CHAPTER 3

Employer Self Service Account Setup and Maintenance

Kentucky Public Pensions Authority

EMPLOYER REPORTING, COMPLIANCE & EDUCATION

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REVISED 07/2021

OVERVIEW

The Employer Self Service (ESS) website provides access to an employer's online account and monthly reporting modules. The Agency Head must submit **Form 7071, Employer Self Service Employer Administrator Account Creation Request**, to KPPA to designate an Employer Administrator. Each agency's Employer Administrator completes the setup for each ESS user. To log in to ESS, a user must have a valid user ID and password.

Once the Employer Administrator grants a new user access, the user must first log in to KPPA's secure email portal to retrieve the user ID, password and Personal Identification Number (PIN). For step-by-step instructions on the initial login process, please refer to the **First Time Log In to Employer Self Service guide**. After signing in to ESS, a user will have access based on the security role set by the Employer Administrator.

It is imperative that all users safeguard their ESS credentials. This means credentials should NEVER be shared with other ESS users, including coworkers.

Required Fields
All information that must be provided by the user is designated with a red asterisk.

Security Timer
Once the user has signed in, a security timer begins. The timer displays in the bottom left-hand corner of the screen. The timer will reset when the user performs certain actions. After 15 minutes with no activity, the session will time out and the ESS user will be required to log in again.

ESS Training Videos
Several training videos are published explaining how to register and use ESS:

- **Registering for Employer Self Service**
- **Guide to the Secure Email Portal**
- **Update a Password**
- **Update PIN**
- **Update a Security Question**
- **Add a Contact Person**
- **Edit a Contact Person**
- **Delete a Contact Person**
- **Add an Agency Address**
- **Edit an Agency Address**
- **Delete an Agency Address**
- **Download Member ID**
- **Viewing and Paying Invoices**

Visit our website at **https://kyret.ky.gov/Employers** for employer announcements, additional videos and training resources.

LOG IN TO ESS

STEP 1
Launch your internet browser and navigate to the KPPA website at **https://kyret.ky.gov**. Click **LOGIN** and click on **Employer Login**.

STEP 2

To log in, enter the user ID and password and click [Login]

NOTE If you attempt to log in three times unsuccessfully, your account will be locked. To reset your password and unlock your account, contact your Employer Administrator.

Upon initial login, the ESS user will be required to change the temporary password, change the temporary PIN, and select and answer a security question. The user must complete these steps before accessing ESS. After creating ESS credentials, users can click **Forgot Password** or **Forgot User ID** and answer their security question to reset their ESS Password or retrieve their User ID.

Once an ESS user has logged in, the **Home** page displays. Not all menu options will be available to all users because the security role assigned to each user determines what the user can access. For example, the **Admin** menu only displays to ESS users with an Employer Administrator role.

HOME	REPORT	SERVICES	ACCOUNT	ADMIN
This is the first page a user sees in ESS.	**Enter Report Details or Upload Detail File** • Submit your monthly detail report	**Download Member ID** • Find contribution groups for new employees and/or download Member IDs from KPPA	**Payment Accounts** • Set up payment accounts for EFT and/or e-check	**Manage Users** • Only available to users in the Administrator role

• Used to add users, unlock user accounts, reset passwords and PINs, and deactivate users |
	Submit Monthly Summary • Submit your monthly summary and electronic payment	**Sick Leave Cost Calculator** • Only available to employers who participate in the Standard Sick Leave program for budgetary purposes	**Office Locations** • Stores all locations for a particular employer	
	Monthly Packets • Includes items from previous monthly reports that need to be reviewed	**Death Notice** • Report the death of a current or former employee	**Contact Persons** • Lists all agency personnel who KPPA may contact	
	Invoices • View and pay invoices	**Seminars** • Register for upcoming employer training sessions	**Change Password** • Update password for ESS	
	Supplemental Report Details (County Fee Agencies Only) • Submit additional monthly report details		**Change Security Question** • Update Security Question for password hints	
	Adjustments (KHRIS Agencies Only) • Make non-monetary adjustments to previously reported records		**Change PIN** • Update PIN for ESS	

NOTE

Some options are only available to certain agencies based on reporting requirements. For example, only county fee agencies will see the Supplemental Report Details option in the Report menu.

CHANGE PASSWORD

First time users will be required to reset their temporary password issued by KPPA immediately upon initial log in. The ESS user must use their password to log in to ESS.
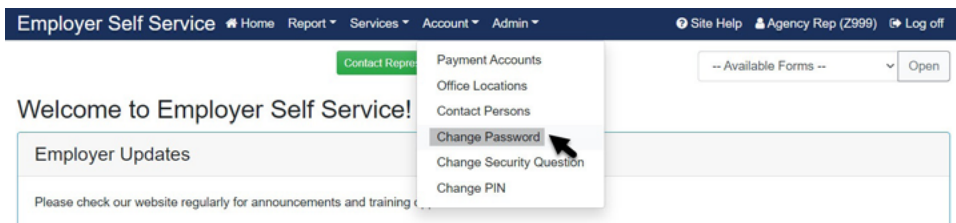
Valid ESS passwords:

- Must be between 8 and 16 characters long
- Include at least one letter
- Include at least one number
- Include at least one special character
- Are case sensitive
- Should not contain spaces

The following characters are permissible:

- Capital and lower case Aa-Zz
- Numbers 0-9
- Special characters @ # ! % $

STEP 1

ESS users can change the password on their account by selecting **Change Password** under the **Account** menu.

