

TESRS ONLINE TRAINING MANUAL

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Getting Started

In order to gain access to the TESRS Online System (TOL), a local board must have a meeting and designate two Authorized Users: a primary and secondary user. The local board must also sign off on an accompanying security overview, which they will return to the Executive Director. After this is complete, the Authorized Users will have access to TOL and utilize this Training Manual to assist them in using the online database.

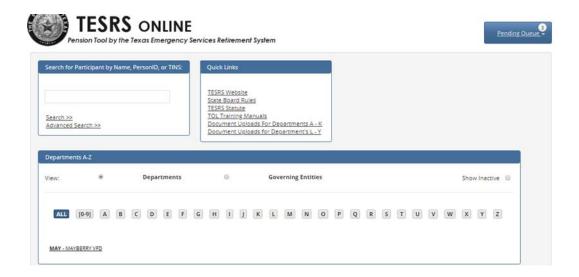
TOL was designed to allow users to quickly update pension information, and give the local board and departments greater access in the record-keeping process.

Through TOL you can complete all the tasks you regularly would as an administrator of TESRS:

- Enroll a new member,
- Terminate a member,
- Complete required reports,
- And more!

Once logged on, you will have access to your department and governing entity page. The Homepage will have links to our website and other resources, as well as a search option.

Here's an example of how the Homepage looks:



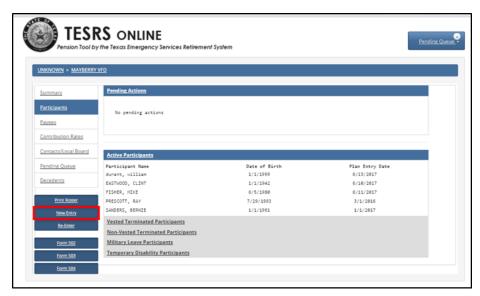
How-To: New Entry

Entering a new member is one of the most common tasks that a department user will have to complete in TOL. Since new members join volunteer fire departments all the time, creating a New Entry in TOL is an important function that ensures that the new volunteers begin receiving qualified service in TESRS and are protected by on-duty/off-duty death and disability benefits.

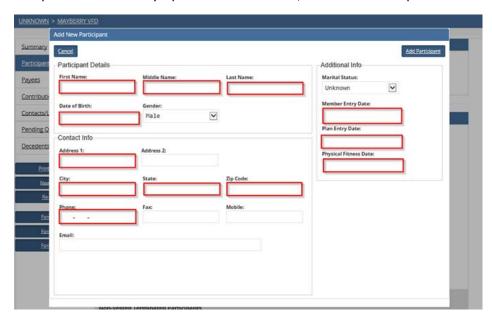
Once the Local Board has held a meeting to accept a member's physical certification and their 502 form, the Authorized User enters that new member into TOL.

Make a New Entry by following these steps:

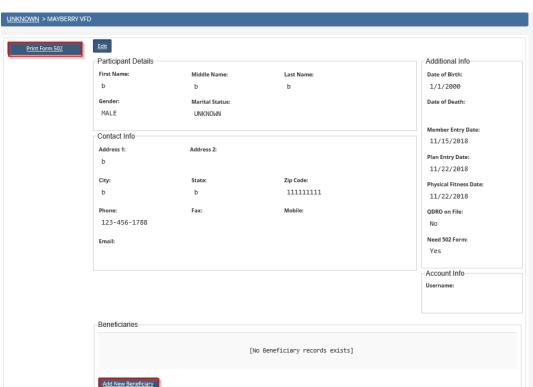
1. Click the "New Entry" Button



2. Complete the new entry's personal information; Click "Add Participant"



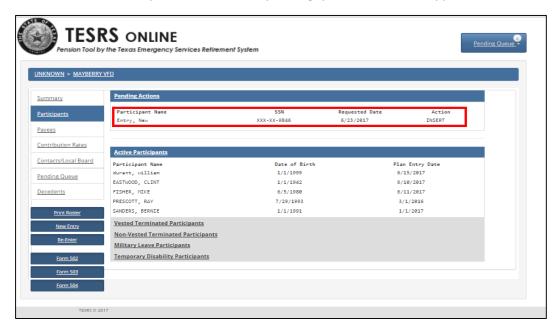
All the information outlined in red is <u>required</u>. You will be unable to complete the new entry process if any of these boxes are missing information.



