



ASRS

Employer Secure

Messaging

Employer User Guide



2016

Introduction & Purpose

As part of an ongoing effort to modernize and make the ASRS secure employer website more user-friendly, the ASRS has developed a secure messaging application. The purpose of Secure Messages is to enable employers and the ASRS to utilize a fast, secure method of communication that replaced the former Secure Email.

The secure messaging application will be a foundation for the ASRS' goal of providing high quality, consistent and timely service to our employer partners.

Secure Messages should be the primary tool you use to communicate with the ASRS. Use it for questions on any ASRS topic and to submit documents, such as health insurance premium benefit forms. Please see the section on Submitting LTD Documents for instruction on using Secure Messages to submit LTD claim documents. The ASRS will also use Secure Messages to communicate directly with you, both individually and as a group based upon online application roles (see the Sharing Secure Messages section).

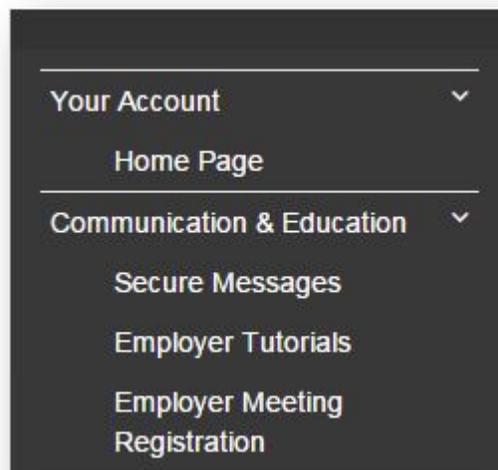
Sending Secure Messages

Step 1

To send a secure message to the ASRS, log in to your employer user account on the ASRS Secure Employer Website.

Step 2

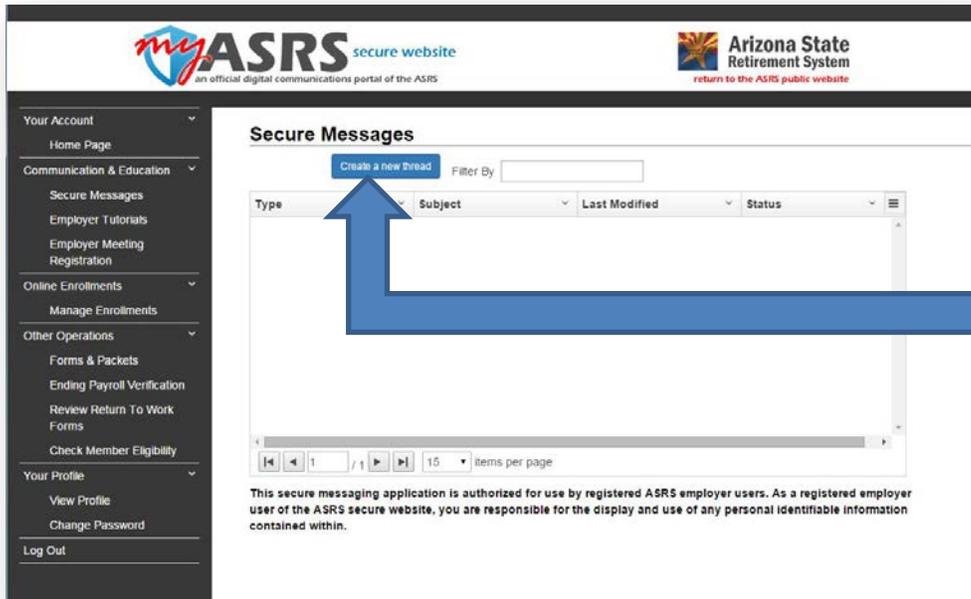
From the Employer Home page, select Secure Messages on the left navigation menu under Communication & Education.



