ASRS Employer Secure Messaging

Employer User Guide

Arizona State RETIREMENT SYSTEM

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 Messaging is to enable employers and the ASRS to utilize a fast, secure method of communication that replaces 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 Messaging 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 Messaging to submit LTD claim documents. The ASRS will also use Secure Messaging to communicate directly with you, both individually and as a group based upon online application roles (see the Sharing Secure Messages section).

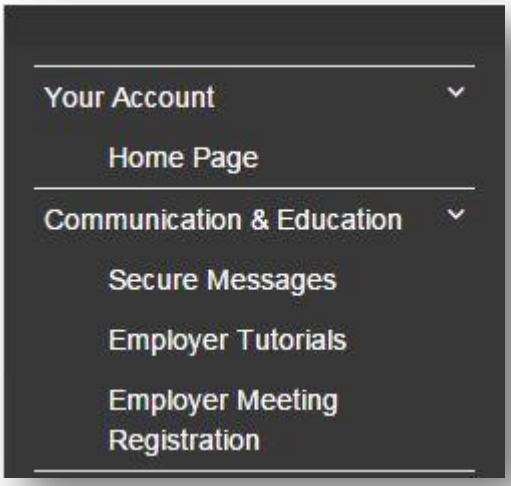
Sending Secure Messages

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

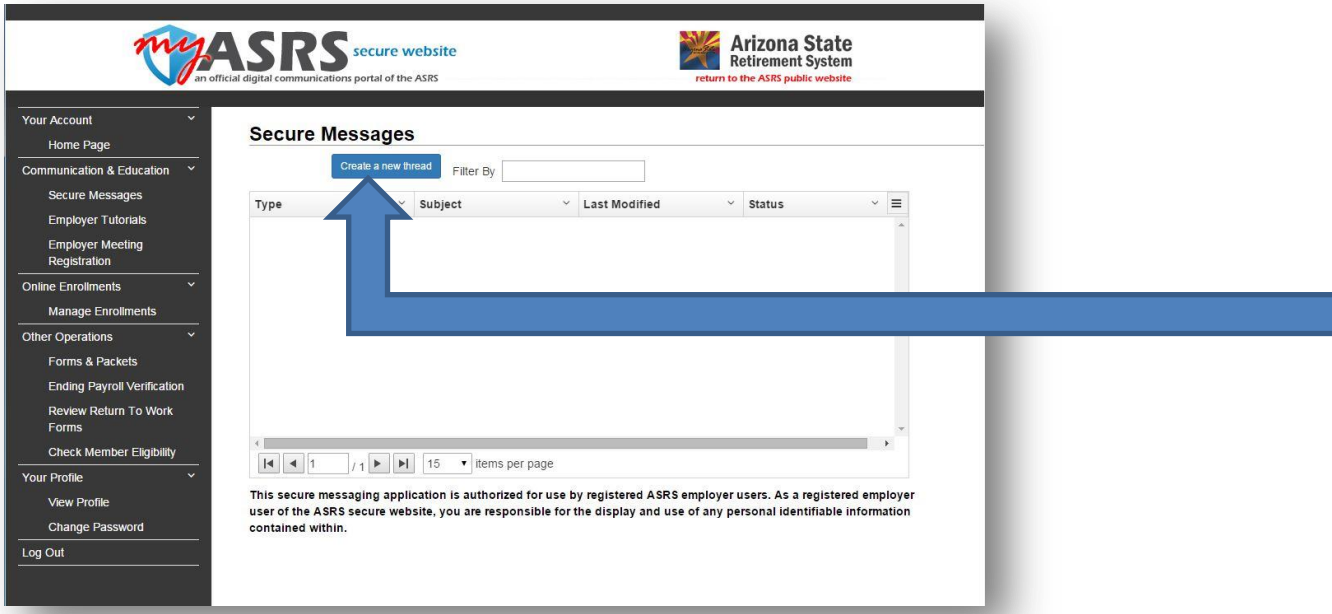
From the Employer Home page, select **Secure Messages** on the left navigation menu under Communication & Education.