3. Complete beneficiary information; Print Form 502 PDF; Press "Finish"

You can complete this section without the beneficiary information, however, it is strongly recommended that a member designate beneficiaries.

4. Your New Entry will remain in the pending queue until TESRS approves



TESRS will not approve the new entry until our offices have received a completed 502 form with the Local Board Chair's approval.

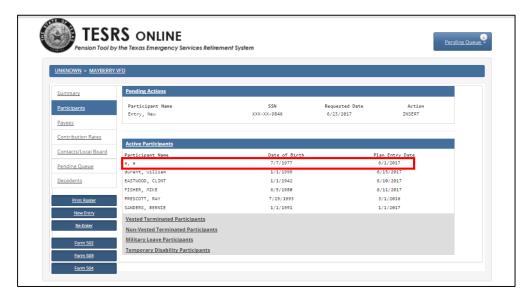
How-To: Terminate a Member

From time to time members may leave your department, or they may want to stop being an active member of TESRS so they can apply for retirement. When this happens the Authorized User will be able to terminate the member from their department's pension roster.

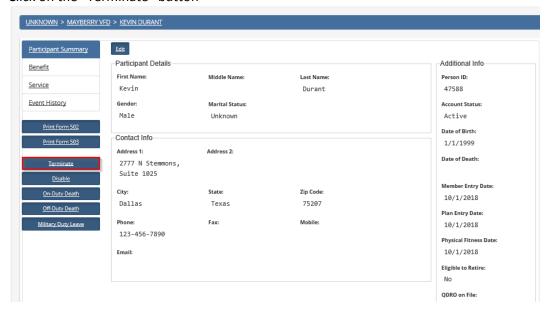
In order to terminate a member, the Authorized User must wait for the Local Board to complete a 504 form. The 504 form lets TESRS and the Authorized User know whether or not the terminated member received any partial qualified service for the year.

The termination process follows these steps:

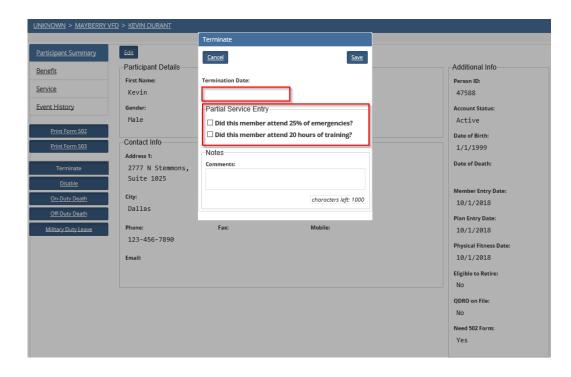
1. Click the name of the member you would like to terminate



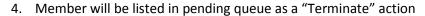
2. Click on the "Terminate" button

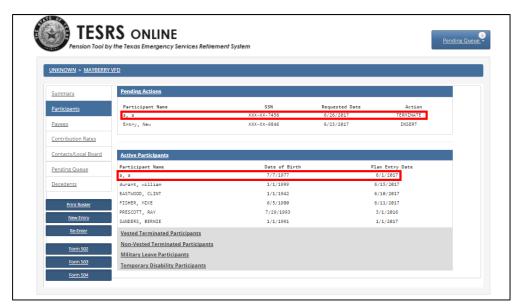


3. List the termination date; Report on partial service; Press Save



Remember to mark the qualified service boxes if the member "attended 25% of emergencies" or "attended 20 hours of training"





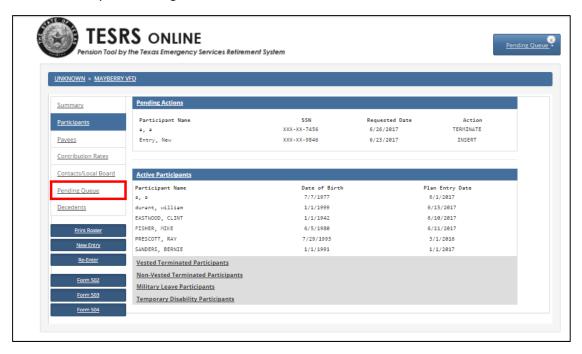
TESRS will not accept the termination until our offices have received a completed 504 form with the Local Board Chair's approval.