Step 3

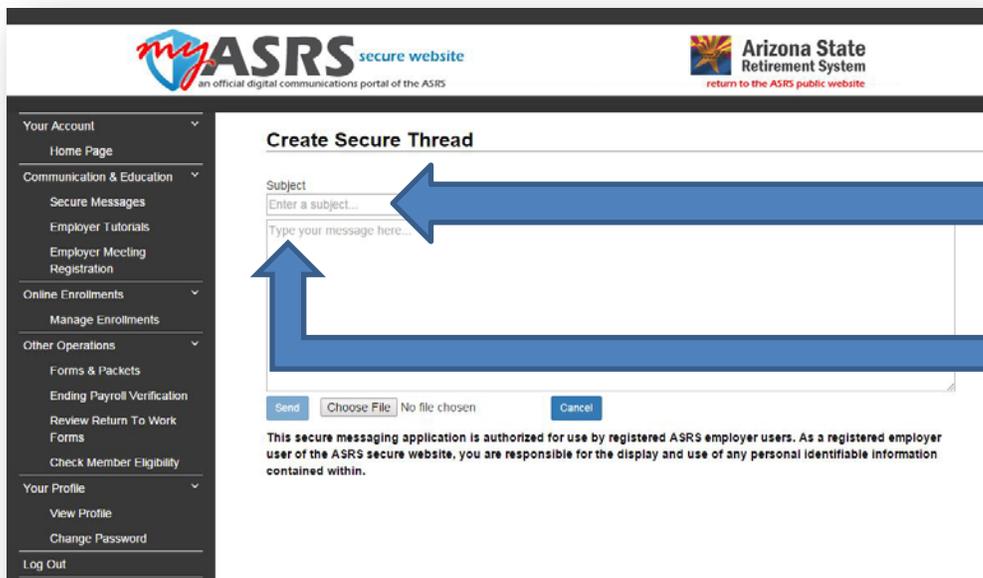
You'll see the Secure Messages screen.

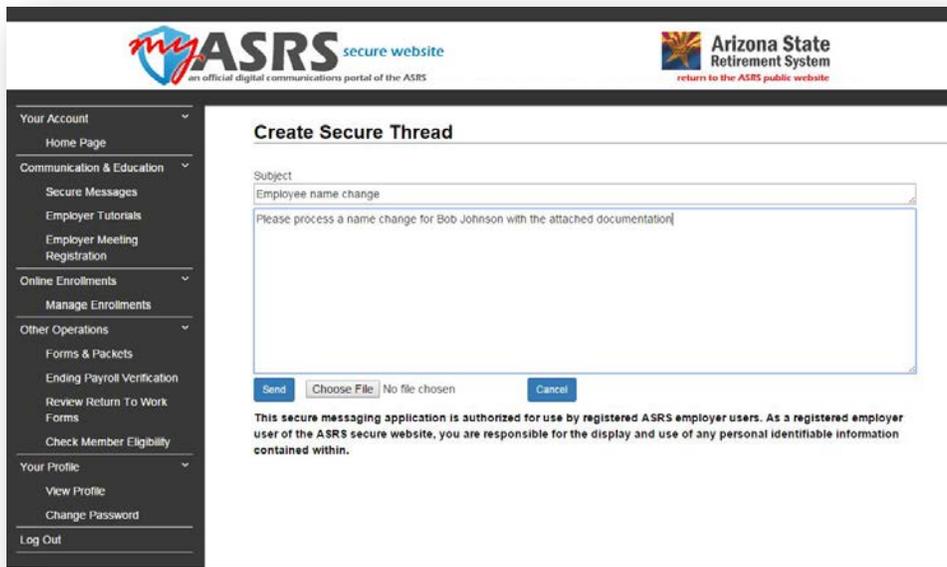
Click the button labeled **Create a new thread** to start a message.



Step 4

Enter a subject in the first text field. Enter your message in the larger text field. You must enter text in both fields to be able to send the message.



