ASRS Secure Employer Website Administrator Guide

Employer User Guide

2016
# Table of Contents

Introduction ......................................................................................................................... 1

Section 1: Registering as an Employer Administrator ....................................................... 3

Section 2: Adding Employer Users ..................................................................................... 9

Section 3: Assigning Roles to Existing User ...................................................................... 16

Section 4: Deactivating Employer User ............................................................................. 21

Section 5: Maintaining LTD Contacts ............................................................................. 26

Section 6: Adding LTD Contacts ...................................................................................... 28

Section 7: Removing LTD Contacts .................................................................................. 32

Section 8: Maintain Employer Address ............................................................................ 35

Section 9: Maintaining Authorized Email Domains ......................................................... 41

Section 10: Accessing the Employer User Activity Report ................................................. 47
Introduction

The ASRS Secure Employer Website serves many important functions and provides ASRS employers an efficient and secure method to submit required data to the ASRS.

Through the ASRS secure employer website, you will submit:

- Online enrollments for new employees who meet membership
- Active and alternate contributions each pay period
- Ending payroll verification forms for refunding, retiring employees and survivors
- Retiree return to work forms

You will also be able to download reports detailing Health Insurance Premium Benefit payments that your employer may be receiving for retirees and LTD recipients.

Through the ASRS secure employer website, you will maintain:

- Employer users who will be logging in and working with the applications described above
- Long Term Disability contacts
- Employer addresses, both physical and mailing
- Eligible email address domains for employer users

Data security and privacy are of utmost importance to the ASRS. As the ASRS Secure Employer Website Administrator, you have a very significant responsibility to ensure only authorized employer users are accessing the ASRS Secure Employer Website.

You can fulfill this responsibility by:

- Deactivating employer users when they are no longer authorized to access the site
- Preventing employer users from sharing Login IDs and passwords by ensuring each user has their own unique Login ID and password
- Monitoring the activity report, which will display the last 60 days of employer user activity
This guide will walk you through the steps needed to achieve your ASRS Secure Employer Website Administrator responsibilities, including:

- Registration
- Adding users
- Assigning roles
- Deactivating users
- Maintaining LTD contacts
- Maintaining employer addresses
- Maintaining authorized email addresses
- Accessing the activity report
Section 1:

Registering as an Employer Administrator
Registering as an Employer Administrator

**Step 1**
Go to the ASRS website (AzASRS.gov). On the black navigation bar, click Employers.

**Step 2**
From the Employers page, click the button labeled: Secure Employer Login
Step 3
On the **Employer Login and Registration** page, click **Registering as Administrator?**

Step 4
On the **Web User Registration** page, click on the button labeled:

**Register for Secure Account Access**
Step 5
When prompted, enter the information requested. If you need the employer number or Tax ID number, please contact your assigned ASRS Employer Liaison.

When finished reviewing your information, click the button labeled:  

Submit

---

Step 6
Read the **Web User Registration Access Agreement**.

When finished reading, click the button labeled:  

I agree
**Step 7**
When prompted, create a **Login ID** and **Password**. The Login ID must be unique and the password must follow the security protocols listed on the page. Enter your title, phone number and extension (if any).

Review your information then click the button labeled: **Submit**
Step 8
The ASRS will process your information and will generate an email, providing you with a link to activate your account.

You must follow the instructions in this email to complete the registration process. Once you have completed this step of the registration process, you will be able to use your ASRS Login ID and password to log into the ASRS Secure Employer Website for the first time.
Section 2: Adding Employer Users
Adding Employer Users

Step 1
Go to the ASRS website (AzASRS.gov). On the black navigation bar, click Employers.

Step 2
From the Employers page, click on the button labeled: Secure Employer Login
Step 3
On the Employer Login and Registration page, enter your Login ID and password. Click "Login".

Step 4
After you have arrived at the Employer Home page, select Maintain Employer Users from the left navigation menu.
**Step 5**
At the bottom of the **Maintain Employer Users** page, click the button labeled:

**Add a New Employer User**
**Step 6**  
On the **Add New Employer User** page enter the new employer user information in the form fields and check the box next to each Application Group to which the new employer user will be given access (if the new employer user is going to be an LTD contact only, you will not need to check any Application Groups).
Step 7
Read the application groups authorization and acknowledge by checking the Authorizing Online Application Access box, then click: **Save**
The new user will now appear on the **Maintain Employer Users** page in a “pending” status and a temporary password will be emailed to the new user so they can complete their registration.