STEP 2

Complete all required fields:

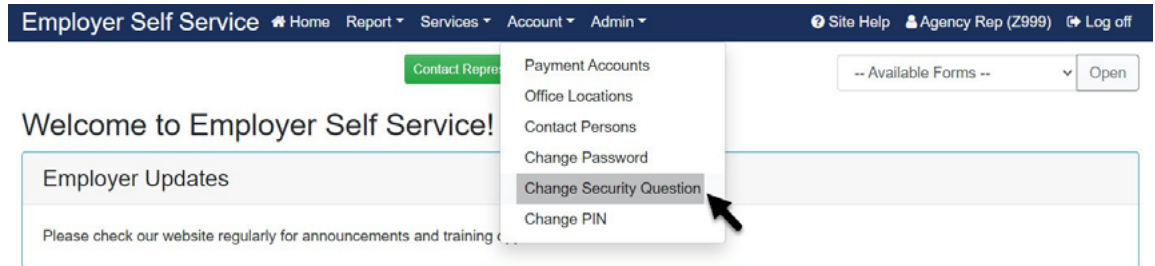| Field Name	Description
Your User Name	User name of the person currently logged in to ESS.
Current Password	Current password of the person logged into ESS.
Your New Password	New password to be used for ESS.
Retype Your New Password	Verification of the new password for ESS.
KPPA PIN	Security feature that uses your employer PIN to verify identity.

STEP 3

Click **Update** to change the ESS password.

CHANGE SECURITY QUESTION

First time users will be required to select and answer a security question upon initial log in. The Security Question answer will be required if the user clicks the "Forget Password" link on the sign in screen.

STEP 1
Click **Change Security Question** under the **Account** menu.

STEP 2
Complete all required fields:

Field Name	Description
Security Question	Question that will be asked in the event the user forgets their user name or password.
Answer	Answer to the security question.
Retype Your Answer	Verification of the answer to the security question.
KPPA PIN	Security feature requiring the user's PIN to verify identity.

STEP 3

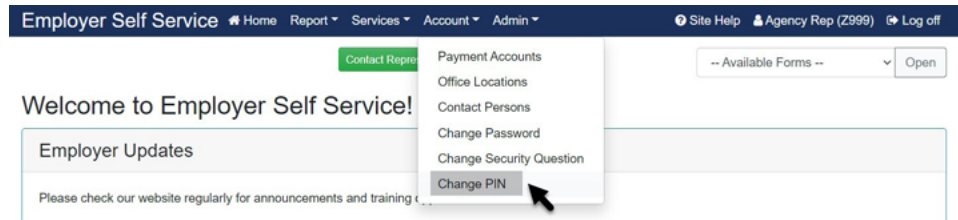Click **Update** to update the security question information.

CHANGE PERSONAL IDENTIFICATION NUMBER

PIN
Personal
Identification
Number

First time users will be required to reset their temporary PIN issued by KPPA immediately upon initial log in. The employer PIN is used to verify the identity of the employer representative both online and when calling KPPA, and acts as the representatives' electronic signature.

STEP 1
Click **Change PIN** under the **Account** menu.

STEP 2
Complete all required fields:

Field Name	Description
Your User Name	User name of the person currently logged into ESS.
Current PIN	Current PIN of the person logged into ESS.
Your New PIN	New PIN to be used for ESS.
Retype Your New PIN	Verification of the new PIN for ESS.

STEP 3

Click [Update] to update the ESS PIN.

PAYMENT ACCOUNTS

KHRIS employers included on the Personnel Cabinet's monthly retirement file do not manage Payment Accounts in ESS. The Personnel Cabinet submits payment to KPPA.
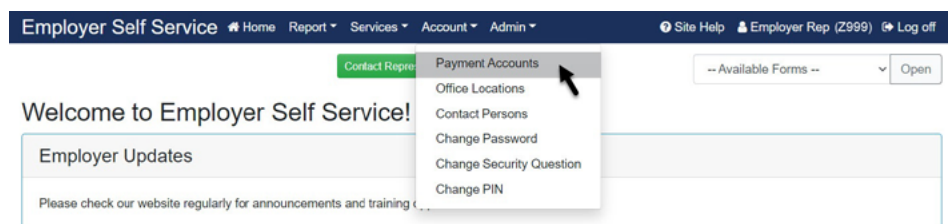
The Payment Accounts module allows employers to add, update, and delete payment accounts for remitting contributions to KPPA. Bank routing and account information entered by the employer in ESS is encrypted and stored securely by KPPA.

Two electronic payment account types can be set up:

Payment Account Type	Description
EFT	Bank routing and account information is stored with KPPA so that the monthly payment can be automatically drafted after the submission of the monthly summary.
e-Check	Bank routing and account information is stored with KPPA and allows the employer to enter a specific check number each month prior to payment.