How-To: Membership Reconciliation Report

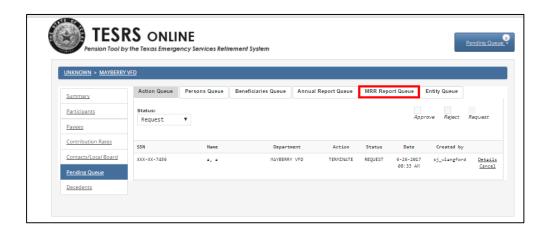
Throughout the year, the Local Board will have to complete reports which are required by the Executive Director of TESRS. One of these required reports is the Membership Reconciliation (MRR), which is necessary for our offices to keep track of the active members of the system. This report is extremely important for the Department and the Governing Entity as it will affect the billing process.

Complete an MRR by following these steps:

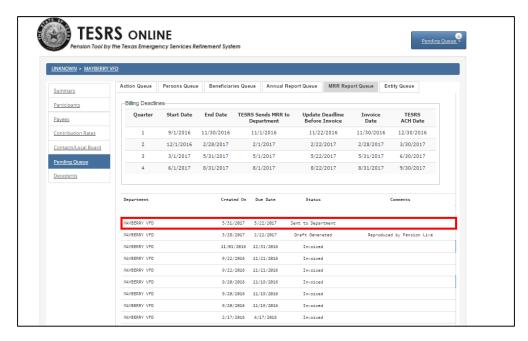
1. Check your Pending Queue for an MRR



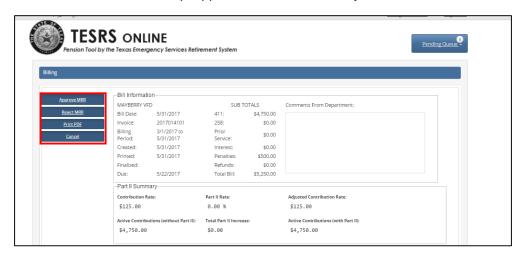
2. Click on "MRR Report Queue"



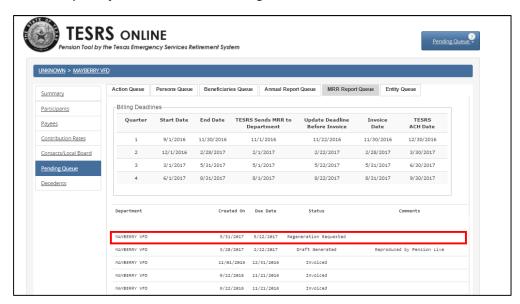
3. Select the most recent MRR with "Sent to Department" status



4. Review Bill Summary; Approve MRR if correct; Reject if incorrect;



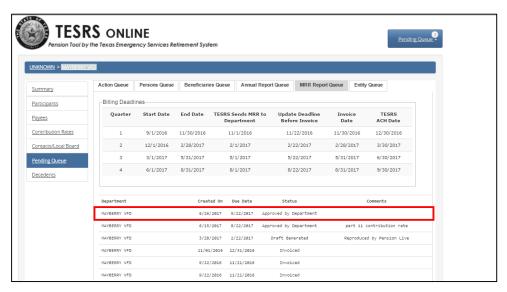
5. If you reject the MRR, TESRS will generate a corrected MRR



6. Accept the MRR, or accept a corrected MRR







Once approved, a department user will be unable to change the MRR. If you forget to include a member or remove someone, call (512)-936-3372 for assistance.