**NOTES:**

1. The Login ID is something that you create for the employer user. The Login ID can be up to 32 characters and may contain letters, numbers and most punctuation.
2. The Login ID is not included in the email with the temporary password. You will need to inform the user of the Login ID you created so that they can use that ID and the temporary password to login to the ASRS Secure Employer Website.
3. To create an employer user without access to applications, do not check any boxes next to Application Groups.
Section 3:
Assigning Roles to Existing User
**Assign Roles to Existing User**

**Step 1**
Login to the ASRS Secure Employer Website.

**Step 2**
From your **Employer Home** page, select **Maintain Employer Users** from the left navigation menu.
**Step 3**
Find the employer user whose roles you want to change and click on the Login ID to open their Maintain Employer Web User page.

Note: See **Section 2: Adding Employer Users** for instructions if you need to assign roles to a new user.
**Step 4**
Check the box next to each Application Group to which the employer user will be given access.
Step 5
Read the application groups authorization and acknowledge by checking the **Authorizing Online Application Access** box, then click: [Save]

Upon their next login, the employer user will have access to the applications you have just assigned to them.
Section 4:
Deactivating Employer User
Deactivating Employer User

Step 1
Login to the ASRS Secure Employer Website.

Step 2
From your Employer Home page, select Maintain Employer Users from the left navigation menu.
Step 3
Click on the **Login ID** of the employer user who needs to be deactivated to open their **Maintain Employer Web User** page.
Step 4
Click on the **Deactivate** button at the bottom of the **Maintain Employer Web User** page.

Step 5
Confirm employer user deactivation by clicking on the **Deactivate** button.
For your convenience, deactivated users will continue to be displayed for 6 months.

<table>
<thead>
<tr>
<th>Login ID</th>
<th>First Name</th>
<th>Last Name</th>
<th>Status</th>
<th>Application / Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>User10</td>
<td>User</td>
<td>Ten</td>
<td>Registered</td>
<td>ASRS Secure Site Employer Administrator</td>
</tr>
<tr>
<td>User11</td>
<td>User</td>
<td>Eleven</td>
<td>Registered</td>
<td></td>
</tr>
<tr>
<td>User14</td>
<td>User</td>
<td>Fourteen</td>
<td>Registered</td>
<td>ASRS Secure Site Employer Administrator</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Ending Payroll Verification</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>EPV Specialist</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>File Upload Contribution Reporting</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Maintain CSR</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Maintain Payment</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Maintain File Data</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Maintain ACR File Upload</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Online Enrollments</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Process Enrollments</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Report Management</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>HI Premium Benefit Specialist</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Return To Work</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>RTW Specialist</td>
</tr>
<tr>
<td>User12</td>
<td>User</td>
<td>Twelve</td>
<td>Registered</td>
<td></td>
</tr>
<tr>
<td>User13</td>
<td>User</td>
<td>Thirteen</td>
<td>De-Activated-10/03/2015</td>
<td></td>
</tr>
<tr>
<td>User3</td>
<td>User</td>
<td>Three</td>
<td>De-Activated-10/30/2015</td>
<td></td>
</tr>
<tr>
<td>User16</td>
<td>User</td>
<td>Fifteen</td>
<td>De-Activated-10/07/2015</td>
<td></td>
</tr>
</tbody>
</table>
Section 5:

Maintaining LTD Contacts
There are two types of LTD contacts. After assigning an LTD contact to someone, the information will be provided to the ASRS LTD plan administrator, Broadspire. Changes are provided to Broadspire on a weekly basis. Here are the descriptions of the LTD contact types.

**LTD Associate**

LTD Associates must be registered as an employer web user to access LTD packets and secure messaging. **Each employer should have at least one LTD Associate.**

Contacts with the LTD Associate role:

- Can sign LTD Employer claim packets
- Can discuss claims with Broadspire (phone and email)
- Will be able to login to Broadspire's claims system online
- Receive Monthly Claims Activity Reports
- Receive all emails
  - claim received email
  - return to work email
  - claim approval email
  - termination/denial notice email
- Receive approval letter
- Receive denial letter

**LTD Signer Only**

Those designated LTD Signer Only must be registered as a web user to access LTD packets and secure messaging. Contacts with the LTD Signer Only role:

- Can sign LTD Employer claim packets
- Can discuss claims with Broadspire (phone and email)
Section 6:

Adding LTD Contacts
Adding LTD Contacts

Step 1
Login to the ASRS Secure Employer Website.