STEP 1
Click **Payment Accounts** under the **Account** menu. All existing payment accounts will display.

NOTE The user can delete an existing payment account by clicking **Delete** next to the payment account if there are no pending payments.

Manage Payment Accounts
The Payment Accounts page allows employers to manage various methods for payment to KPPA. Accounts entered through this module will be available for use on the Submit Monthly Summary and Invoices screens of Employer Self Service. Users will click the Nickname of the account to update entered account information. New account information can be entered using the **Add a Payment Account** button.

Existing Payment Accounts

Nickname	Bank Name	Bank Account Number	Receipt Type	
Retirement Account	JPMORGAN CHASE	...4567	EFT	Delete

Add a Payment Account

STEP 2

Click **Add a Payment Account** 👤 to add a new account.

STEP 3
Complete all required fields:

Field Name	Description
Receipt Type	The type of payment account being set up.
Nickname	Name displayed on the Payment Account screen.
Bank Routing or ABA number	Routing number for the bank that the account is associated with.
Bank Account number	Employer's bank account number that will be used for payments to KPPA.
Retype Bank Account number	Verification of the Employer's bank account number.

STEP 4

Click **Continue**

NOTE Employers have the option of adding multiple accounts for contribution remittance. Accounts can be differentiated using the Account Nickname and Receipt Type.

STEP 5

Add a Payment Account

Step 2 of 2

Please review the information you have entered then click **Submit**.
To make changes, click **Edit**.
To cancel without saving, click **Cancel**.

Nickname:	CERS Retirement
Bank Name:	JPMORGAN CHASE
Bank routing or ABA number:	083000137
Bank Account number:	123456
Receipt Type:	EFT
KPPA PIN: *	

[Edit] [Submit] [Cancel]

Enter your PIN and click **Submit** to save the payment account.

NOTE Employers have the option, prior to submitting the payment account, to edit the information or cancel the transaction.

EDIT PAYMENT ACCOUNTS

STEP 1

Click **Payment Accounts** located under the **Account** menu.

  You can delete an existing payment account by clicking **Delete** next to the payment account if there are no pending payments for the account.

STEP 2

Click the link in the **Nickname** column for the payment account you would like to edit.

STEP 3

Complete the required field:

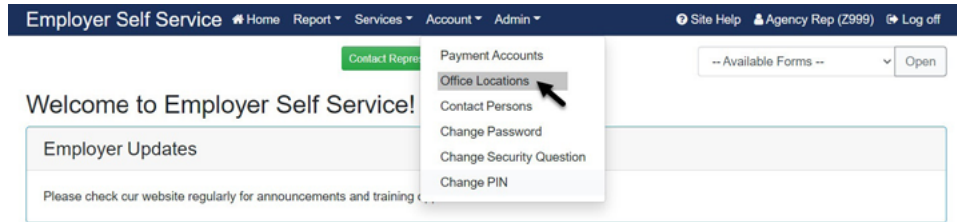| Field Name	Description
Nickname	Name displayed on the Payment Account screen.

STEP 4

Enter your PIN and click **Update** to change the nickname for the payment account.

ADD OFFICE LOCATIONS

The **Office Locations** screen allows employers to add new office locations and update their mailing address with KPPA.

STEP 1
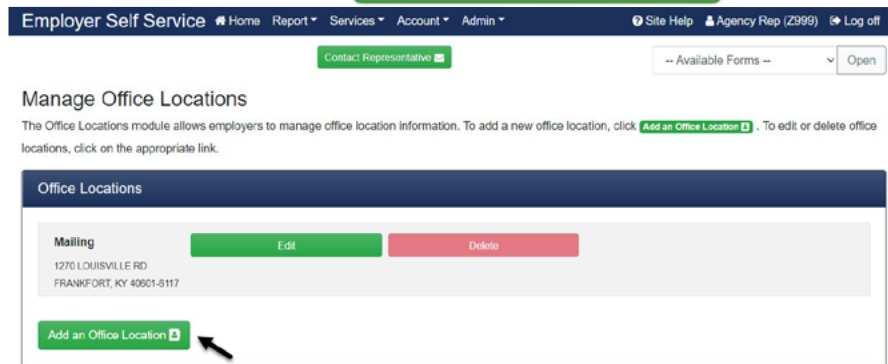After successfully signing in to ESS, click **Office Locations** located under the **Account** menu

STEP 2

To add a new office location, click **Add an Office Location**

NOTE   The **Office Location** must be set up before you can enter a **Contact** person.

STEP 3

Complete all applicable fields.

