



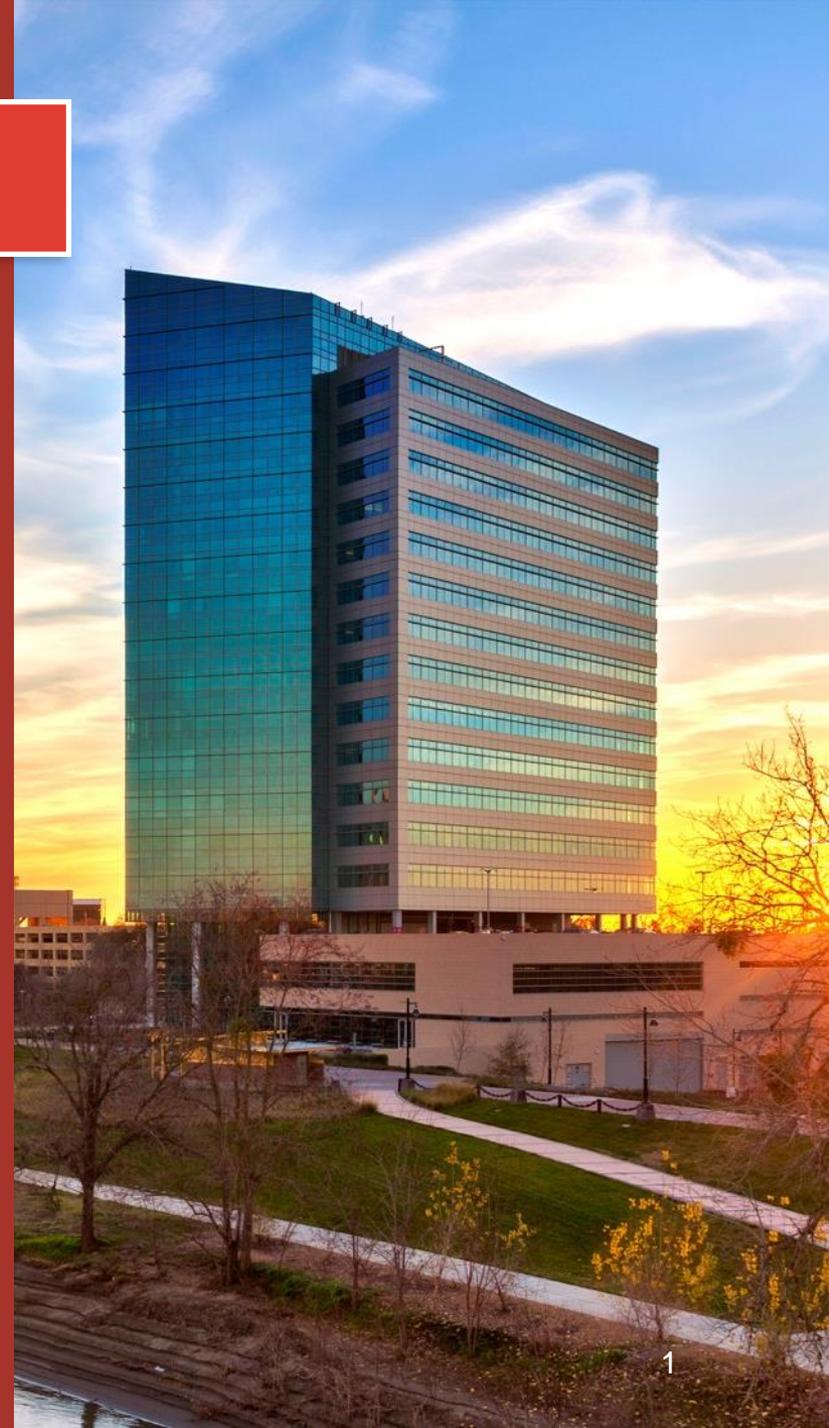
Updates for Employer's PayCal payment portal & CalSTRS bank account changes

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Agenda

- Multi-Factor Authentication for all registered users of [PayCal](#)
- Changes coming to the CalSTRS' bank account for ACH payments

Multi-Factor Authentication

- The Multi-Factor Authentication service is an added security measure that will enhance the 'user' log-in process. This new process will send a validation code to the user's email address to be entered into the PayCal payment portal to obtain access.
- Changes will impact all the following scenarios:
 - New/First Time User Registration
 - Registered user login with existing Username & Password
 - Registered user login with expired Password
- Estimated roll out is Late December 2022 to mid January 2023 with further announcements to come

The following are samples of screens that will have changes, or it will be new:

Registration

Please fill out the information below to create your web account.

Username and Password Information

Username Requirements: Usernames are required to be a minimum of six letters and/or numbers in length and a maximum of 16 characters.

Password Help: Passwords are required to be a minimum of 8 characters in length and contain at least 1 uppercase, 1 lowercase, 1 number and special character(!@#%\$^&*).

Username:

Confirm Username:

Password:

Confirm Password:

Email:

Confirm Email:

Contact Information

Enter the name of the person completing this registration.

Contact Name:

I'm not a robot 

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[New User
Registration
Screen](#)

Verification

Please check your email associated with your login account for verification code. Do not share this code with anyone. If you do not have access to the email, contact Customer Service.

Verification Code

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The following are samples of screens that will have changes, or it will be new:

Verification Code Email

From: noreply@fibiz.fiserv.com
Date: September 8, 2022 at 1:01:46 PM EST
To: h.elloashes@gmail.com
Subject: CAEPS Portal – Verification Code

Hello,

Please use the following **Verification Code** to complete your login request. The code is valid for 15 minutes.

636668

Best Regards,

CAEPS Team

Sample of Forgot Password Page:

5-digit numerical character specific to each employer that submits an ACH payment to CalSTRS AKA "CalSTRS Employer Code"

Sign in

Please enter your account information to access our secure system.

Returning User

Username:

Password:

[Help?](#)

[Forgot Username?](#) [Forgot Password?](#)

Login

Forgot Password

In order to recover your password, you must provide your Agency Enrollment Identification Number and Username associated with your login account.

Agency Enrollment Identification Number:

Username:

Back

Submit

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The following are samples of screens that will have changes, or it will be new:

Account Profile

Please confirm the following information:

Account	 Change Password
Username:	Tester1234
Contact Information	 Edit
Email:	Tester1234@zmail.com
Security Code	 Edit
Code:	XXXX

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Documentation will be updated to the following locations:

- <https://www.calstrs.com/epayment>
- [SEW](#)

CalSTRS Bank Account & Routing number changes

- Changes are coming to CalSTRS' bank account for ACH Credit payments due to U.S. Bancorp's acquisition of MUFG Union Bank, N.A. ("Union Bank®")
- If the Company ID is changing with the bank acquisition, CalSTRS will inform employers using ACH Debit (PayCal Payment Site) so they may update their ACH Filters
- Account and Routing numbers will change sometime in late spring of 2023 and notifications will be disseminated to the Employer(s) that are setup on ACH credit payments to CalSTRS (not for users that submit payments via the PayCal payment site)

Questions, please feel free to reach out to
epayments@CalSTRS.com