Step 2
From your Employer Home page, select Maintain Employer Contacts from the left navigation menu.
Note: Adding a new Employer Contact does not give the person a Login ID and password. If the LTD Contact is not already an employer user, you will need to add them as an employer user from the Maintain Employer Users page, then visit the Maintain Employer Contacts page and assign the LTD contact to the users (see Section 2: Adding Employer Users for assistance).

**Step 3**
You will see current employer users listed. To designate an existing employer user as an LTD contact, click on their first or last name. To add a new LTD contact who is not an existing user, skip to Step 5.
**Step 4**

From the Employer Contact Details screen, check either the LTD Associate or LTD Signer Only box and click **Save Contact Assignments**.

To see the differences between the LTD Associate and LTD Signer Only, hover your mouse above the “i” information icon.
Section 7:

Removing LTD Contacts
Removing LTD Contacts

**Step 1**
Login to the ASRS Secure Employer Website.

**Step 2**
From your **Employer Home** page, select **Maintain Employer Contacts** from the left navigation menu.
Step 3
Find the name of the person to be removed as an LTD Contact in the Employer Contacts list. Click on the Remove Contact link in the far right column.

Note: If you have deactivated the employer user, the system should automatically remove the LTD contact.
Section 8:
Maintaining Employer Address
**Maintain Employer Address**

As an Employer Administrator, you have the ability to update changes in your employer’s address through the ASRS Secure Employer Website. You may designate a separate physical address in addition to the mailing address. Changes made to your employer’s mailing address on the ASRS Secure Employer Website will affect all outgoing postal mail from the ASRS to your employer.

**Step 1**
Login to the ASRS Secure Employer Website.

**Step 2**
From your **Employer Home** page, select **Maintain Employer Contacts** from the left navigation menu.
Step 3
You will see Employer Address Information at the top of the page. The current mailing address will be listed first. If a different physical address has been provided, it will appear below the mailing address; if no physical address has been provided, it will display “Same as Mailing Address” instead.

Click on the Maintain Employer Address button.
**Step 4**

On the **Update Employer Address** page, you can make changes to any of the address fields.

![Update Employer Address Form](image-url)
Step 5
If you do not currently have a separate physical address listed, you can add one. Click the Yes radio button next to the question, “Is Physical Address different from Mailing Address?” Then enter the physical address information.

If you do currently have a separate physical address listed and you need to remove it altogether, click on the No radio button next to the “Is Physical Address different from Mailing Address?” question.
Step 6

Once you are satisfied with the changes, click the **Update Address** button. If you do not want to save the changes, click the **Cancel Address** button.
Section 9:
Maintaining
Authorized Email Domains
Maintaining EmailDomains

As an Employer Administrator, you are responsible for authorizing and removing employer user access to the ASRS Secure Employer Website. When an employer user needs to regain access to their employer user account, they may do so using the Having Trouble Logging In? link which provides an unlock code via email. If the employer user has terminated employment, they should no longer have access to their employer email account. Therefore, if that user attempted to gain unauthorized access to the ASRS Secure Employer Website, they would be unable to do so even if an Employer Administrator had failed to deactivate their employer user account.

Some employers do not have their own email domains, or may have employer users who have alternate email domains, including publicly available domains such as gmail.com, yahoo.com, cox.net, etc. In that circumstance, Employer Administrators can maintain acceptable email domains for their users.

**Step 1**
Login to the ASRS Secure Employer Website.

**Step 2**
From your Employer Home page, select Maintain Employer Contacts from the left navigation menu.
Step 3
Click on the **Maintain Email Domains** button under the Employer Address Information section. For more information about email domains, hover your mouse above the “i” information icon.
Step 4
You will see a list of the currently accepted email domains for your employer. To add a new domain, click on the **Add a New Email Domain** button.

![Employer Email Domain List](image)

Step 5
Enter the domain name, which is the portion following the @ symbol. For example, if your email address is **NewEmployee@newcity.gov**, you would enter the domain name as “newcity.gov”. Click the **Add Email Domain** button, or **Cancel** to return to the list of email domains.

![Employer: Add an Email Domain](image)
Step 6
To remove an email domain, from the Employer Email Domain List click the **Remove Domain** link to the right of the domain you wish to remove. Note that if you have only one domain listed, you will not be permitted to remove it before adding a second domain.
You must click from the confirmation page in order to fully remove it. If you remove a domain which is still in use by a registered employer user for your employer, that user will be prompted to choose an approved email domain upon their next login.
Section 10:

Accessing the Employer User Activity Report
EMPLOYER ADMINISTRATOR FUNCTION:
**Viewing Employer User Activity Report**

Each Employer Administrator can view all actions by employer users that have occurred over the last 60 days.