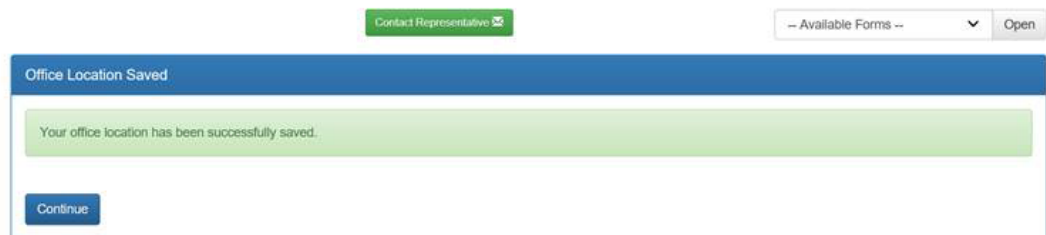| Field Name	Description
Location Type *(see descriptions below)*	Type of location which is being added for the employer.
Care Of	Use when recipient does not normally receive mail at the address provided.
Address Line 1	Street address or post office box for the location.
Address Line 2	2nd line of an address to be used for a building, unit, floor or suite number.
City	City in which the office is located.
State	State in which the office is located.
ZIP Code	ZIP Code for the office location.
County	County in which the office is located.

Location Type	Description
Mailing	Address KPPA will use when mailing information to the employer. This address is required.
Primary Location	Enter a Primary Location if the employer is primarily located at an address that is different from the Mailing address.
Satellite	Enter a Satellite address if the employer has a location other than the Primary Location.
Third-Party Preparer	Address of a third party (i.e. Accountant, Payroll Provider) who prepares a monthly report for the employer.

STEP 4

Click **Submit** to save the office location information.

STEP 5

A messages displays that confirms the office location has been successfully saved.

Click **Continue**

EDIT AN OFFICE LOCATION

To edit an **Office Location**, click the link next to an existing location.

Refer to **Steps 3 - 5** above for adding an office location.

Click **Continue**

DELETE AN OFFICE LOCATION

STEP 1

Click **Office Locations** located under the **Account** menu.
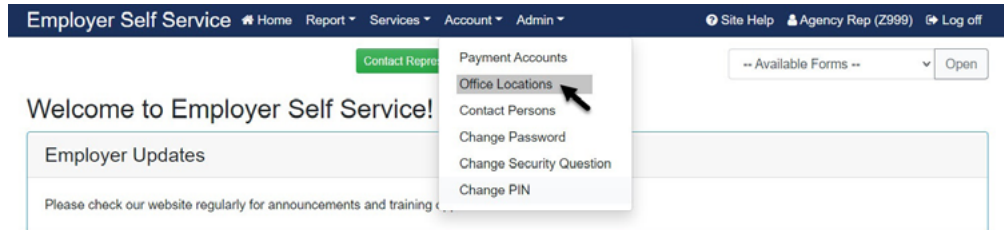
STEP 2

Click **Delete** next to the location to be deleted.
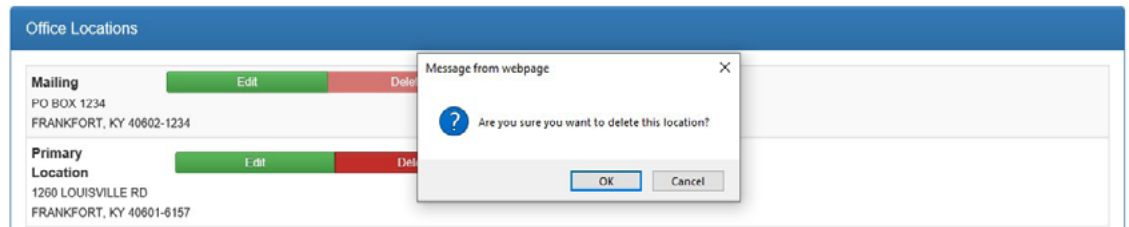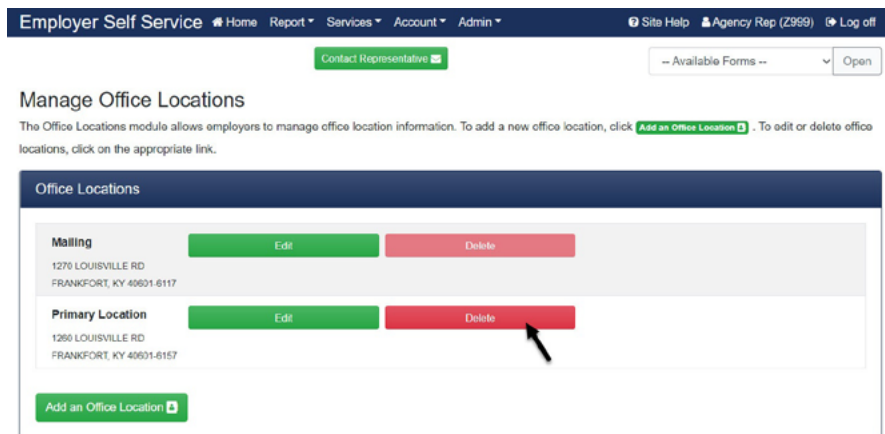
STEP 3

Click **OK** to confirm that the location should be deleted.

NOTE If one of the employer contacts has been tied to the location you wish to delete, you must first edit that contact person's location information before you will be able to delete the location.

NOTE Employers cannot delete the mailing address, as this is a required address for KPPA. Mailing addresses can only be edited to update information.

