

Employer Training for the New SEW

This document describes our approach to employer training for the new Secure Employer Website (SEW). The new SEW increases ability to respond to customer and business needs, enhances services to members, beneficiaries, staff and employers, gains long-term operational efficiencies and improves internal controls. The New SEW will be available in October of 2021.

Training Process for Employers

The following is a checklist to follow for training related to the new SEW.

Register on Pension Administration Learning Management System (PALMS)

You gain access to PALMS by [self-registering online](#) (<https://palms.calstrs.com/login/index.php>). For help registering, see the [PALMS instructions](#) (<https://employersupport.calstrs.com/GetFile/3f6b627e-4f45-479d-a4f4-ee57c8436454>) job aid available.

Enroll into courses

You can access computer-based trainings (CBTs) by enrolling into each course. For help with enrollment, see the [CBT Navigation](#) (<https://employersupport.calstrs.com/GetFile/53660855-265f-4d33-80a0-189cdf77bf7f>) job aid available.

Take computer-based trainings

You can take CBTs on your own time, and the CBTs can be retaken as needed.

Contact Employer Help with questions

If the CBTs leave you with any questions or concerns, contact EmployerHelp@CalSTRS.com or send a Secure Message in the current SEW. We will work with you to address additional training needs and coordinate Instructor Led Trainings (ILTs). ILTs can be via webinar/zoom or in-person and provide you with the opportunity to be trained with a live trainer who can answer your questions in real time.

Computer-based trainings (CBTs)

We have a suite of CBTs to complete at your own pace. You can revisit the courses at any time.

Courses Available Now

Course	Modules
Contribution Reporting	<ul style="list-style-type: none"> • Introduction to Contribution Reporting • Contribution File Upload • Contribution File Processing • Contribution Reporting Process for a Report Source • Contribution Reporting Process for a Report Unit • Managing Contribution Data • Submitting Payroll Headers to a Report Source • Merging Payroll Summaries • Deleting Payroll Summaries • Associating Payments • Payroll Summary Posting
Employment Maintenance	<ul style="list-style-type: none"> • Online Employment Transactions • Employment File Upload • Employment File Processing • Managing Employment Data
Introduction to the New Secure Employer Website (SEW)	<ul style="list-style-type: none"> • Employer Contact Types • Accessing Employee Information • Employment and Membership Account Information • SEW Registration • Logging in to SEW • SEW Navigation
New File Format (Employment File)	<ul style="list-style-type: none"> • Enrollment Transaction Type • Introduction to New File Format

New Modules Available Spring 2021

Existing Course	New Module
Contribution Reporting	<ul style="list-style-type: none"> • Employer Reporting Requests
Employment Maintenance	<ul style="list-style-type: none"> • Employee Match File
Introduction to the new SEW	<ul style="list-style-type: none"> • Processing Pending Work Items • Secure Messaging • Electronic Content Management

New Courses Available Spring 2021

New Course	New Module
Employee Change Requests	<ul style="list-style-type: none"> • Employee Change Requests Overview • SR Earning Limit Exemption • One-Year Final Compensation • Employer Certification for Disability • Employer Certification for Death Before Retirement • Reduced Workload Program
Employer Organization Maintenance	<ul style="list-style-type: none"> • Employer Contact Types • Managing Employer Organization Information • Cash Balance Employer Organization Tasks
Program Enrollment Requests	<ul style="list-style-type: none"> • Program Enrollment Request Overview and Submission • Program Enrollment Request Statuses and Action Statuses • Resolving Errors • Updating Rejected Program Enrollment Requests
Service Credit Purchase Requests	<ul style="list-style-type: none"> • Service Credit Purchase Requests Overview • Editing and Approving Service Credit Purchase Requests • Rejecting Service Credit Purchase Requests