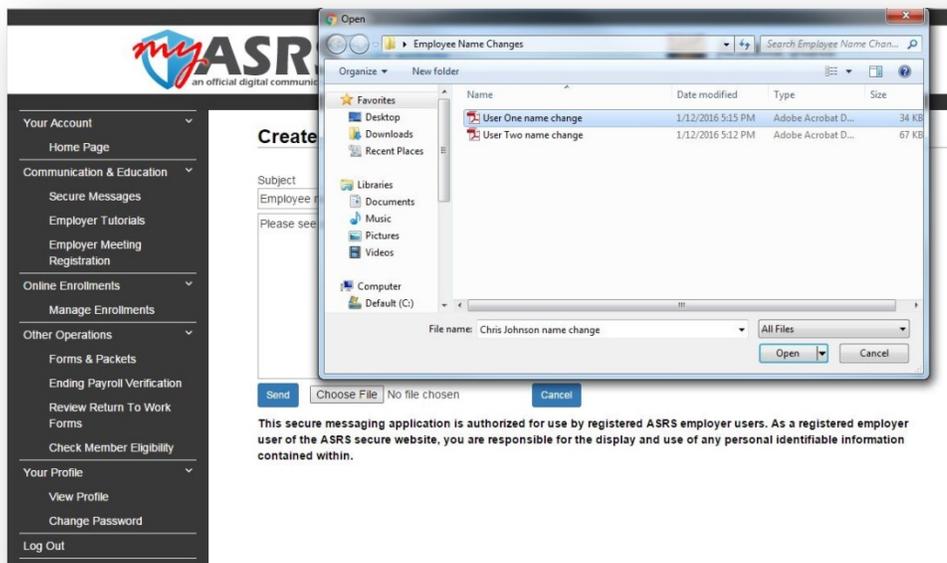


Step 5



If you are finished, click **Send**. If you want to attach a file first, click the button below the message text field. Depending on your browser, the button may display different text. For Internet Explorer users, the button is labeled **BROWSE**. For Google Chrome users, the button is labeled **Choose File**.

A window appears (*Choose File to Upload* in IE; *Open* in Chrome). Double click on the file you want to attach, or highlight the file and click the **Open** button. The maximum file size is 10 MB.



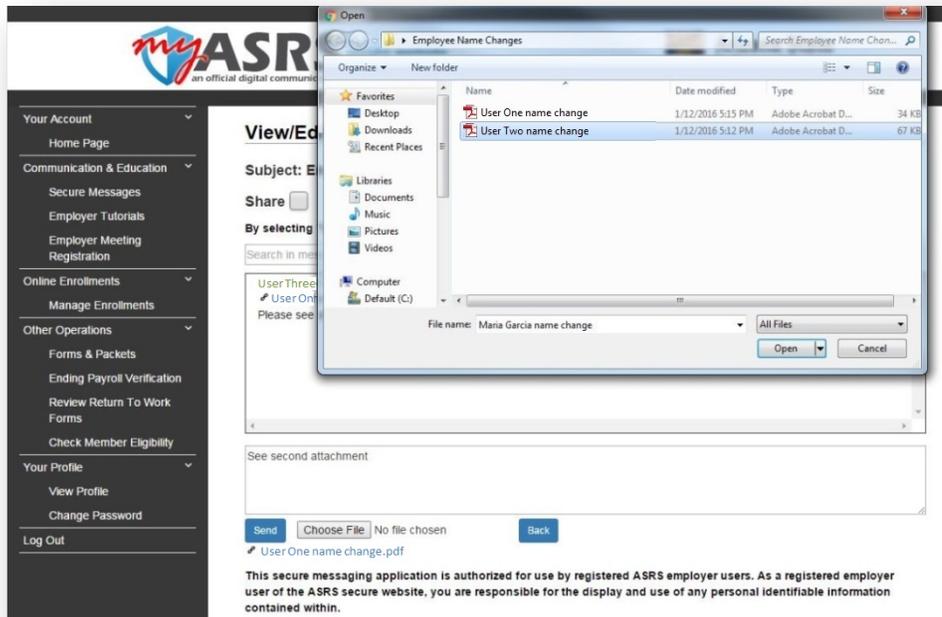
Send

After attaching the file, click **Send** and you will return to the Secure Messages page.

Each secure message can only have one attachment. If you need to send multiple files, depending on what type of files they are, you may combine them into one attachment.

Alternatively, you can send one attachment, then click on the active thread, enter a comment such as “See attachment,” attach the next file, and send.

Repeat for as many separate attachments you have for the same thread.