**Step 1**
Login to the ASRS Secure Employer Website.

**Step 2**
From your **Employer Home** page, select **Employer Users Activity Report** from the left navigation menu under **Other Operations**.
**Step 3**
You will see a listing of each action that has occurred, when that action was taken, which user performed that action, and a summary of the details associated with that action.

![Employer User Activity Report](image)

<table>
<thead>
<tr>
<th>Date</th>
<th>Action</th>
<th>User</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/26/2015 19:02.47</td>
<td>ACR</td>
<td>User 30</td>
<td>ACR submitted for PPE 12/30/2013</td>
</tr>
<tr>
<td>10/20/2015 16:23.49</td>
<td>ACR</td>
<td>User 31</td>
<td>ACR submitted for PPE 12/30/2013</td>
</tr>
<tr>
<td>10/08/2015 12:49.41</td>
<td>Ending Payroll Verification</td>
<td>User 32</td>
<td>Ending Payroll Verification submitted</td>
</tr>
<tr>
<td>10/07/2015 09:24.49</td>
<td>Online Enrollment</td>
<td>User 33</td>
<td>Online Enrollment submitted</td>
</tr>
<tr>
<td>10/06/2015 15:25.11</td>
<td>ACR</td>
<td>User 34</td>
<td>ACR submitted for PPE 09/25/2015</td>
</tr>
<tr>
<td>10/06/2015 15:22.30</td>
<td>ACR</td>
<td>User 35</td>
<td>ACR submitted for PPE 09/25/2015</td>
</tr>
<tr>
<td>10/06/2015 15:13.47</td>
<td>Contribution Summary Report</td>
<td>User 38</td>
<td>Payment Authorized for</td>
</tr>
<tr>
<td>10/06/2015 15:13.13</td>
<td>Contribution Summary Report</td>
<td>User 40</td>
<td>Payment Created / updated for</td>
</tr>
<tr>
<td>10/06/2015 11:09.32</td>
<td>Hi Report</td>
<td>User 42</td>
<td>Report Viewed</td>
</tr>
<tr>
<td>10/06/2015 09:19.34</td>
<td>Hi Report</td>
<td>User 44</td>
<td>Report Viewed</td>
</tr>
<tr>
<td>10/05/2015 08:52.46</td>
<td>Ending Payroll Verification</td>
<td>User 45</td>
<td>Ending Payroll Verification submitted</td>
</tr>
<tr>
<td>10/05/2015 08:09.40</td>
<td>Return to Work</td>
<td>User 46</td>
<td>Return to Work submitted</td>
</tr>
<tr>
<td>10/05/2015 08:09.13</td>
<td>Return to Work</td>
<td>User 47</td>
<td>Return to Work submitted</td>
</tr>
<tr>
<td>10/02/2015 12:06.23</td>
<td>Online Enrollment</td>
<td>User 48</td>
<td>Online Enrollment submitted</td>
</tr>
<tr>
<td>10/02/2015 12:07.06</td>
<td>Ending Payroll Verification</td>
<td>User 49</td>
<td>Ending Payroll Verification submitted</td>
</tr>
<tr>
<td>10/02/2015 12:22.42</td>
<td>Ending Payroll Verification</td>
<td>User 50</td>
<td>Ending Payroll Verification submitted</td>
</tr>
<tr>
<td>10/01/2015 08:52.29</td>
<td>Online Enrollment</td>
<td>User 51</td>
<td>Online Enrollment submitted</td>
</tr>
<tr>
<td>10/01/2015 08:51.31</td>
<td>Ending Payroll Verification</td>
<td>User 52</td>
<td>Ending Payroll Verification submitted</td>
</tr>
<tr>
<td>10/01/2015 08:50.47</td>
<td>Ending Payroll Verification</td>
<td>User 53</td>
<td>Ending Payroll Verification submitted</td>
</tr>
<tr>
<td>10/01/2015 08:46.02</td>
<td>Ending Payroll Verification</td>
<td>User 54</td>
<td>Ending Payroll Verification submitted</td>
</tr>
<tr>
<td>10/01/2015 08:43.56</td>
<td>Ending Payroll Verification</td>
<td>User 55</td>
<td>Ending Payroll Verification submitted</td>
</tr>
<tr>
<td>09/30/2015 15:36.44</td>
<td>Online Enrollment</td>
<td>User 56</td>
<td>Online Enrollment submitted</td>
</tr>
</tbody>
</table>