



District Business and Advisory Services

Bulletin: 21-029

Date: February 16, 2021

To: District Chief Business Officers
District Fiscal Directors
District Human Resource and Payroll Managers
District Human Resource and Payroll Personnel

From: Nghia Do, District Business Advisor

Re: California State Teachers' Retirement System (CalSTRS): Employer Tools and Resources

The CalSTRS Employer Support Portal provides updates and resources to support school districts during the transition to the new Secure Employer Website (SEW) in fall 2021. The portal includes access to the Pension Administration Learning Management System (PALMS) which is the repository for employer training.

Districts' staffs in both the human resource and payroll department are encouraged to register for PALMS and take the computer-based trainings available in PALMS to prepare for the transition. Trainings are designed to allow you to move through the content at your own pace. Training topics include the following:

- Introduction to the New Secure Employer Website
- Employment Maintenance
- Contribution Reporting
- Soft Launch Orientation
- New File Format (Employment File)

Attached is the step-by-step instructions on how to access CalSTRS PALMS.

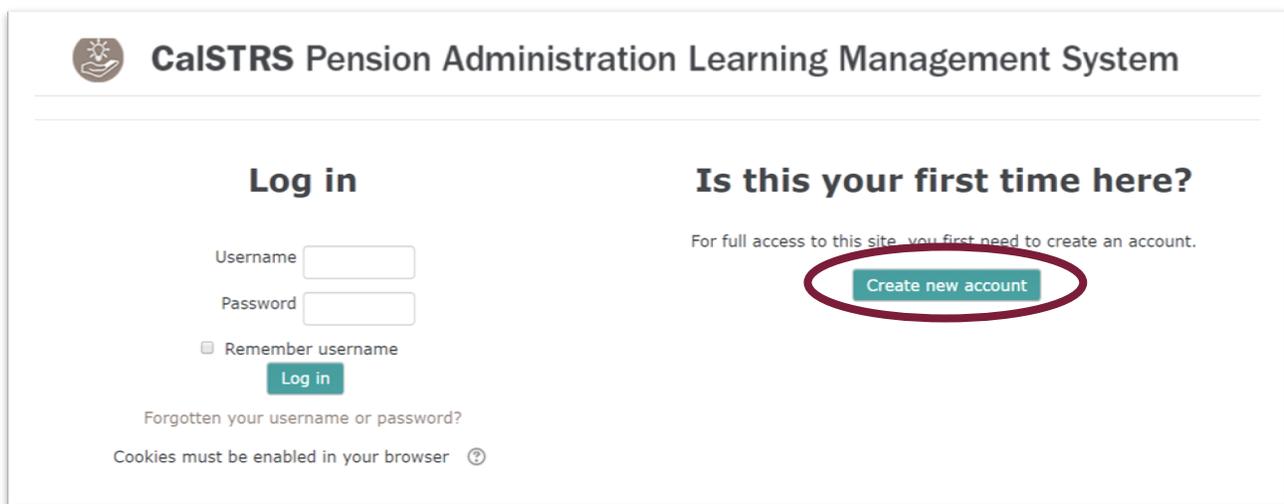
Please distribute this memo within your District as deemed appropriate.

PALMS Instructions

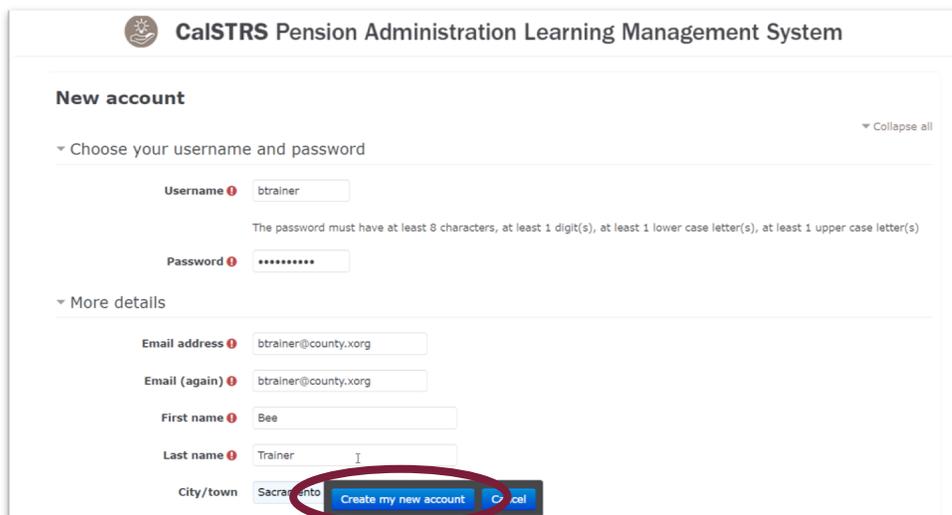
This is a step-by-step process on how to access the CalSTRS Pension Administration Learning Management System (PALMS).