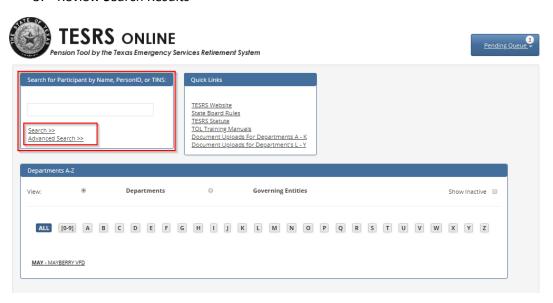
How- To: Search for Members

Basic Search

From the Home Page you may search by Participant Name, Person ID or TINS.

Search for a Member by following these steps:

- 1. Click in the Search Text Box
- 2. Enter a Participant's Name or Person ID
- 3. Review Search Results

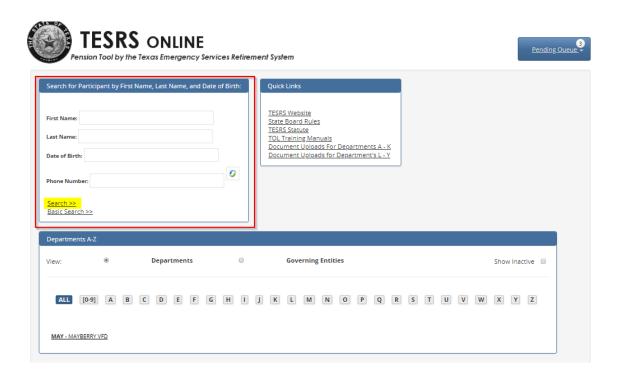


Advanced Search

This is a new feature that allows you to search by a combination of the following data. The search results should return those Members, Payees and/or Beneficiaries who meet ALL of the search criteria entered. All other functionality should work in the same manner as a Basic Search the results are limited to individuals in/related to your department.

Search for a Member by following these steps:

- 1. Click in the Search Text Box
- 2. Enter a Participant's First, Last Name, Date of Birth or Phone Number.
- 3. Click on the Search Link
- 4. Review Search Results



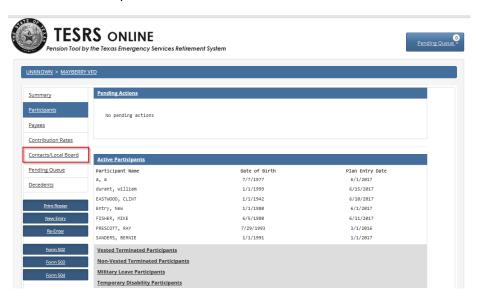
How-To: Annual Reports

Annually, there is a required report that must be completed by the Local Board and online by the Authorized User. This online Annual Report will submit to TESRS which members received qualified service, which is extremely important for active members trying to vest for retirement. Annual Reports are due no later than End of Business on January 31st.

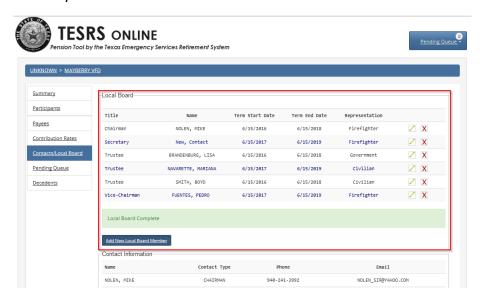
In order to start an Annual Report, the Authorized User must ensure that the Local Board members are correctly listed in TOL.

To find where your local board is listed, follow these steps:

1. Click "Contacts/Local Board"



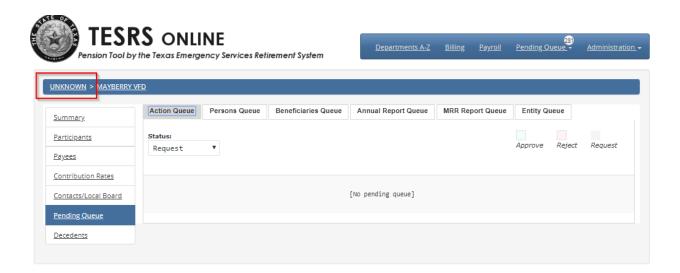
2. Review your list of local board members



Add New Contacts

If an update the Local Board list is needed, create a New Contact before assigning Local Board terms and titles. The names added to the Contact list will help you complete the Local Board section of the Annual Report.