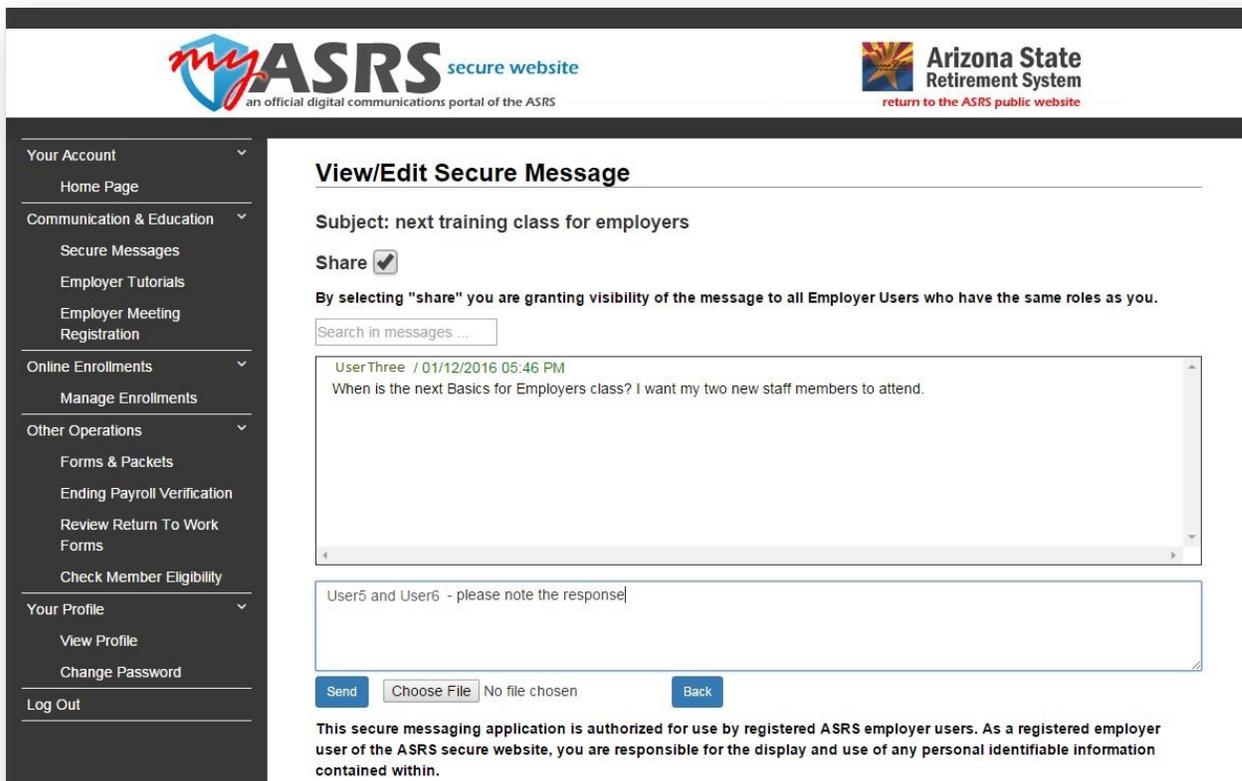


Step 6

After creating or editing a secure message, the message is shown in the list on the Secure Messages page as either Active or Completed. Active messages will remain active until an ASRS representative completes the thread (with the exception of LTD Documents; see below for more details on submitting LTD documents). While a thread is still active, you may open it, add an attachment, or add a response. Completed messages can be viewed but not reactivated.

Sharing Secure Messages

Secure Messages provides a way to share message threads with other users at your employer who have the same application roles as yourself. To share a message, an active thread has to be created first. From the Secure Messages page, click on the active thread to open it. Under the subject, check the box next to Share. You will need to enter something in the message text field, such as naming the individual(s) you expect to read and/or respond to the message. Please note that sharing a message cannot be undone. When ready, click the  button.



The screenshot displays the ASRS secure website interface. At the top, the logo for "myASRS secure website" is on the left, and the "Arizona State Retirement System" logo is on the right. A navigation menu on the left lists various options such as "Your Account", "Communication & Education", "Online Enrollments", and "Your Profile". The main content area is titled "View/Edit Secure Message" and shows a message with the subject "next training class for employers". The "Share" checkbox is checked. Below the message, there is a text input field containing "User5 and User6 - please note the response". At the bottom of the message area, there are buttons for "Send", "Choose File", and "Back". A disclaimer at the bottom states: "This secure messaging application is authorized for use by registered ASRS employer users. As a registered employer user of the ASRS secure website, you are responsible for the display and use of any personal identifiable information contained within."