1) Creating a New Account

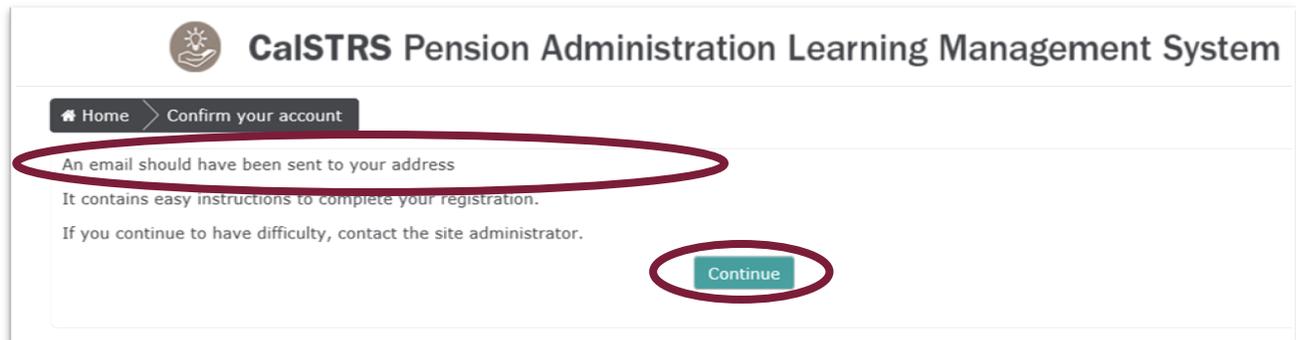
Step 1: Navigate to the weblink: "<https://palms.calstrs.com>" - the **Log in** screen will display. Click **Create new account**. Please note, you may need to update your browser settings to unblock the CalSTRS.com site.



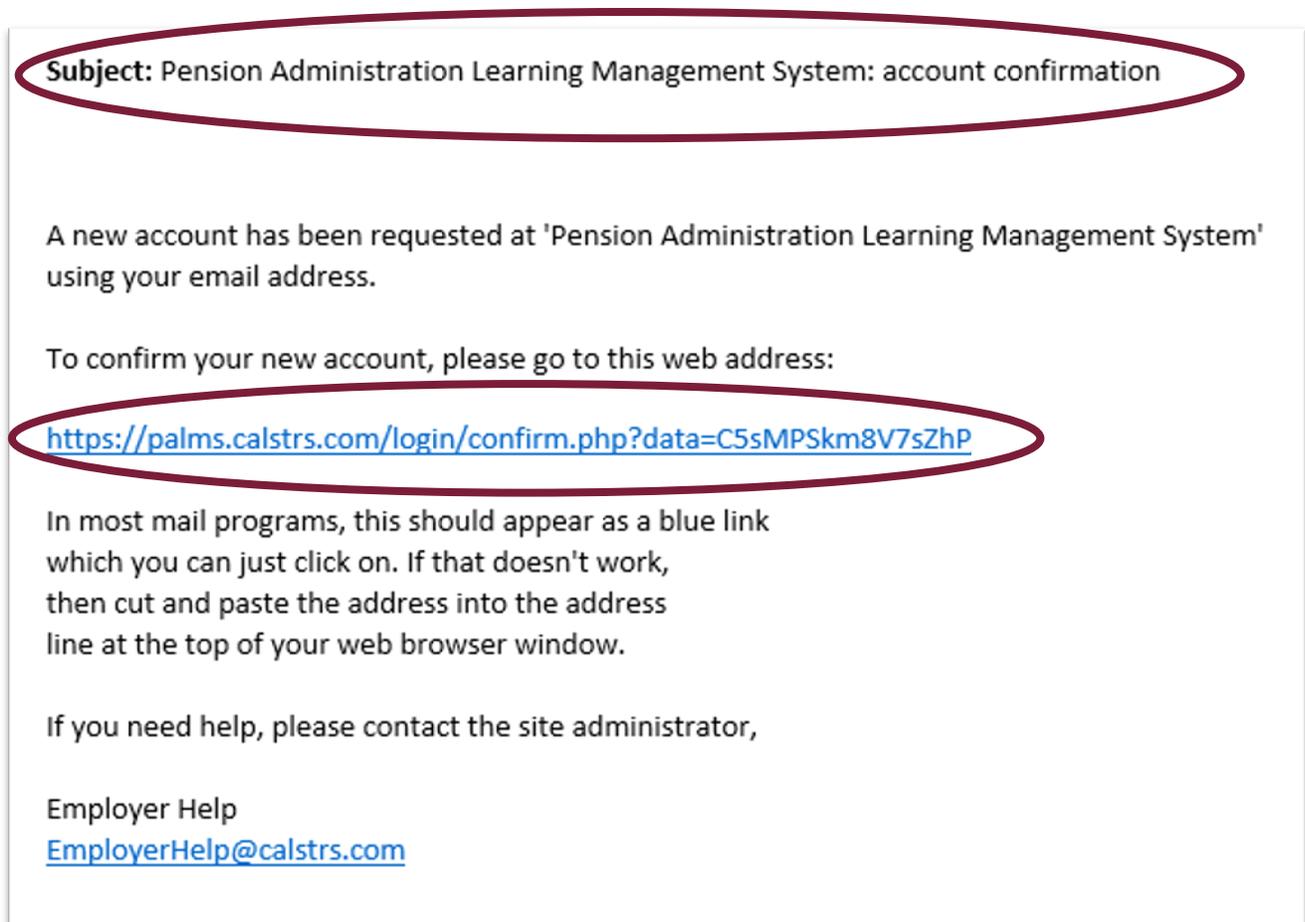
Step 2: Complete the required fields. When you have completed the required fields, click **Create my new account**.



