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Circular Letter

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TO: ALL CALPERS EMPLOYERS

SUBJECT: Successful Launch of my|CalPERS

The Public Employer Readiness Team (PERT) is excited to announce the successful launch of the new my|CalPERS system!

We will be using the *my|CalPERS News for Employers* Web page to notify you of important information regarding my|CalPERS. This page can be accessed from the PERT area of CalPERS On-Line at www.calpers.ca.gov/pert and we encourage you to check it frequently for up-to-date information regarding the system.

Now that my|CalPERS has launched, you can begin processing your transactions utilizing the new system. However, we encourage you to ease into using my|CalPERS and use this initial period for exploring and becoming familiar with the new system. Since many activities were temporarily suspended during system conversion, there will be a significantly greater than normal amount of data being processed during the coming weeks. It will take some time for our staff to process the backlog of data, which could affect the response time for Payroll, Retirement Enrollment, and Health Enrollment transactions. Please have patience as we all transition and become accustomed to the new system.

Before you begin processing payroll or enrollment transactions, you should perform the following steps in my|CalPERS in order to avoid errors:

- Update existing and/or add new business contacts, who will need to log in to my|CalPERS to conduct business. Confirm that each contact can log in to the environment with their username and password.
- Review your contracts and resolutions and make sure everything is accurate.
- If applicable, review your reporting relationships to ensure your service providers are appropriately established to report on your behalf.

- For file reporters only - review your seed data file and make any enrollment updates before submitting your first file.

After you have confirmed and updated this initial set-up information, you can begin submitting transactions in my|CalPERS. Please refer to the *Getting Started with my|CalPERS* document and the *my|CalPERS Readiness Guide for Employers* to provide you with essential information in utilizing the new system. These and other resources are available in the PERT area of CalPERS On-Line at www.calpers.ca.gov/pert.

In addition, you can still register for specialized training on how to use the system by going to www.calpers.ca.gov/pert, navigating to the *my|CalPERS Training* page in the Training and Education area, and selecting the **Register Now** link.

We are excited about the road ahead and look forward to the new capabilities and enhanced functionalities that my|CalPERS will bring to all of us. As always, PERT is committed to providing assistance and support as you transition to my|CalPERS.

Please contact our CalPERS Customer Contact Center at **888 CalPERS** (or **888-225-7377**) if you have any questions or experience system issues. We will be closely monitoring incoming calls and will respond to your questions and issues as quickly as possible. To establish a System Access Administrator, or for other assistance with accessing my|CalPERS, please email bp_inquiry@calpers.ca.gov and include your business partner name, contact name, email address, and phone number.

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