1. Select the Sub Menu located Under the TESRS Online (Pension Tool by the Texas Emergency Services Retirement System) heading. The Sub Menu is located in the blue header in white text. My example has an "UNKNOWN" Governing Entity Name. Your link will have Your City's Name or ESD. Please review the second screen print for reference.

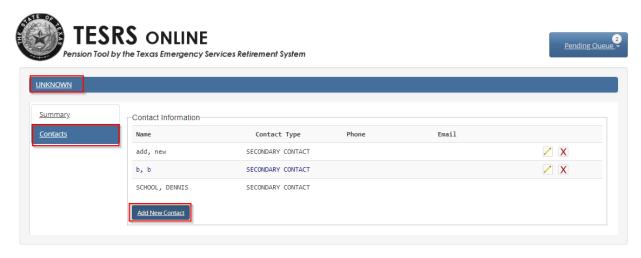


Second screen print below for example on how to Add a Contact.

From the Sub Menu select the City of (Your City) link below.



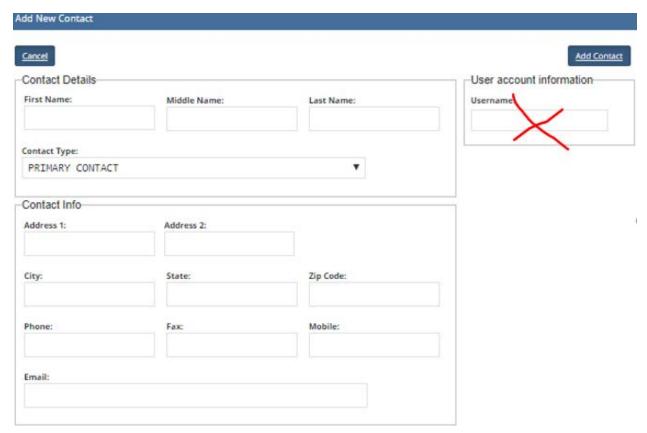
2. Click on Contacts on the left hand side then Click on Add New Contact Button



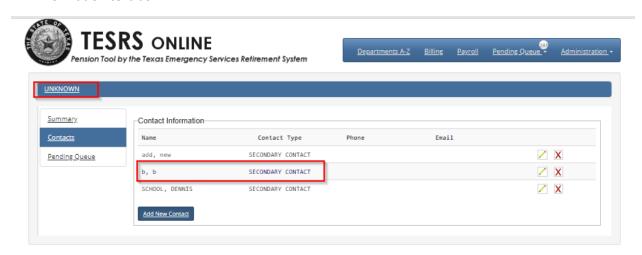
3. Enter data in Contact Pop-Up screen.

Side Note: Do not enter data within the User account information field under Username heading at this time.

(Image below for Step #3)



4. Continue Adding New Contacts until all your Local Board Members are listed below in Contact Information text box.

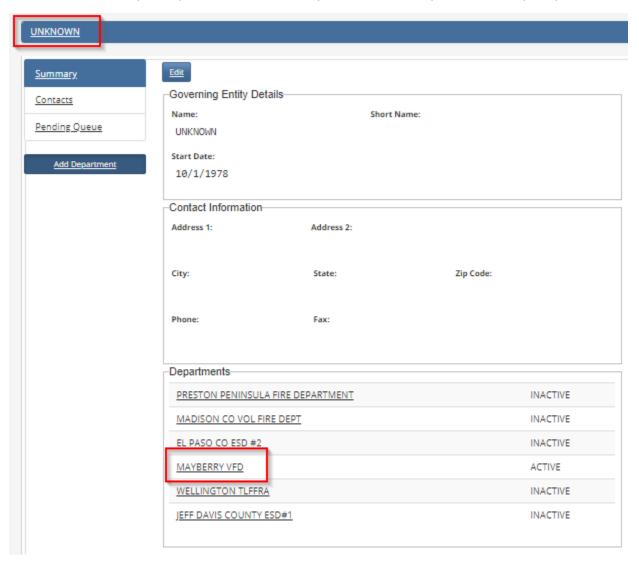


Side Note: Staff must Approve any New Contacts. Please review the Entity Queue for Staff approval.