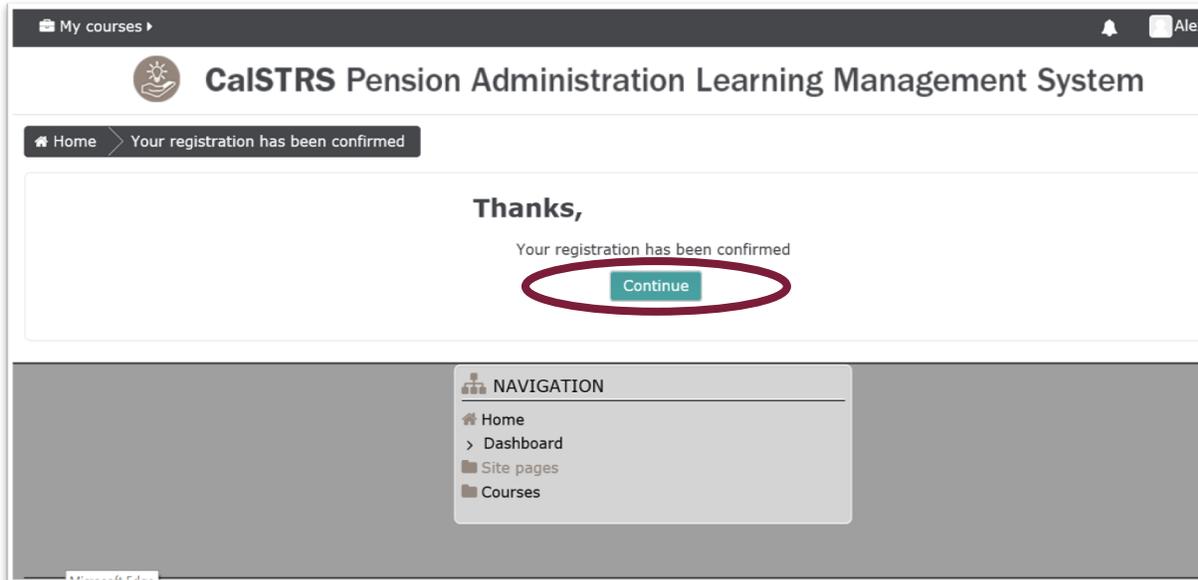
Step 3: A confirmation message displays saying “An email should have been sent to your address...”. Click **Continue**.