Step 3

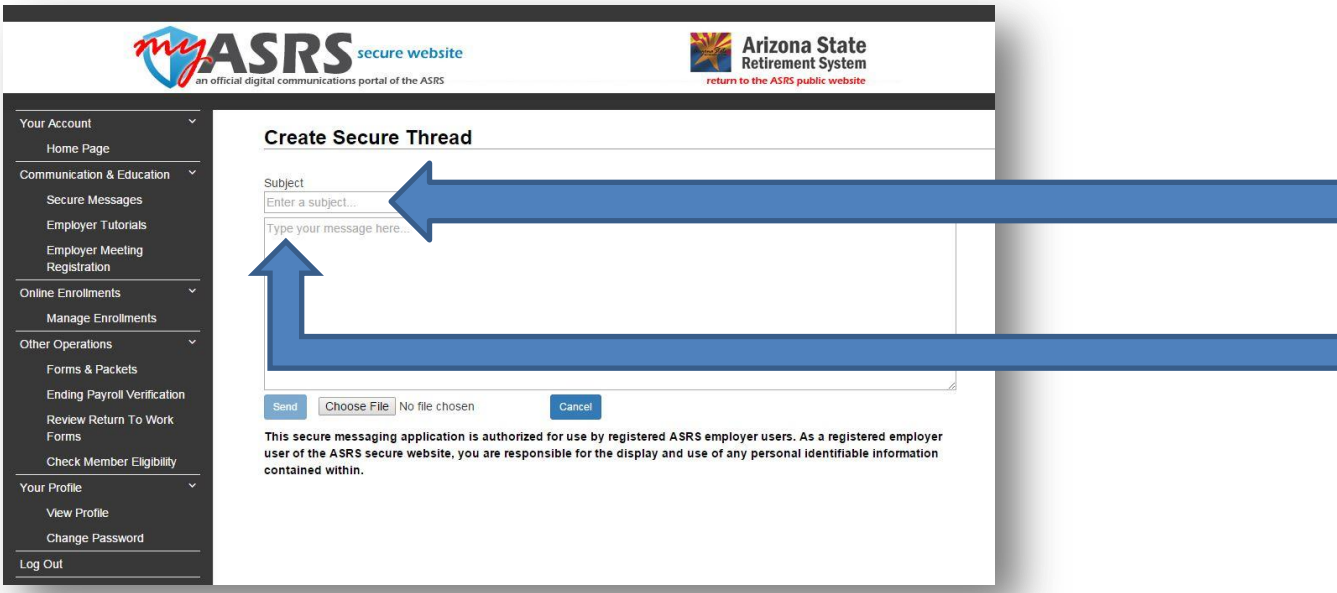
You'll see the Secure Messages screen.

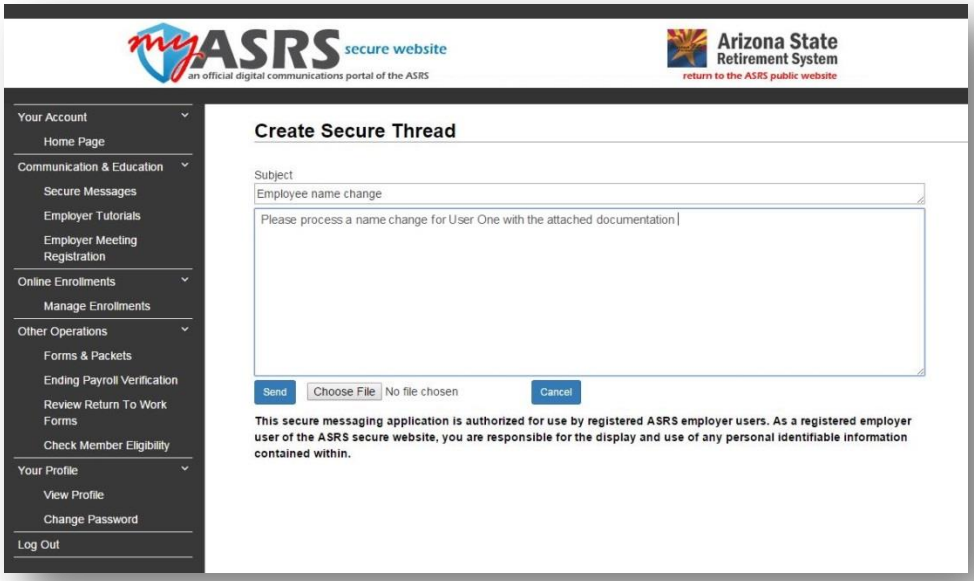
Click the button labeled **Create a new thread** to start a message.



