



## **ESA Secure Messaging User Guide**

*This resource explains how districts communicate with NYSTRS using Secure Messaging in the Employer Secure Area (ESA).*

### **ESA Secure Messaging Roles & Notifications**

ESA Secure Messaging allows employers to exchange secure messages with NYSTRS through the Employer Secure Area (ESA) portal. ESA Secure Messages can be initiated by an ESA User, or by NYSTRS. Messages are maintained on a rolling 24-month basis.

#### **ESA Secure Messaging Roles**

All Chief School Administrators (CSA), Security Administrators (SA) and Employer Reporting Contacts have access to create and respond to ESA Secure Messages. There is also a standalone ESA Secure Messaging role that can be assigned to any ESA User by the CSA or SA.

All ESA Users with the ESA Secure Messaging role can view all ESA Secure Messages between all the employer ESA Users and NYSTRS.

#### **ESA Secure Messaging Email Notifications**

If the message is initiated by NYSTRS, then any Employer Reporting Users and any ESA Users assigned the ESA Secure Messaging Role will receive an email notification that NYSTRS has sent a new ESA Secure Message.

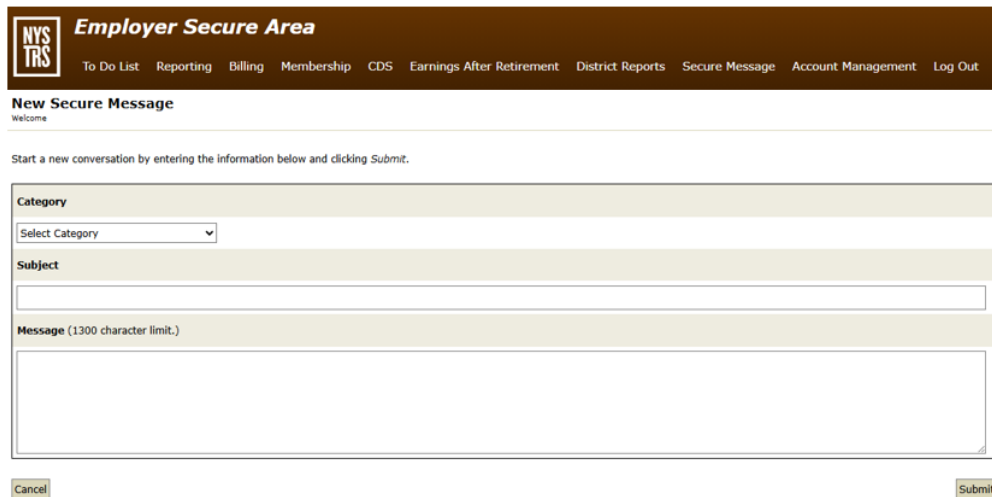
If the message is initiated by an ESA User, then when NYSTRS replies to the secure message an email notification will be sent to the ESA User who initiated or has claimed the message.

## Employer Initiates a Secure Message

1. After logging in to ESA, navigate to Secure Message from the menu and click “Start Conversation.”

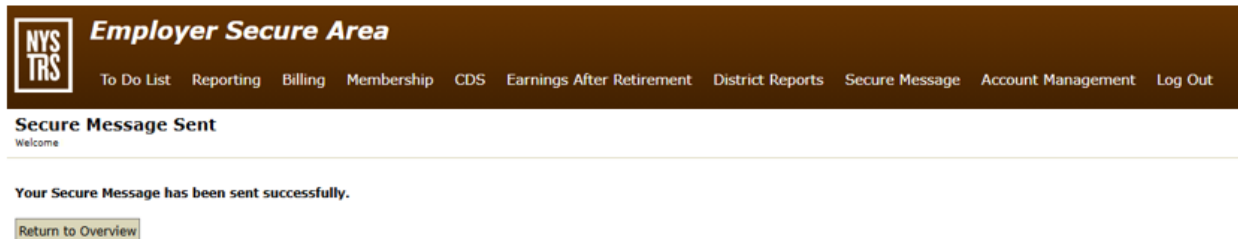


2. From the dropdown list, select the category that best represents your communication. Enter a Subject (under 26 characters) and enter the text of the message (up to 1,300 characters). Click “Submit” to send.



3. An email notification will be sent to the NYSTRS unit that will be able to respond to your secure message based on the selected category.

4. You will see confirmation that your message was sent.



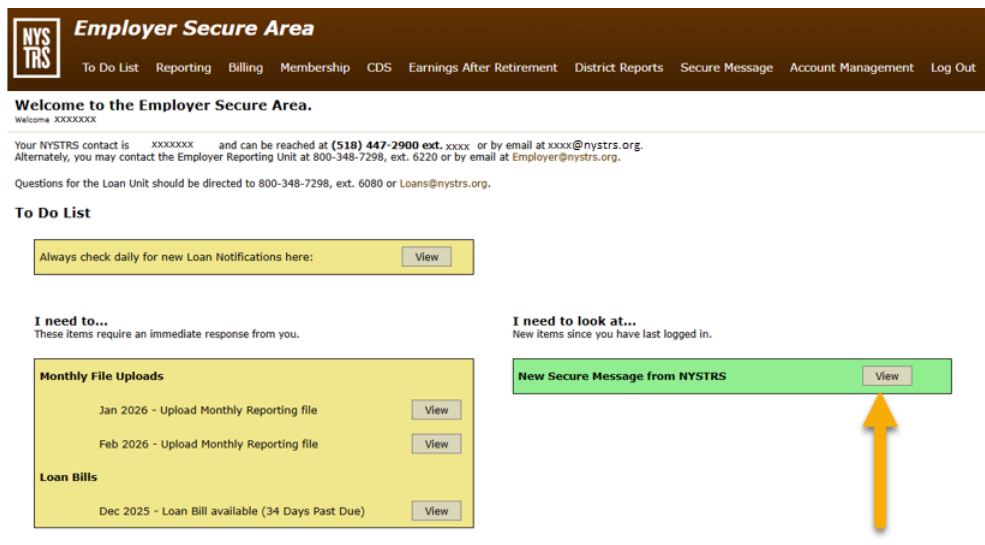
5. If you click “Return to Overview” you will see the message is now listed with an “Open” status and “No” in the NYSTRS Response.