Step 4: Check your inbox for the confirmation email with the subject “**Pension Administration Learning Management System: account confirmation**”. Click the blue hyperlink to confirm your new account and complete your registration. If you do not receive a confirmation email, check your junk folder and confirm that CalSTRS.com is an approved (unblocked) site.



Step 5: A new web page will display with a message confirming your registration. Click **Continue**.



Step 6: The landing page for PALMS will display. You've successfully created an account.



2) Log in to PALMS

Step 1: Navigate to the weblink: "<https://palms.calstrs.com>" - the **Log in** screen will display. Enter your **Username** and **Password**, click **Log in**.

CalSTRS Pension Administration Learning Management System

Log in

Username

Password

Remember username

Log in

Forgotten your username or password?

Cookies must be enabled in your browser ?

Is this your first time here?

For full access to this site, you first need to create an account.

Create new account

Step 2: The landing page displays. Here you can quickly access **Available Trainings**, **Training Announcements**, and the **Employer Support Portal**.

AVAILABLE TRAININGS

All available trainings display in the **My courses** section below. Clicking a linked **Course Category** navigates you to the course training activities.

My Courses page direct link.

TRAINING ANNOUNCEMENTS

New course information and other training updates will be posted in the Site news alerts. Access the link below for a full list of alerts.

Site News page direct link.

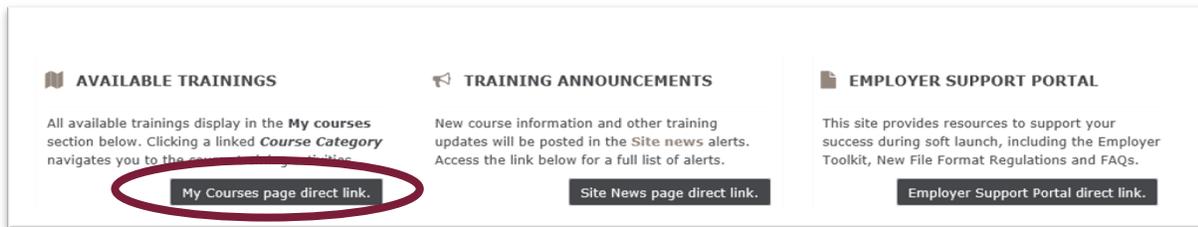
EMPLOYER SUPPORT PORTAL

This site provides resources to support your success during soft launch, including the Employer Toolkit, New File Format Regulations and FAQs.

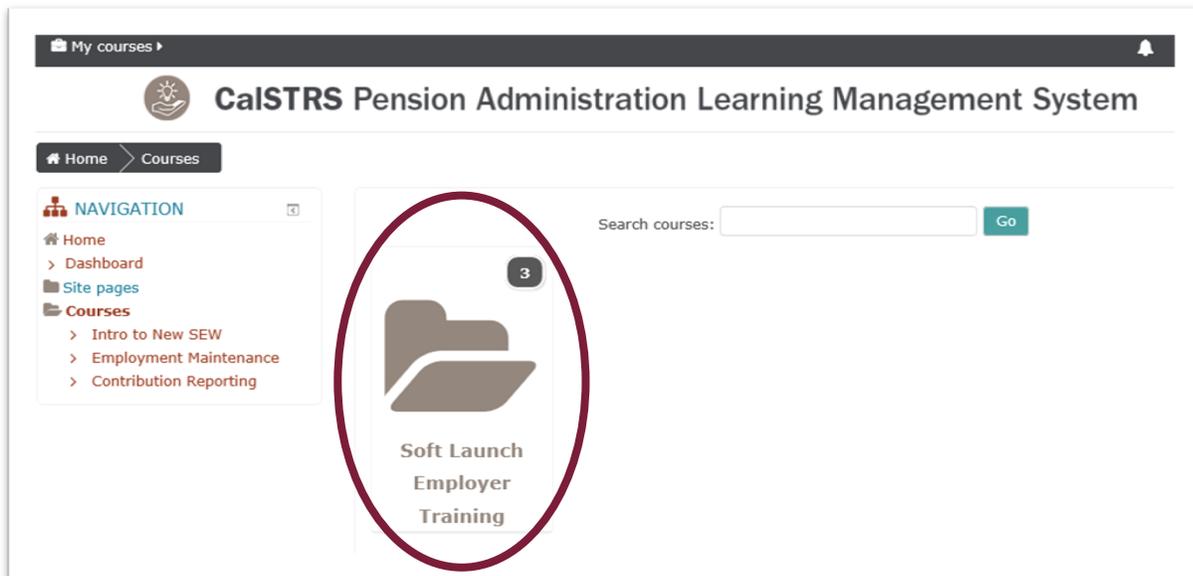
Employer Support Portal direct link.