ADD CONTACT PERSONS

Employers can set up multiple employees as contacts in ESS. Contacts can then be set up as ESS users and granted access to ESS. An employee must be added as a contact in order to be an ESS user.

An employer must designate a primary Reporting Official contact. For multiple contacts of the same type (e.g. Human Resources), one individual must be designated as a primary contact.

Every six months the primary Reporting Official will verify contact information for the primary Reporting Official, primary Human Resources contact, and Agency Head in ESS. If the employer does not have a primary contact for Agency Head and Human Resources, the pop-up verification will display upon login until these contact types are provided.

NOTE For an employer representative to be authorized to sign KPPA forms, they must be listed as a Contact Person for the employer.

STEP 1
Click **Contact Persons** located under the **Account** menu.
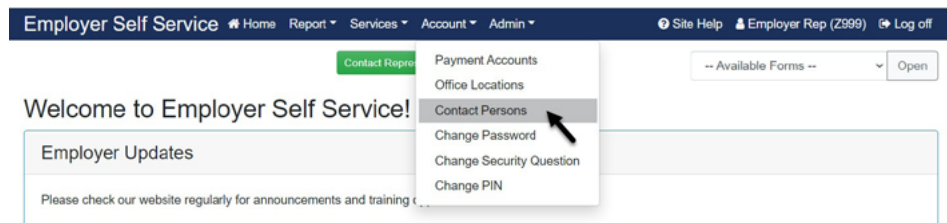
All contact persons associated with the employer are displayed. If the contact person is an ESS user, the user's security role will also be displayed.

STEP 2

Click **AddContact** to add a new contact person.

In order to set up a new **Contact Person**, the corresponding **Office Location** must be entered and saved in ESS.

STEP 3

On the Add a **Contact Person** screen, complete all required fields. There are additional fields you may complete to provide more information.
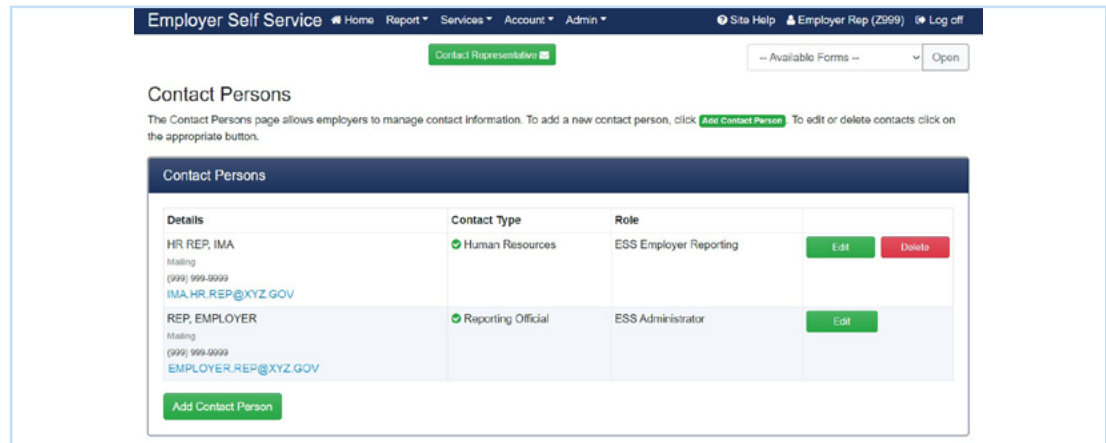
Field Name	Description
NAME	
Prefix	Prefix for the person being added as a contact person.
First Name	First Name of the person being added as a contact person.
Middle Name	Middle Name of the person being added as a contact person.
Last Name	Last Name of the person being added as a contact person.
Suffix	Suffix of the person being added as a contact person.
Title	Contact Person's title within the organization.
CONTACT INFORMATION	
Office Location	Location Type for the employer office location.
Email	Email address of the person being added as a contact person. Each contact person set up for an employer must have a unique email address.
Work Phone	Work phone number of the person being added as a contact person.
Alternate Phone	Alternate phone number of the person being added as a contact person.
Fax	Fax number of the person being added as a contact person.

STEP 4

Select the employer contact type for the **Contact Person** by clicking the check box for each **Contact Type** that should be related to the person.

The first time a contact type is set up, that contact must be set as the primary contact. If multiple contacts will be set up for the same contact type, then the primary contact should be set up first. Marking the check box for **Set as Primary Contact** will identify this **Contact Person** as the primary contact for the **Contact Type** selected.