Submitting Long Term Disability Documents

Secure Messages is the preferred method for submitting LTD claim documents to the ASRS LTD Administrator; however, only employer users who have been assigned as an LTD Contact (LTD Signer Only or LTD Associate) have the capability to send LTD Documents. Employer Administrators have the ability to manage these LTD Contact assignments through the Maintain Employer Contacts page.

Employer users who have been designated as an LTD Contact will see a Send LTD Documents button beneath the message text field when creating a new thread. Sending LTD documents with this button sends the documents directly to the ASRS LTD Administrator.

Send LTD Documents

Because the **Send LTD Documents** button submits the information directly to the LTD Administrator as soon as the message has been sent, it will appear in the list of messages with a status of Completed rather than Active. This also means that LTD Document threads cannot be shared with other employer users.

The screenshot shows the 'Create Secure Thread' interface on the myASRS secure website. The page header includes the myASRS logo and the Arizona State Retirement System logo. A left-hand navigation menu lists various account and communication options. The main content area contains a form with the following elements:

- Subject:** LTD claim packet
- Message Body:** Please see attachment.
- File Upload:** Choose File LTD User One.pdf
- Buttons:** Send, Send LTD Documents, Cancel

A blue arrow points to the 'Send LTD Documents' button. Below the form, a disclaimer states: 'This secure messaging application is authorized for use by registered ASRS employer users. As a registered employer user of the ASRS secure website, you are responsible for the display and use of any personal identifiable information contained within.'

Receiving Secure Messages

You will receive an immediate notification when ASRS responds to or creates a secure message. If you have unread secure messages after two business days, then you will receive an email alerting you of unread secure messages.

Searching/Filtering Secure Messages

Secure messages can be filtered on any text on the Secure Messages page. This may be useful to locate a particular thread or group of threads based on particular text.

myASRS secure website
an official digital communications portal of the ASRS

Arizona State Retirement System
return to the ASRS public website

Your Account
Home Page

Communication & Education
Secure Messages
Employer Tutorials
Employer Meeting Registration

Contribution Reporting
Getting Started
ACH Account Profiles
Contribution Process
Pay Period Summary
Pay Cycle Information
ACH Payment Summary

Alternate Contribution Process
Start ACR
ACR Pay Period Summary

Online Enrollments
Manage Enrollments

Other Operations

Secure Messages

Create a new thread Filter By

Type	Subject	Last Modified	Status
Private	ACR	1 Mi	ACTIVE
Group	group message	5 Mi	ACTIVE
Private	employee name change	7 Hr, 51 Mi	ACTIVE
Private	Retiree Error	4 D, 15 Hr, 23 Mi	ACTIVE
Group	Corrections needed	7 D, 14 Hr, 17 Mi	COMPLETED
Group	New dates	7 D, 14 Hr, 18 Mi	COMPLETED
Private	just one more question	7 D, 14 Hr, 21 Mi	COMPLETED

1 - 7 of 7 items

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Simply type the text into the “Filter By” field to the right of the

Create a new thread

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Secure Messages

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1 - 7 of 7 items

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From within an active message thread, you can search on text within the thread. Type the text you want to search with in the “Search in messages” field, just above the body of the message thread. The text will be highlighted in yellow.

The screenshot displays the myASRS secure website interface. At the top, the myASRS logo is on the left, and the Arizona State Retirement System logo is on the right. A navigation menu on the left lists various account and communication options. The main content area is titled "View/Edit Secure Message" and shows a message with the subject "ACR". Below the subject is a "Share" button and a text input field for searching within the message. A blue arrow points to this search field. The message body contains a query about ACR amounts and lists several pay periods, with the dates 11/30/2014 and 11/13/2015 highlighted in yellow. Below the message is a text input field for replying, a "Send" button, a "Choose File" button, and a "Back" button. A disclaimer at the bottom states that the secure messaging application is authorized for use by registered ASRS employer users.

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View/Edit Secure Message

Subject: ACR

Share

By selecting "share" you are granting visibility of the message to all Employer Users who have the same roles as you.

1/

UserTen / 01/13/2016 12:58 AM
How can I find out if we submitted the correct amount of ACR on our retirees? I'm looking for information on the following pay periods: 8/2/2013 10/12/2014 11/30/2014 1/22/2015 3/19/2015 6/7/2015 11/13/2015

Type a new message here

No file chosen

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