3) Self-Enroll in a Course

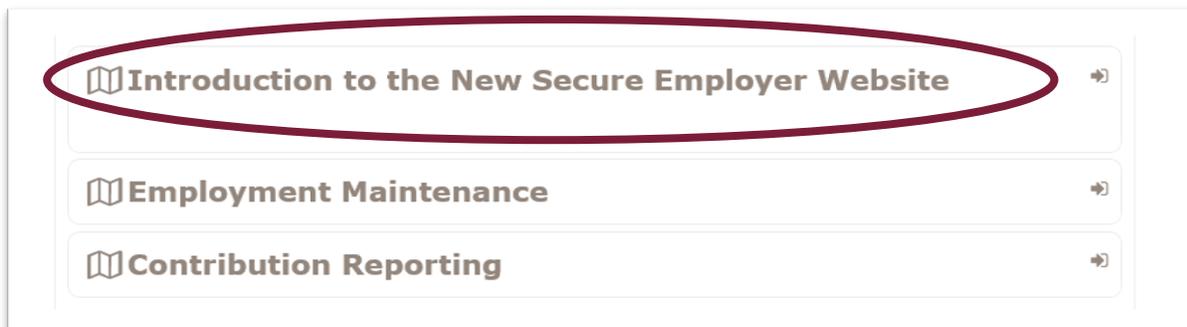
Step 1: From the landing page, scroll down to select **My Courses page direct link**.



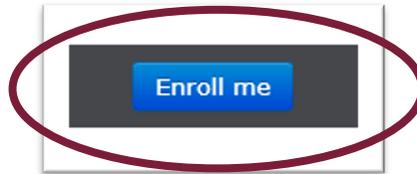
Step 2: Click the course category you are interested in taking. For this example, we select **Soft Launch Employer Training**.



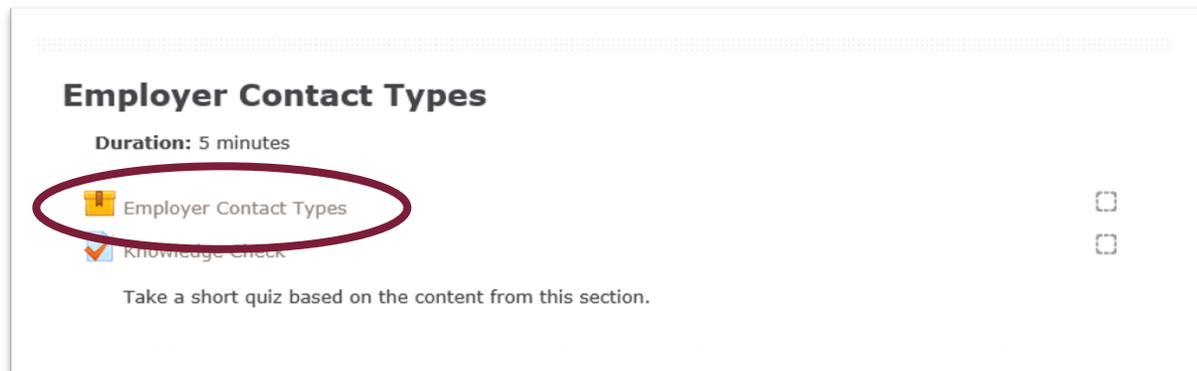
Step 3: Click the training topic **Title** you are interested in taking. For this example, we select **Introduction to the New Secure Employer Website**.



Step 4: Select **Enroll me**.