Step 4

Enter a subject in the first text field. Enter your message in the larger text field.

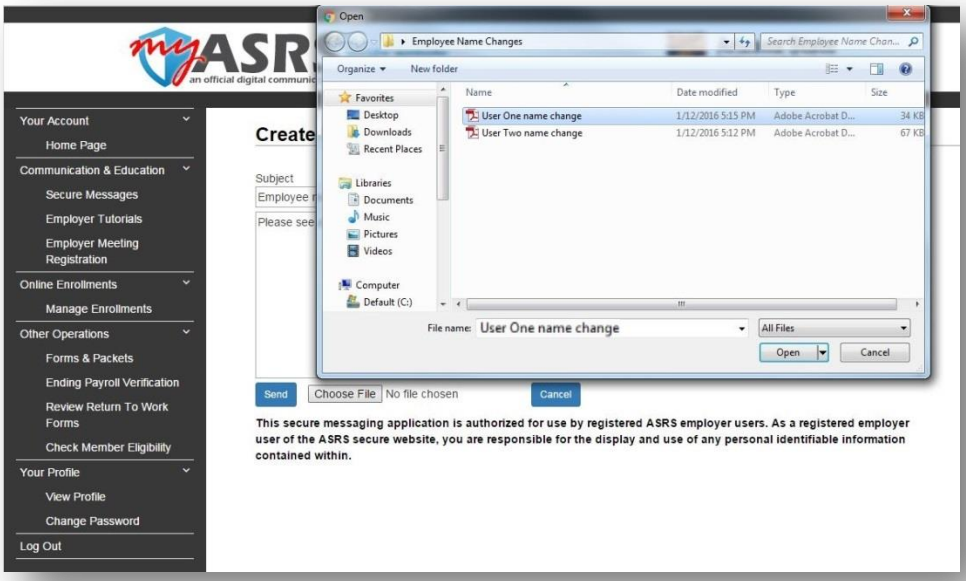




Step 5

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.

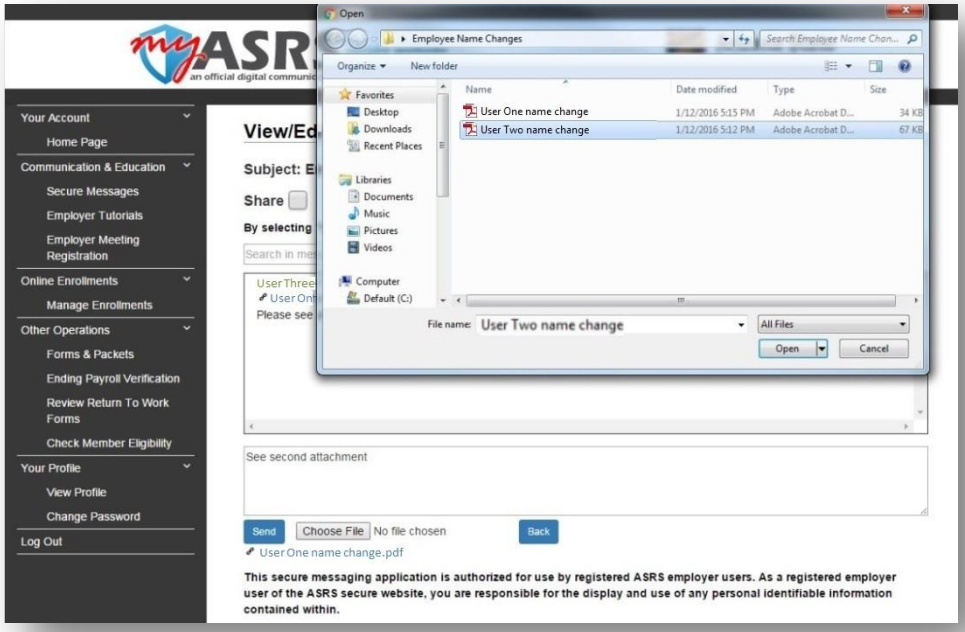


After attaching the file, click **Send** and you will return to the Secure Messages page.

