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Circular Letter

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TO: **ALL CALPERS EMPLOYERS**

SUBJECT: **my|CalPERS UPDATE**

We appreciate your continued patience as we all make the transition to my|CalPERS. This is an update to Circular Letter #200-064-11 dated September 19, 2011.

As with the implementation of any large technology system, we are experiencing some challenges. We are working diligently to research and resolve issues that have been identified, and will be making system modifications on a continual basis to address these critical issues.

Since the launch of my|CalPERS, the CalPERS Customer Contact Center (CCCC) has been experiencing high call volumes and long wait times. Many of the inquiries are common questions that can be resolved through other methods than contacting the CCCC. For example:

- If you are experiencing difficulties accessing the system, need your password reset, or additional permissions in my|CalPERS, please contact your System Access Administrator (SAA). Your SAA will be able to provide you with the access you need to conduct business through my|CalPERS.
- If you are having difficulties setting up your contacts or accessing my|CalPERS, please refer to the computer-based training (CBT) module *Profile Maintenance for Employers* (CBT-02).
- If you need to be set up as an SAA or continue to experience access issues, please email bp_inquiry@calpers.ca.gov and include your business partner name, contact name, email address, and phone number.
- If you are having difficulty navigating throughout the system, please be sure to take the course *my|CalPERS Overview and Demographics for Employers* (CBT-01).
- If you have general questions or your issue is not time-critical, please refer to the PERT area of CalPERS On-Line at www.calpers.ca.gov/pert for up-to-date information regarding the system.

To receive answers to your questions as quickly as possible, we encourage you to take advantage of these resources before contacting the CCCC.

In addition, many calls coming into the CCCC are from employers wanting training on using the new my|CalPERS system. If you have not already registered for and taken our my|CalPERS training, please do so. The training, along with the materials provided, will answer many questions you may have as you use my|CalPERS. Webinar training and instructor-led training (ILT) sessions are scheduled through November 18. You may also take our CBT's, which will continue to be available 24 hours a day, seven days a week. You may take the training as often as you would like. We have also recently scheduled a series of webinars, where you can ask questions regarding the use of the new my|CalPERS system. Training registration and materials, as well as the webinar schedules, can be accessed from the PERT area of CalPERS On-Line at www.calpers.ca.gov/pert.

As a reminder, please also utilize the following Web resources, available in the PERT area of CalPERS On-Line at www.calpers.ca.gov/pert, which were designed to assist you as you use my|CalPERS:

- [my|CalPERS News for Employers](#)
View the latest news, updates, and information about the new my|CalPERS system.
- [my|CalPERS User Information & Tips](#)
Review important information that you should be aware of as you use my|CalPERS, including known issues and tips for using the system.
- [Getting Started with my|CalPERS](#)
Find out what you need to know once you begin using my|CalPERS. This document contains a checklist of activities, references to related resource materials, reminders, important dates to consider, and a Forms Transition Guide.

CalPERS is committed to helping you use my|CalPERS and we hope that our training opportunities and Web resources will be of value to you. Thank you for your continued patience as we all transition through our challenges and become accustomed to the new system.

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