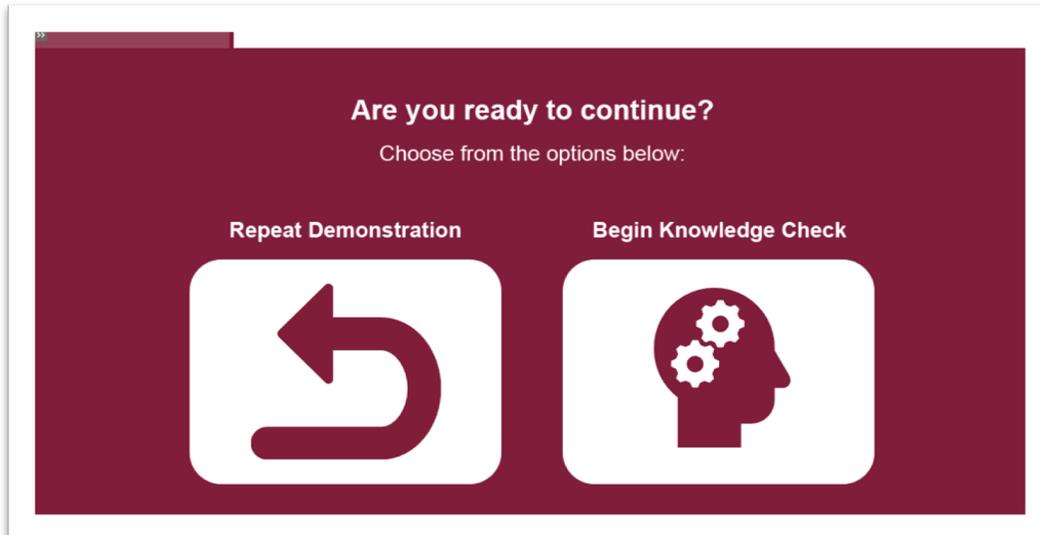
Step 5: The course contents will display. Click the **Course Activity** icon. If needed, you may need to update your browser settings to unblock the CalSTRS training pop-up window that will play the course. In this example, we are clicking **Employer Contact Types**.



Step 6: Click the **Play Button** to begin the training.



Step 7: When the training is complete you may choose **Repeat Demonstration** or **Begin Knowledge Check**. Click **Begin Knowledge Check**.



Step 8 : Select **Attempt quiz now**.

Introduction to the New Secure Employer Website

Knowledge Check

[Return to: Employer Contac... ↗](#)

Take a short quiz based on the content from this section.

This quiz opened at Tuesday, October 29, 2019, 11:04 AM

This quiz will close at Thursday, October 29, 2020, 11:04 AM

Grading method: Highest grade

[Attempt quiz now](#)

◀ Employer Contact Types

Jump to...



Accessing Employee Information ▶

[Return to: Employer Contac... ↗](#)

Step 9: Click **Submit all and Finish** to complete the quiz.

Introduction to the New Secure Employer Website

Knowledge Check

[Return to: Employer Contac... ↗](#)

Summary of attempt

Question	Status
1	Answer saved
2	Answer saved
3	Answer saved
4	Answer saved

[Return to attempt](#)

This attempt must be submitted by Thursday, October 29, 2020, 11:04 AM.

[Submit all and finish](#)

◀ Employer Contact Types ▼ Accessing Employee Information ▶

[Return to: Employer Contac... ↗](#)

Step 10 : Once you've answered all the questions in the knowledge check, click the **Submit all and finish** button.

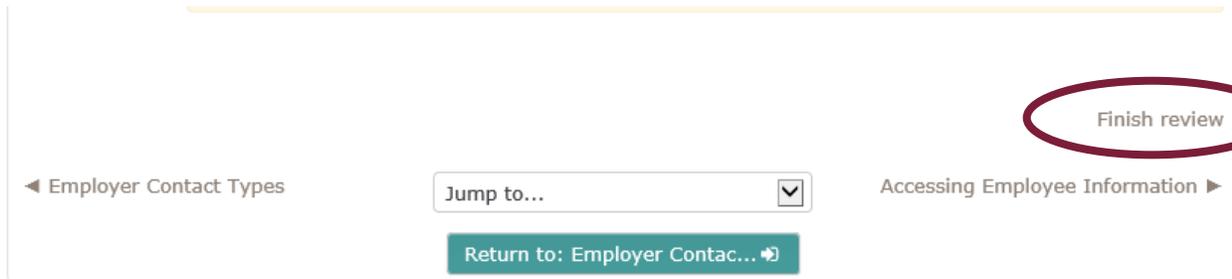
Confirmation

Once you submit, you will no longer be able to change your answers for this attempt.