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.

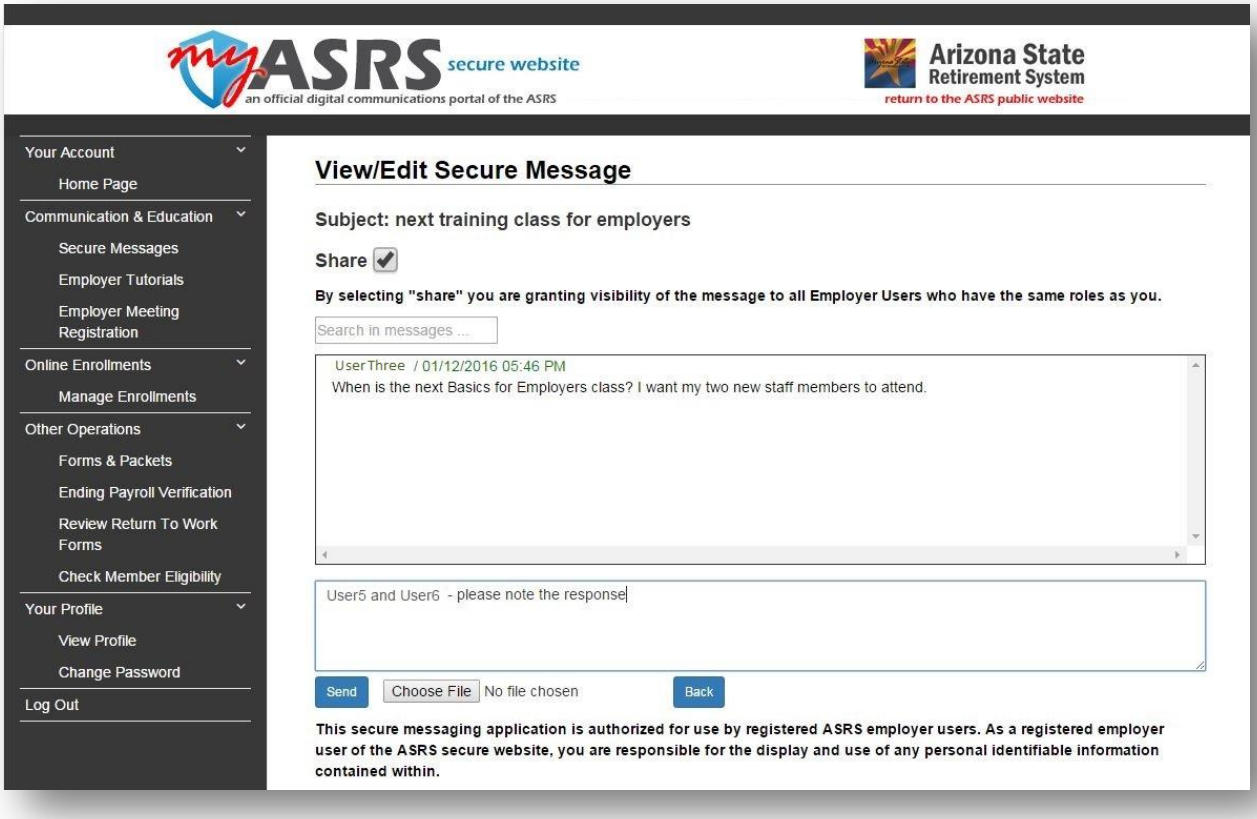


Step 6

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 Messaging 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 **Send** button.

