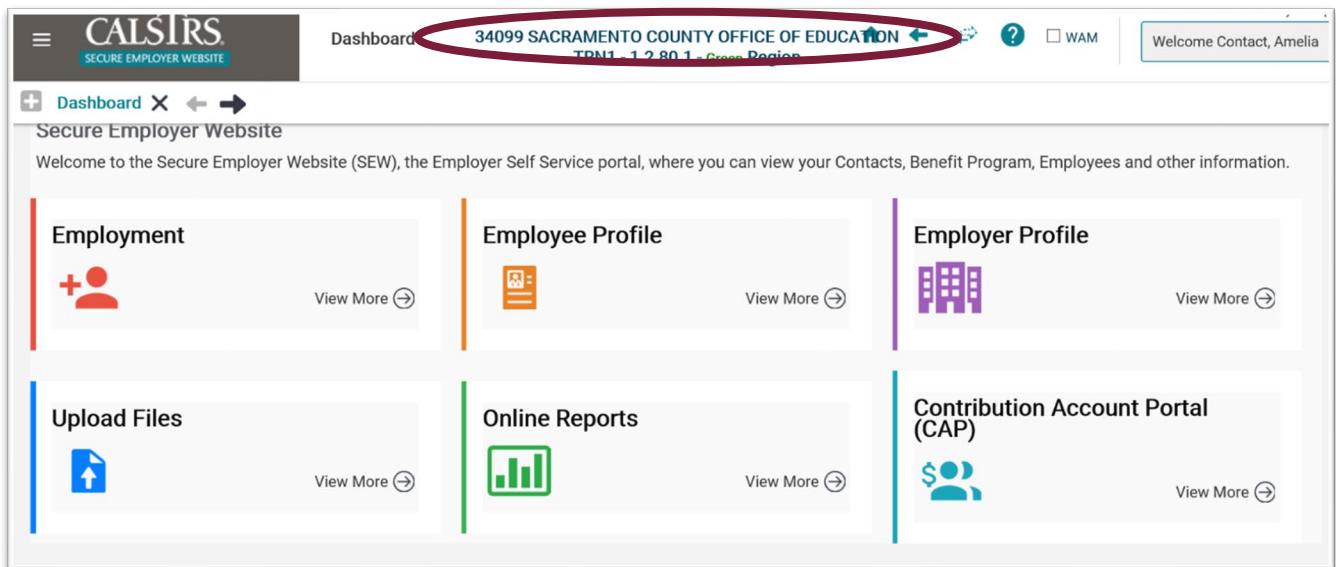
The Secure Employer Website Dashboard displays. You've successfully logged into the Secure Employer Website.



## Navigating the Secure Employer Website

### Secure Employer Website Dashboard

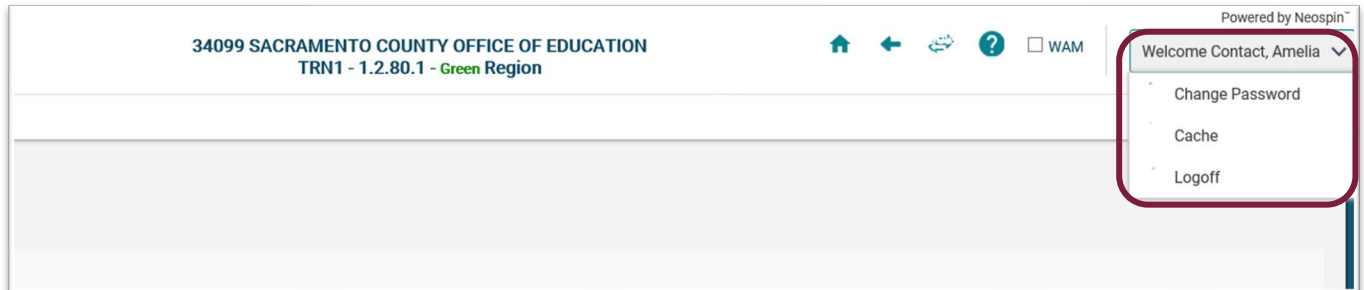
Allows you to navigate within the system using a variety of links found on the screen. At the top of the screen your **Organization Code** and **Organization Name** displays.





### Welcome Menu

The welcome menu in the top right corner of the Secure Employer Website provides you with options to change your password, clear your cache, or logoff of the Secure Employer Website.



### Toolbar Menu

The toolbar menu has five components.



The **Home** icon, when clicked, takes you back to the employer dashboard.



The **Previous** icon, when clicked, takes you to the last screen you were on.



The **Select Agency** icon that allows you to switch between the different employer organizations you have access to.



The **Online Help** icon, when clicked, displays information about the current screen you're on.