**Please note:** After a period of time, NYSTRS may close a secure messaging thread. Although you will still be able to view a closed conversation, you will no longer be able to add information or questions to that thread.

## NYSTRS Responds to an Employer’s Secure Message

The ESA user who has claimed the message will receive an email notification when NYSTRS has responded to their Secure Message identifying the category and subject.

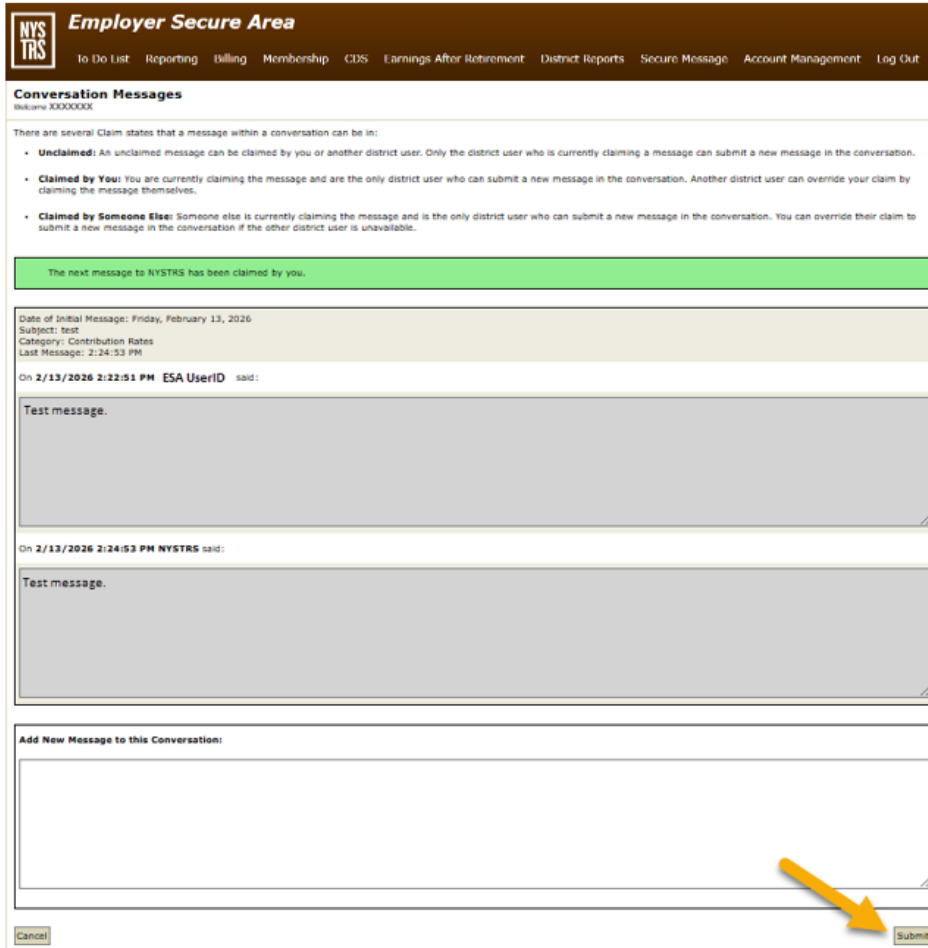
1. To review NYSTRS’ response to an ESA Secure Message, log in to ESA.
2. On the To Do List page, the district will see a green banner stating “New Secure Message from NYSTRS.”



3. Click on “View” from the green banner or “Secure Message” from the Menu to view list of messages to go to the Conversation Overview page.

4. The message referenced in the email notification will display with an Open Status and Yes for NYSTRS Response. Click on “View” to the right of the message that will be reviewed.

5. If the response fulfills the question or issue that was submitted, no further action is needed. If additional information is required, please enter the text in the “Add New Message to this Conversation” box and click on “Submit.”



**NYSTRS Employer Secure Area**

To Do List Reporting Billing Membership CDS Earnings After Retirement District Reports Secure Message Account Management Log Out

**Conversation Messages**  
Welcome XXXXXXXX

There are several Claim states that a message within a conversation can be in:

- **Unclaimed:** An unclaimed message can be claimed by you or another district user. Only the district user who is currently claiming a message can submit a new message in the conversation.
- **Claimed by You:** You are currently claiming the message and are the only district user who can submit a new message in the conversation. Another district user can override your claim by claiming the message themselves.
- **Claimed by Someone Else:** Someone else is currently claiming the message and is the only district user who can submit a new message in the conversation. You can override their claim to submit a new message in the conversation if the other district user is unavailable.

The next message to NYSTRS has been claimed by you.

Date of Initial Message: Friday, February 13, 2026  
Subject: test  
Category: Contribution Rates  
Last Message: 2:24:53 PM

On 2/13/2026 2:22:51 PM ESA UserID said:  
Test message.

On 2/13/2026 2:24:53 PM NYSTRS said:  
Test message.

Add New Message to this Conversation:

Cancel Submit

### Note

- If you are the ESA user who initiated the message or has claimed the message, you will see the green banner at the top stating “The next message to NYSTRS has been claimed by you.”
- If you are not the ESA user who originated the message, you can claim the message to send a reply to NYSTRS.