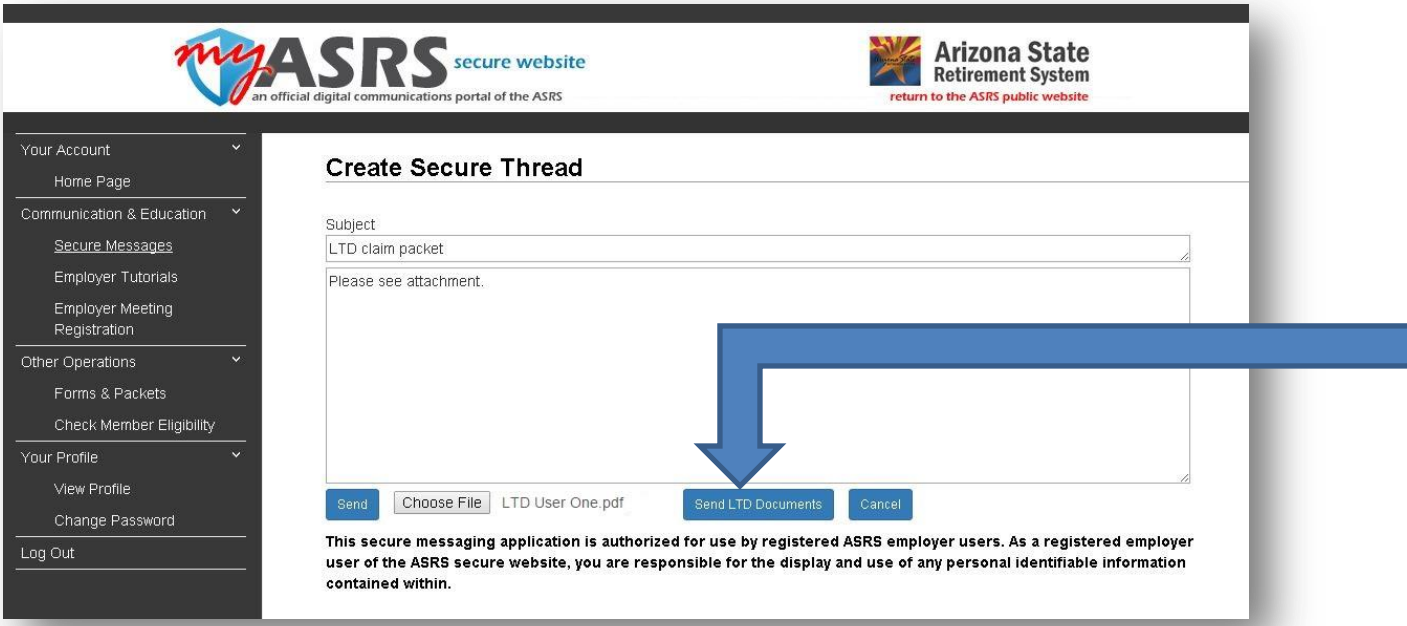


Submitting Long Term Disability Documents

Secure Messaging is the preferred method for submitting LTD claim documents to the ASRS LTD Plan Administrator, Sedgwick; 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, Sedgwick.

Because the **Send LTD Documents** button submits the information directly to Sedgwick, 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.