The primary Reporting Official is the person responsible for all aspects of the employer's monthly report. KPPA will contact this person if there any questions about the employer's monthly report. The Reporting Official will also receive email notifications generated by invoicing and employer reporting in the KPPA system.
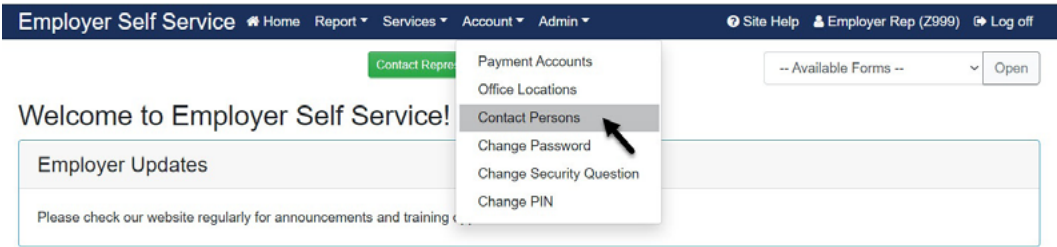
STEP 5

Click **Submit**
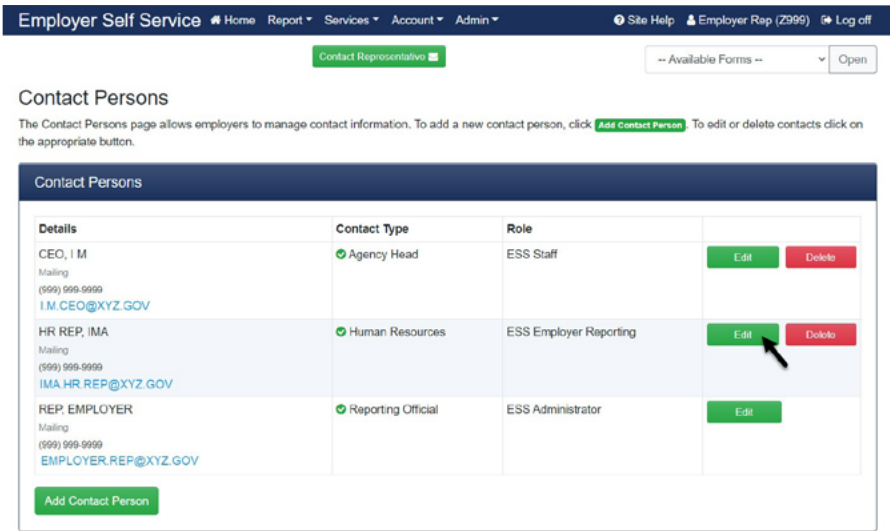
EDIT A CONTACT PERSON

STEP 1
Click **Contact Persons** located under the **Account** menu.

All existing contact persons associated with the employer will display.

STEP 2

Click [Edit] next to the contact person to be edited.

STEP 3
On the Add a **Contact Persons** screen, complete all required fields. There are additional fields you may complete to provide more information.

Field Name	Description
NAME	
Prefix	Prefix for the person being added as a contact person.
First Name	First Name of the person being added as a contact person.
Middle Name	Middle Name of the person being added as a contact person.
Last Name	Last Name of the person being added as a contact person.
Suffix	Suffix of the person being added as a contact person.
Title	Contact Person's title within the organization.

Field Name	Description
CONTACT INFORMATION	
Office Location	Location Type for the employer office location.
Email	Email address of the person being added as a contact person. Each contact person set up for an employer must have a unique email address.
Work Phone	Work phone number of the person being added as a contact person.
Alternate Phone	Alternate phone number of the person being added as a contact person.
Fax	Fax number of the person being added as a contact person.

STEP 4

Update the employer contact type for the **Contact Person** by clicking the check box for each **Contact Type** that should be related to the person.
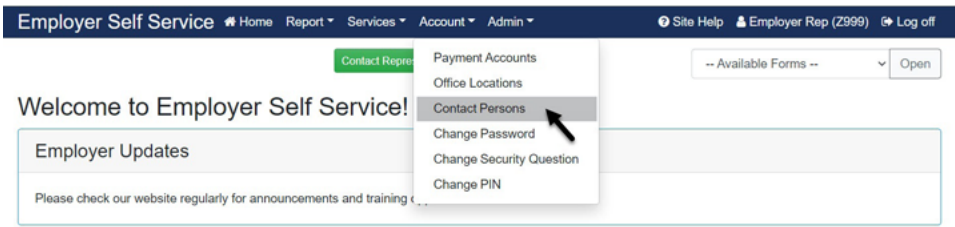