Once all data is completed then Click on the Name of Your City and under Departments click on your Department name. This will take you back to your Department Particiapant Roster.

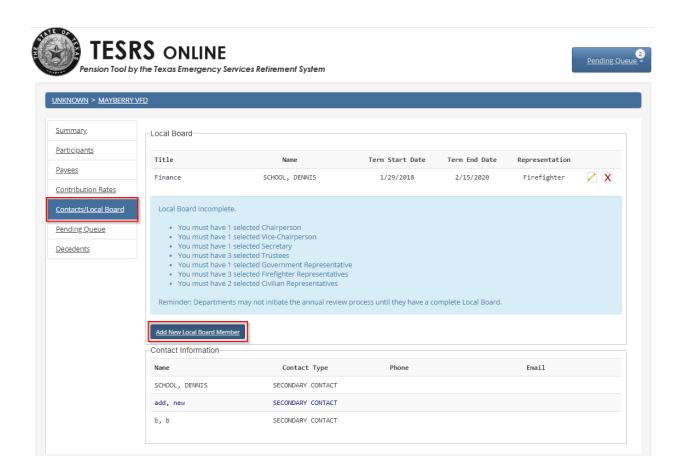
Side Note: For my example, Unknown is the City Name and the Department is Mayberry VFD.



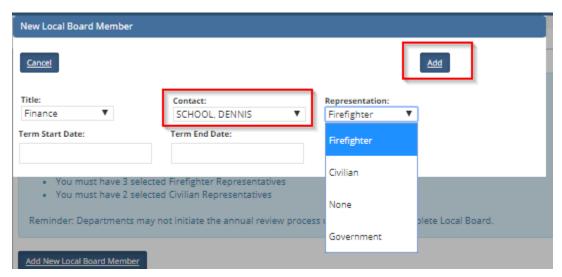
Add Local Board Terms and Statutory Title

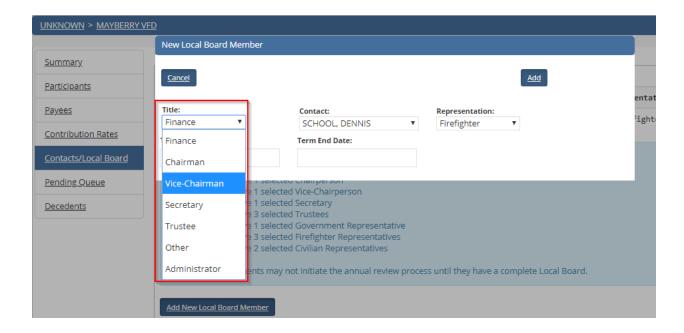
The Annual Report Local Board section must be updated as Local Board Members rotate terms, positions or new members join the board.

1. To add, delete, or update terms, click on the Contacts/Local Board link from the left hand side of the Navigation bar then select the Add New Local Board Member button.



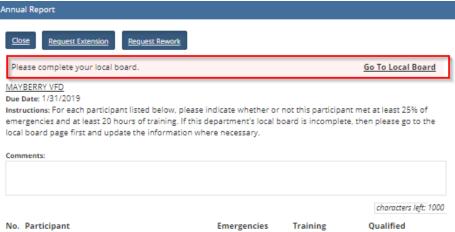
2. Enter data in the New Local Board Member Pop-Up text box.





Side Note: Your Local Board is not complete until you have a Chair, Vice-Chair, Secretary, and 3 Trustees listed as the Local Board Representation. The Title of each person must be a: Government, Firefighter and Civilian Representatives

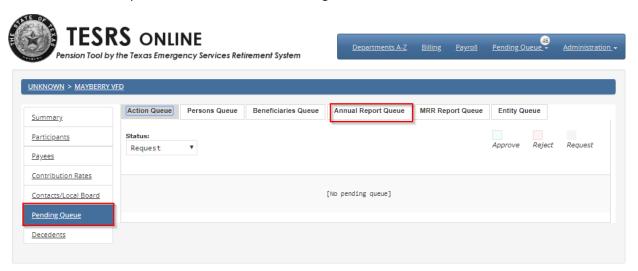




How to Review and Complete the Annual Report

Once you have verified that your local board is correct, you are now able to proceed with your Annual Report.