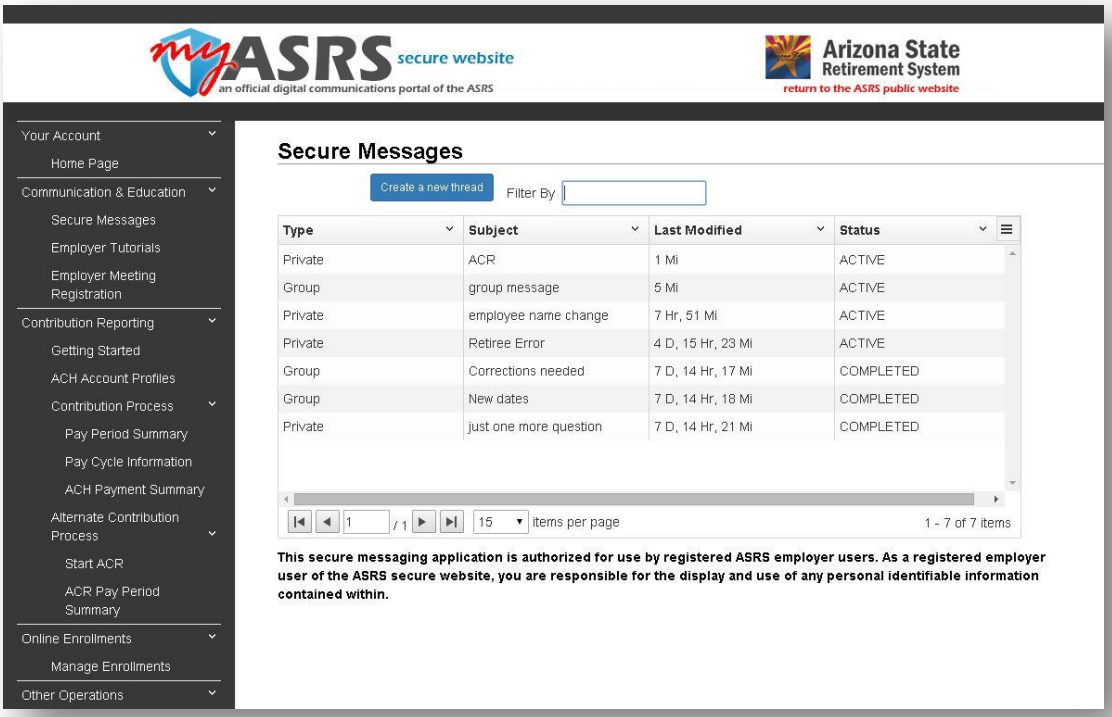


Receiving Secure Messages

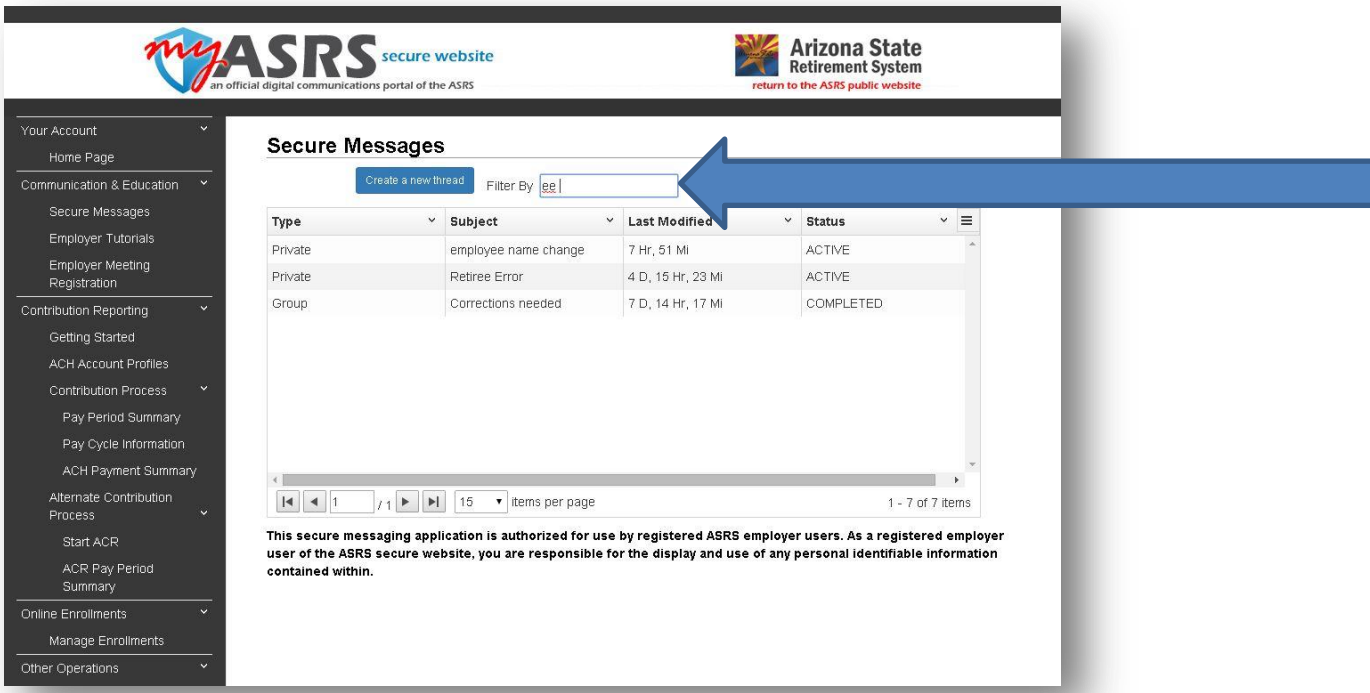
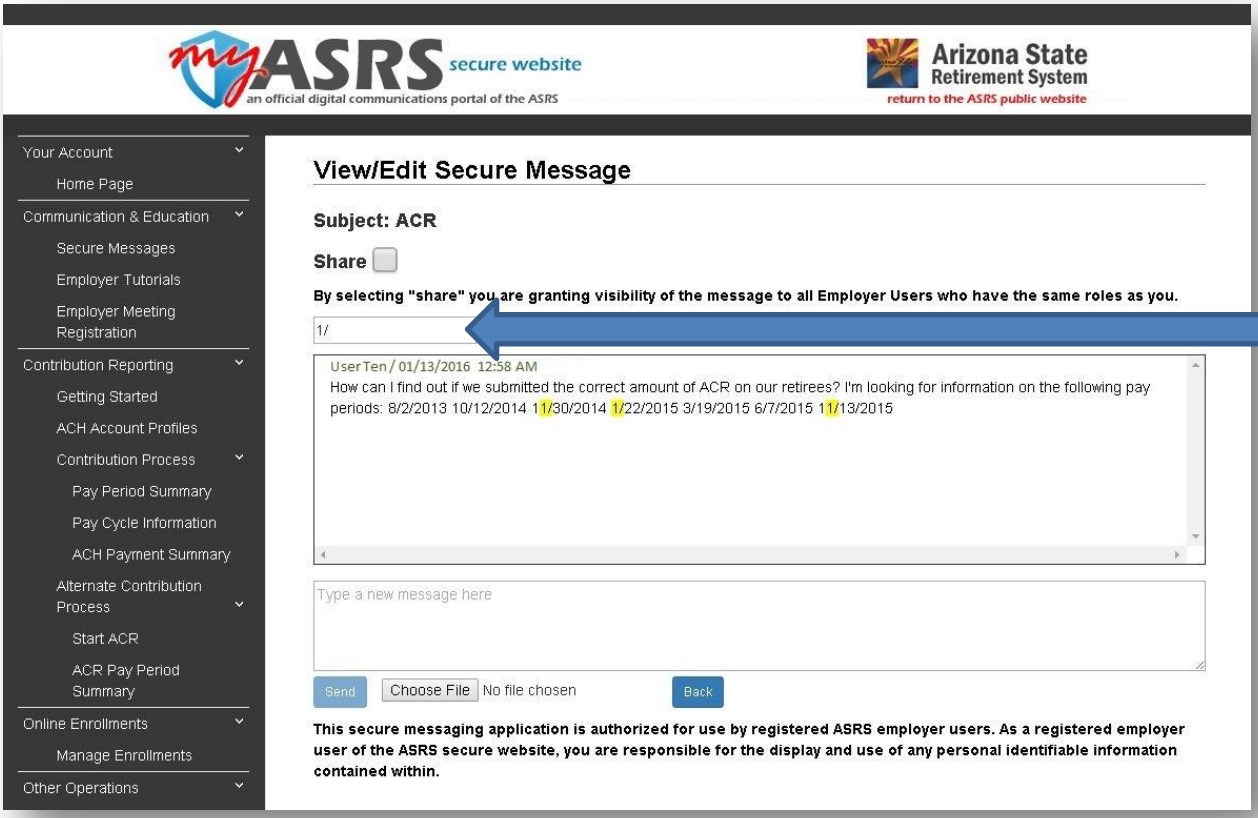
You will not receive an immediate notification when ASRS responds to or creates a secure message. If you have unread secure messages at the end of the business day, then you will receive an email alerting you of unread secure messages. Another alert will be emailed if messages continue to be unread after three business days.

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.



Simply type the text into the "Filter By" field to the right of the **Create a new thread** button.



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.