STEP 5
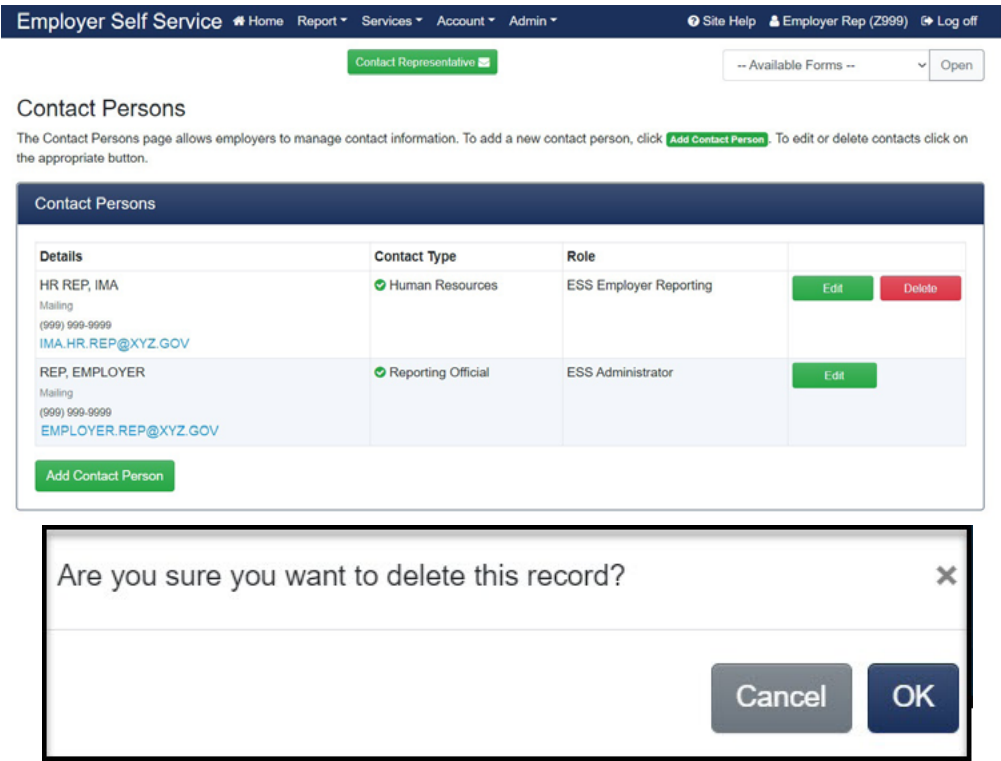
Click

DELETE A CONTACT PERSON

STEP 1
Click **Contact Persons** located under the **Account** menu.

All existing contact persons associated with the employer will display.

STEP 2
Click **Delete** next to the contact person to be deleted.

STEP 3

Click **OK** to confirm that the contact person should be deleted.

NOTE You cannot delete the primary Reporting Official without having first named a new primary Reporting Official.

MANAGE USERS

FORM
Form 7071

Only users with the role of Employer Administrator will see the **Admin** menu display. Under the **Admin** menu, the ESS Administrator can access the **Manage Users** module to add or delete users and assign or change security roles. The ESS Administrator uses security roles to manage each user's level of access in ESS. The Employer Administrator can also reset the password and PIN of each user if the user account is locked or the user forgets their PIN or password.


NOTE

An employer may have two Employer Administrator roles for each account. If a person designated as the Employer Administrator needs to be changed, the Agency Head should complete and submit a **Form 7071** to KPPA in a timely manner to establish a new Employer Administrator. If the designated Employer Administrator leaves the employer before a new administrator is set up by KPPA, the new Employer Administrator should contact KPPA.

STEP 1
Click **Manage Users** located under the **Admin** menu.
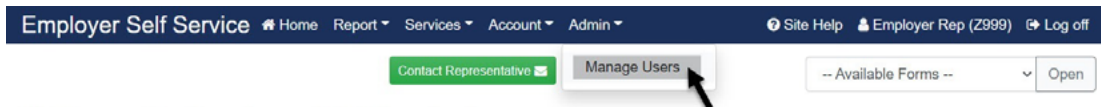
All users that have been set up for the employer will display.
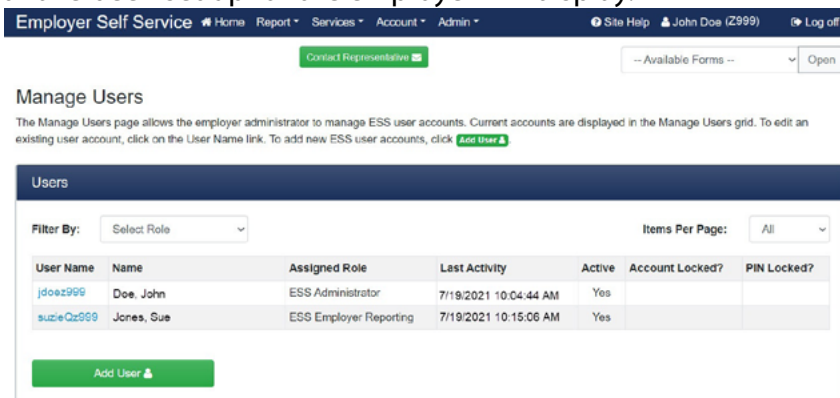
Field Name	Description
User Name	User name used to sign into ESS.
Name	Name of the user.
Assigned Role	The user's security role set by the Employer Administrator.
Last Activity	Indicates the last time the user has been active in ESS.
Active	Indicates the user is an active user for the employer.
Locked out of ESS	Indicates if the user has been locked out of ESS.
PIN Locked?	Indicates if the user has locked their ESS PIN.

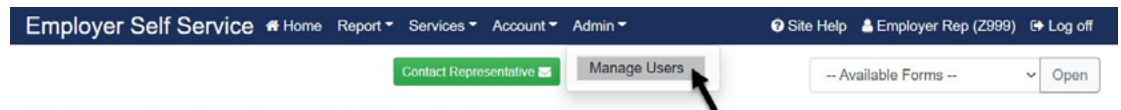## ADD A NEW USER

FORM

Form 7071

The Employer Administrator can add new ESS users. Each user will have access to the employer's information through ESS based on their security role.