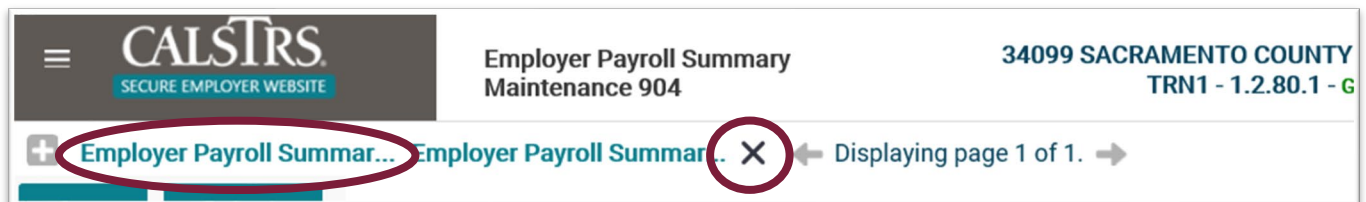


The **WAM Radio Checkbox**, when clicked, will enable Web Accessibility Mode (WAM).



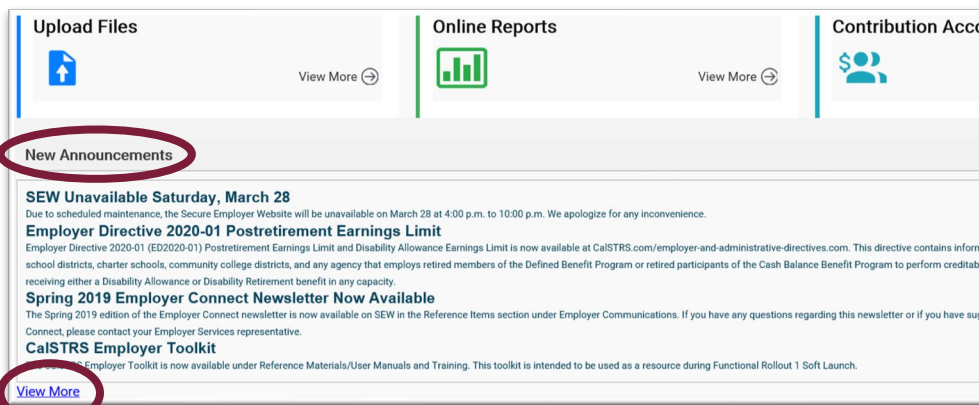
### Breadcrumb Navigation Bar

The breadcrumb navigation bar displays screens that you previously viewed. When you click the **X** on the navigation bar, you will return to the previous screen. You may also click the teal **screen names** to return to a specific screen.



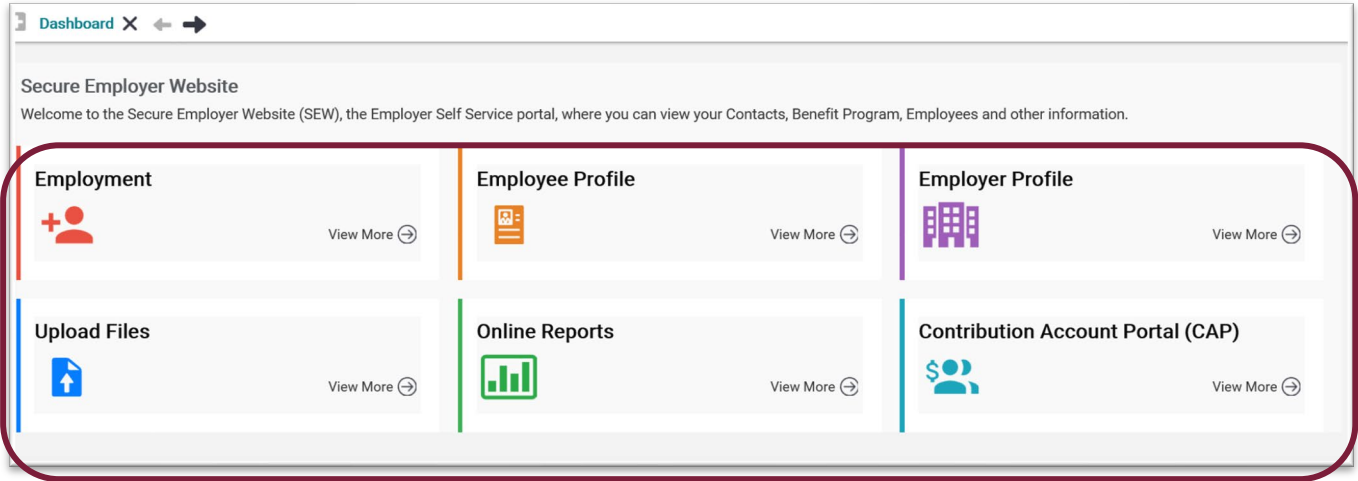
### New Announcements

This panel can be found at the bottom of the dashboard on the Secure Employer Website. It displays one-way communications sent by CalSTRS to all employers with information that you need to be aware of. It automatically shows the four most recent announcements. To see more, click the blue hyperlink for **View More**.



### Quick Links

On the dashboard, there are quick links that take you to screens associated with employment transactions, employee profile information and employer organization profiles. As well as quick links to upload files, view online reports and access the Contribution Account Portal.



### Panels

These can be found within the various screens you access. You can click the arrow in the right corner of the panel to expand or collapse them on the screen if you want to see more information or less information.