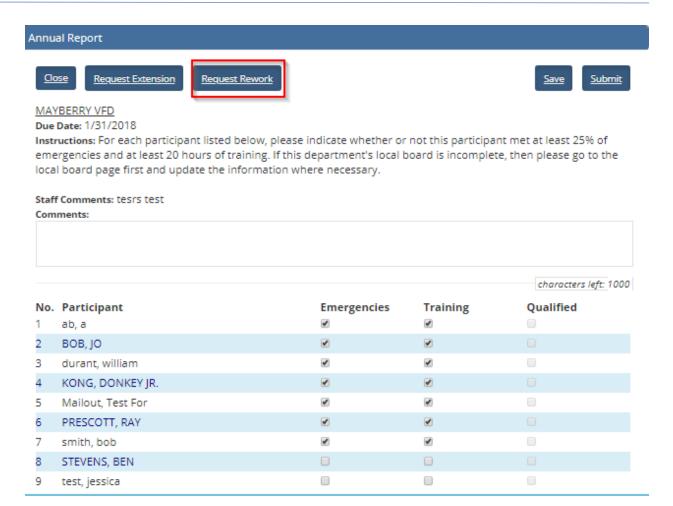
1. Select the Annual Report Queue tab from the Pending Queue.



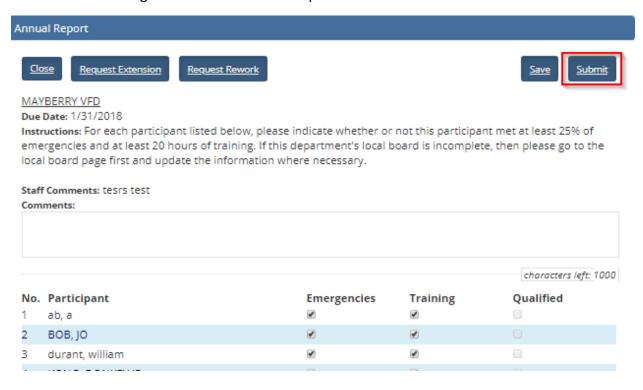
2. Select the Details link to view your Active participants or you may select the print link to review a hard copy (PDF) of the Annual Report for reference.



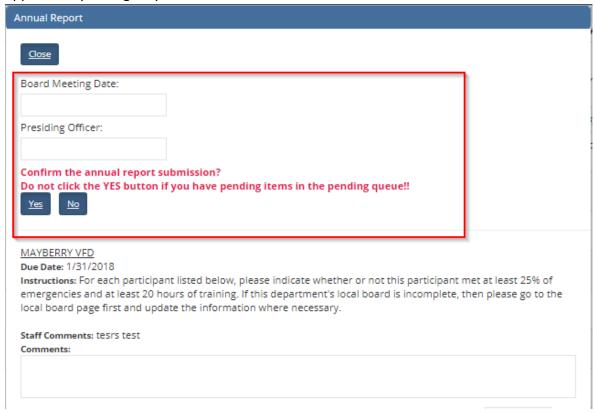
3. If an Active member is not listed in your Participant list or a member needs to be terminated, select the Request Rework button for TERS staff may refresh the Annual Report detail. ALL requests within the Person Queue and the Action Queue must be processed before submitting the Annual Report.



4. If you are satisfied with your Participant List and selections click the Submit Button. No further changes can be made to the report after submitted.



5. A Board Meeting Date and the Presiding Officer field must be entered in order to be approved by the agency.



6. Click on the Annual Report Queue tab within the Pending Queue to Review the Status column to verify the Annual Report has been Submitted. You may print a copy for your records if needed. Check your Annual Report Queue Daily. The Annual Report is complete once the status is updated to be Approved by the agency.