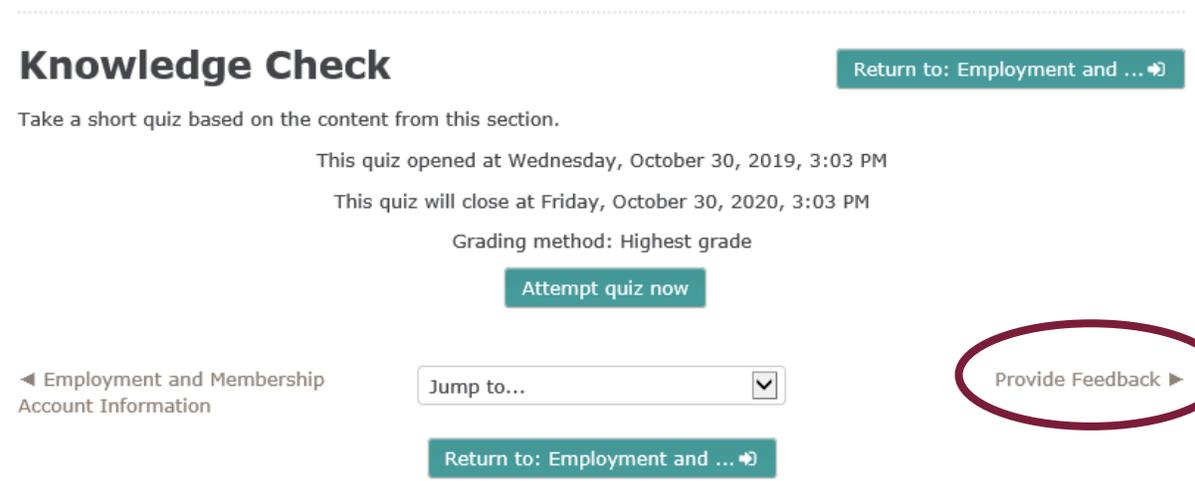
[Submit all and finish](#)

[Cancel](#)

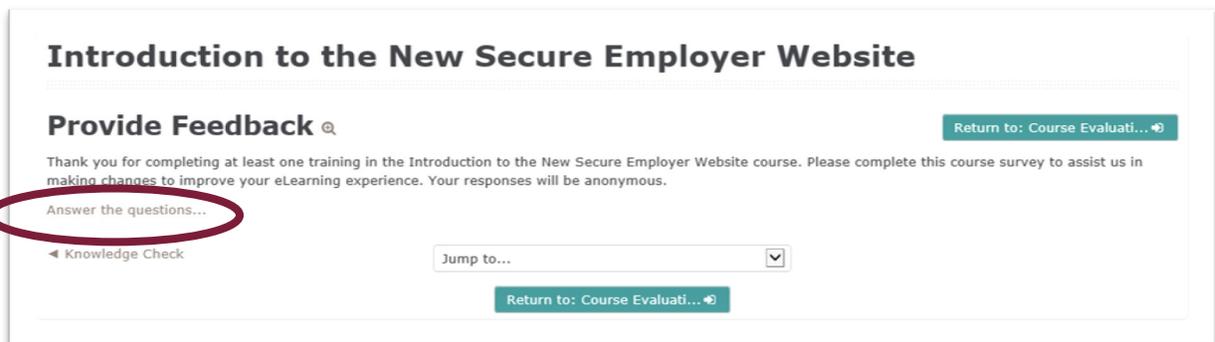
Step 11: A new window will display with the status of each quiz question. Click **Finish review** to complete the quiz.



Step 12: If you have completed all the trainings in the course, you will have an option to complete feedback on the course. Select **Provide Feedback** to provide comments on the course.

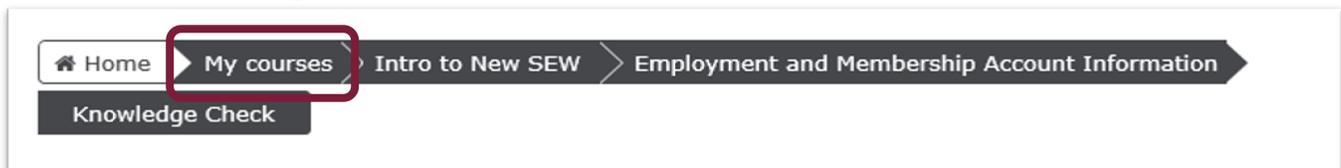


Step 13: Select **Answer the questions...** to enter your feedback. After you provide feedback and select **Submit Your Answers**, you may return to other courses.



Step 14: You may return to other courses at anytime by selecting **My Courses** from the **Bread-crumbs Navigation** at the top of the screen, or by selecting **My Courses** from the **Navigation Window** to the left of the screen.

Breadcrumb Navigation



Navigation Window

