

Subject: PSERS ESS Manual New Hire Internal Server Error

Date: 12/4/24

Good Morning,

PSERS Employer Self-Service Portal is currently experiencing an issue with the Manual New Hire process. When manually entering new demographic and contract record information for a new employee, the system will not allow employers to confirm and submit the information. The workaround for this issue is to add these employees with an uploaded demographic and contract record file. Templates and instructions to manually create a demographic file and a contract record file for upload to ESS can be found on the PSERS Public Website by clicking on the links below.

[ESS Demographic Import Template](#)

[ESS Contract Record Import Template](#)

[ESS Demographic and Contract Record Import Instructions](#)

Our system support is working on correcting this issue as quickly as possible, but it is estimated that a fix to the system may not be until mid-December. We appreciate your patience on this matter.

If you have any questions, please feel free to contact your ESC Rep by email or call the ESC Helpline at 1-866-353-1844.

Thank you,
Employer Service Center

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