Employer Self-Service
First Steps
Quick Reference Guide
Department of Treasury
Tennessee Consolidated Retirement System
Concord Project
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For additional information, including the full ESS User Guide and ESS demonstration videos, please visit http://tcrs.tn.gov and click on the tab labeled “Concord”.

1. Your initial login to ESS

When logging into ESS for the first time, you will be prompted to enter the system-generated user ID and your temporary password and PIN. You will have up to 72 hours from receiving the email with your login credentials to log into ESS. After 72 hours, the temporary password and PIN become invalid and you will need to contact TCRS to reset your password and PIN.

Step 1: From the Self-Service screen, click the **Employers log in here** link.
Step 2: On the Employer Self-Service Login screen, enter the **User ID** contained in one of the three emails you received.
Step 3: Enter the temporary **password** contained in one of the three emails you received.

Tip: Copy and paste the temporary password from the email by either right-clicking and selecting copy, then paste, or use keyboard shortcuts <CTRL>+<C> to copy followed by <CTRL>+<V> to paste.
Step 4: Click "Next".
Step 5: You will be prompted to change the initial password. Enter the current, temporary password from the email in the **Current Password** field.
Step 6: Enter your newly selected password in the **Your New Password** field.

Tip: Abide by the instructions to the right of the **Your New Password** field to create a new password.
Step 7: Re-enter your newly selected password in the **Retype Your New Password** field.
Step 8: Click "Continue to Step 2".

Step 9: The next screen will prompt you to change the initial PIN. Enter the current, temporary PIN in the Current PIN field.
Step 10: Enter your newly selected PIN in the **Your New PIN** field.

Step 11: Re-enter your newly selected PIN again in the **Retype Your New PIN** field.
Step 12: Click Continue to Step 3.
Step 13: The next screen updates the security question associated with specific login credentials. Select a security question from the Security Question drop down menu.

Tip: The security question and answer will be used if you ever need to reset your password or PIN.
Step 14: Enter your answer to the security question in the **Answer** field.

Step 15: Enter your answer to the security question in the **Retype Your Answer** field.
Step 16: Click **Submit**.

Step 17: Click **Continue**.
Step 17: The Employer Home screen displays.
2. Setting up your bank account information

You will not have the ability to submit your monthly contribution report until you have set up your bank account information.

Tip: Select employers will be paying via LGIP payment accounts. LGIP accounts will not display in ESS. TCRS pulls the appropriate payments via LGIP once the monthly report is submitted. If you need to pay via LGIP and have not previously contacted TCRS to set up this information, please call (615) 532-6111 or email TCRS.Contributions@tn.gov.

Step 1: To access the Manage Payment Accounts screen, navigate to Admin > Payment Accounts
Step 2: To add a new payment account, click **Add a Payment Account**.
Step 3: Enter all required information on the screen:

- **Receipt Type**
- **Nickname**
- **Bank Routing or ABA Number**
- **Bank Account Number**
- **Retype Bank Account Number**
Step 4: Click Continue.
Step 5: Enter your **PIN**.
Step 6: Click **Submit**. The payment account updated successfully message displays to confirm that payment account was saved.

Tip: You have the ability to add multiple bank accounts. Follow the same steps to add additional accounts.

Step 7: Click **Continue** to return to the Manage Payment Accounts screen.
3. Submitting your monthly contribution report

Once you have logged in and set up your bank account information, TCRS will generate your monthly template, which will allow you to submit your monthly contribution report. You will receive an email notifying you when your template is generated.

Step 1: To begin the contribution reporting process, navigate to Report > Submit Monthly Report.

To complete the remaining steps needed to submit your report, refer to the ESS User Guide or the ESS demonstration videos available via http://tcrs.tn.gov within the “Concord” tab.