NOTE The Employer Administrator role cannot be set up using Employer Self Service. To set up a user as the Employer Administrator, the agency head must complete a **Form 7071** and submit it to KPPA.
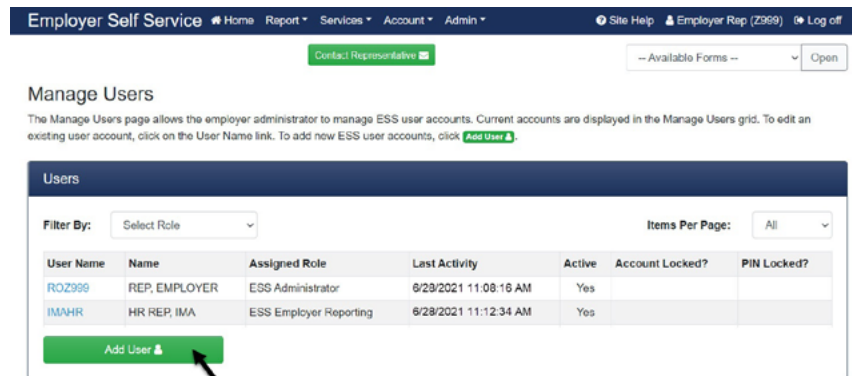
STEP 1
Click **Manage Users** located under the **Admin** menu.

STEP 2
Click **Add User**

NOTE In order to set someone up as a new user, they must already be set up as a contact for the employer in the Contact Persons module.

STEP 3
Complete all required fields:

Field Name	Description
Contact Person	Select the name of the person being added as a new user from the drop-down menu.
User Name	Enter the User Name the new user will use to sign into ESS. Please note that the User Name cannot be changed.
Role	Select the appropriate role for the user from the role drop-down menu.
E-mail	Displays email address of the new user based on the email provided when the individual was set up as a contact person.
Active	Check box indicating the user is an active user.

NOTE The role of the user will determine the user's level of access in ESS. Each role is described below.

Role	Description
Administrator	The Administrator role has full access to all screens in ESS, including Manage Users. Only users with the Administrator role may add or delete other users.
Employer Reporting	The Employer Reporting role has access to all screens in ESS, except Manage Users.
Staff	The Staff role is limited to Forms, Monthly Packets, Download Member ID, Sick Leave Cost Calculator, Death Notice, Seminars, Office Locations, Contact Persons, Change Password, and Change Security Question screens.

STEP 4

Click [Submit] to create the new user.

Three emails are automatically generated and sent to the new user from KPPA's secure email portal. For step-by-step instructions on the initial log in process, read the First Time Log In to Employer Self Service guide.
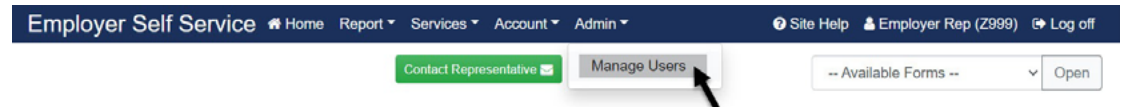
MANAGE USER ACCESS

The ESS Administrator can reset a user's password and PIN, change a user's security role and deactivate a user's ESS account.
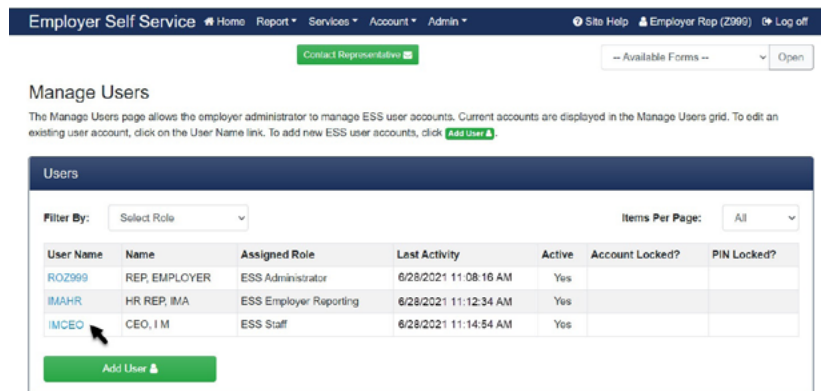
STEP 1
Click **Manage Users** located under the **Admin** menu.

STEP 2
To reset user information, click on the **User Name** link.

If a user's PIN or password has been locked due to multiple incorrect entries, a lock icon 🔒 will appear in the appropriate column for that user.

STEP 3

Check the applicable box(es) to reset the user's password, PIN, modify the user's Active status, or select another role.

STEP 4

Click **Update**

NOTE
The user will receive email notification of their temporary password and/or PIN. The user will have to change the temporary password and/or PIN after logging into ESS. The user does not receive an email notification if their Active status changes.

NOTE
Once a user has been deactivated, the user will no longer have access to ESS. If this person is no longer working for the employer, navigate to the **Contact Persons** under the **Account** menu to remove the person as a contact for the employer.

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