

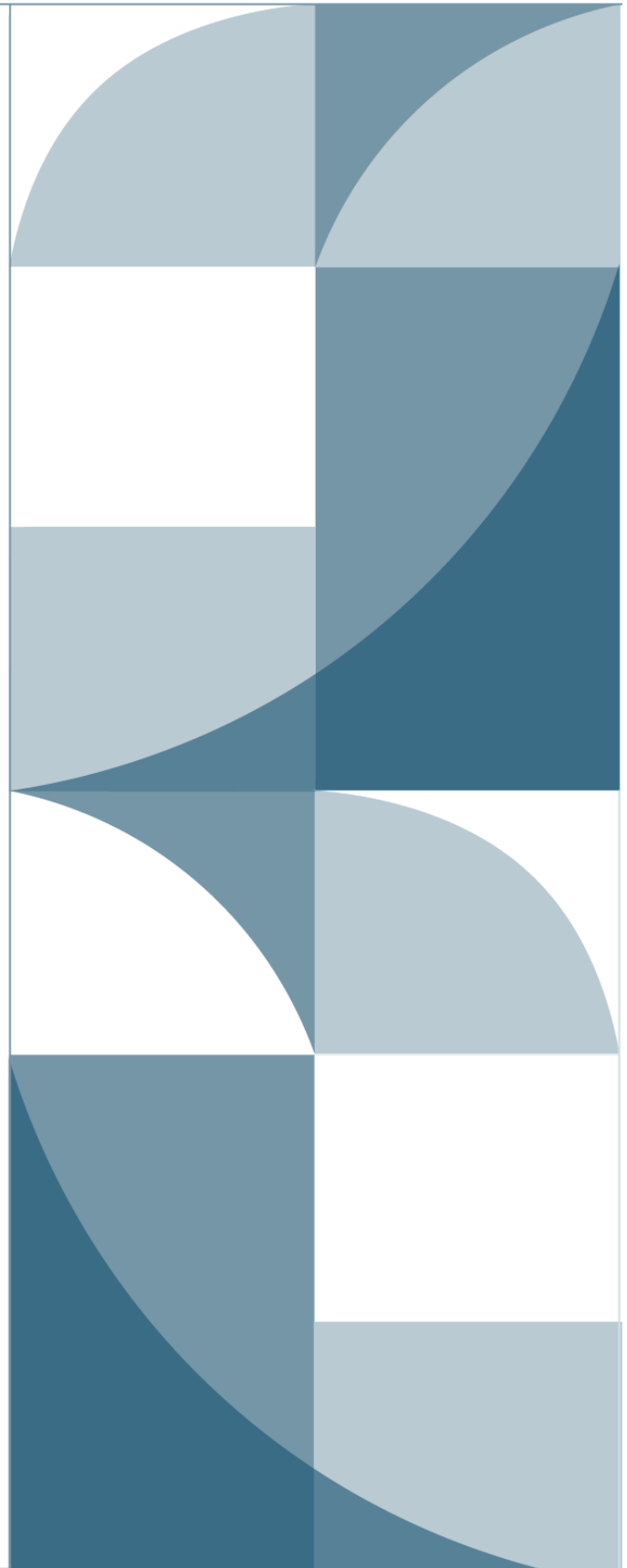


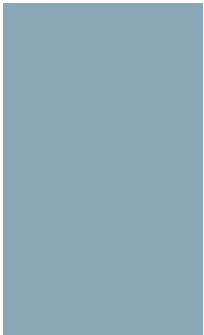
Using the **Request Information function**

Employer Reporting Guide

*This guide explains how to use
the Request Information function
to communicate with the
Employer Service Center (ESC).*

**Employer
Service
Center**





Contents

Introduction 3

Sending the request..... 3

Retrieving replies to information requests 7

Request Information screen..... 8

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Introduction

The EDX Request Information function enables you to request information from PERS in a more secure method than through regular email. By using this method, you can send a message to the Employer Service Center (ESC) that contains sensitive information, such as an employee's Social Security number or log-in password, without risk of the information being compromised.

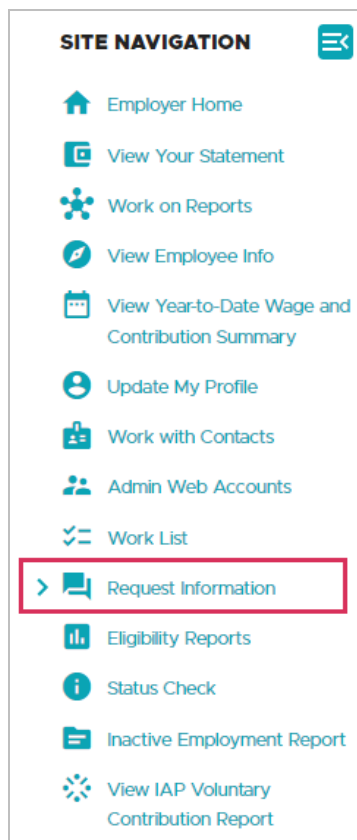
Be aware that this function is not a replacement for the Demographic Correction Request (DCR) form. The difference is:

- The Information Request function is for requesting information, instructions, or a simple change to your account.
- A DCR is for requesting a change to an employee's account that only PERS is authorized to make because it could affect benefits, such as a change to an employee's past qualification status or hire intent.

If your request does not involve inclusion of sensitive information, call or email the ESC Call Center or your ESC representative directly instead of using Request Information. This will get you a faster response. [ESC contact information](#).

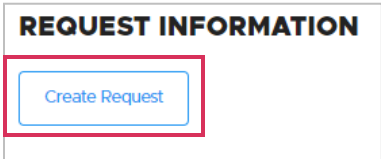
Sending the request

- 1 Choose the Request Information function from the EDX main menu.



REQUEST INFORMATION FUNCTION

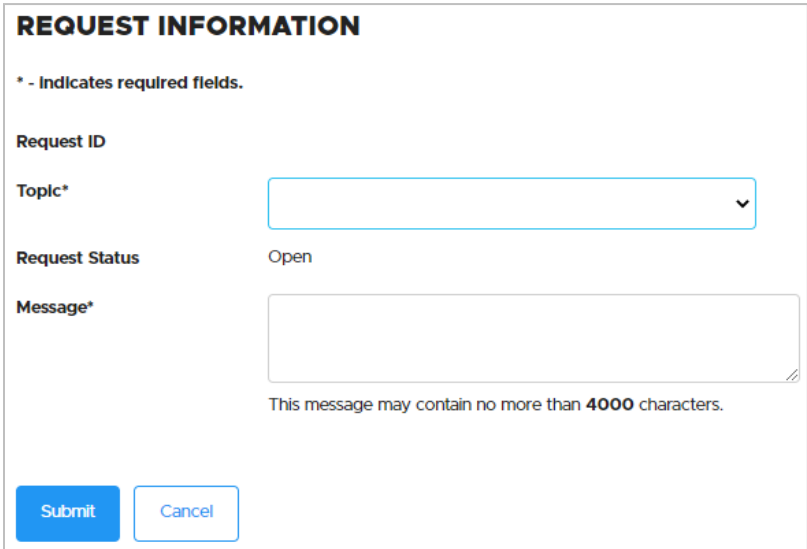
- 2 On the Request Information screen, click the **Create Request** button.



REQUEST INFORMATION

Create Request

The Request Information screen expands to allow you to specify your topic.



REQUEST INFORMATION

* - Indicates required fields.

Request ID

Topic*

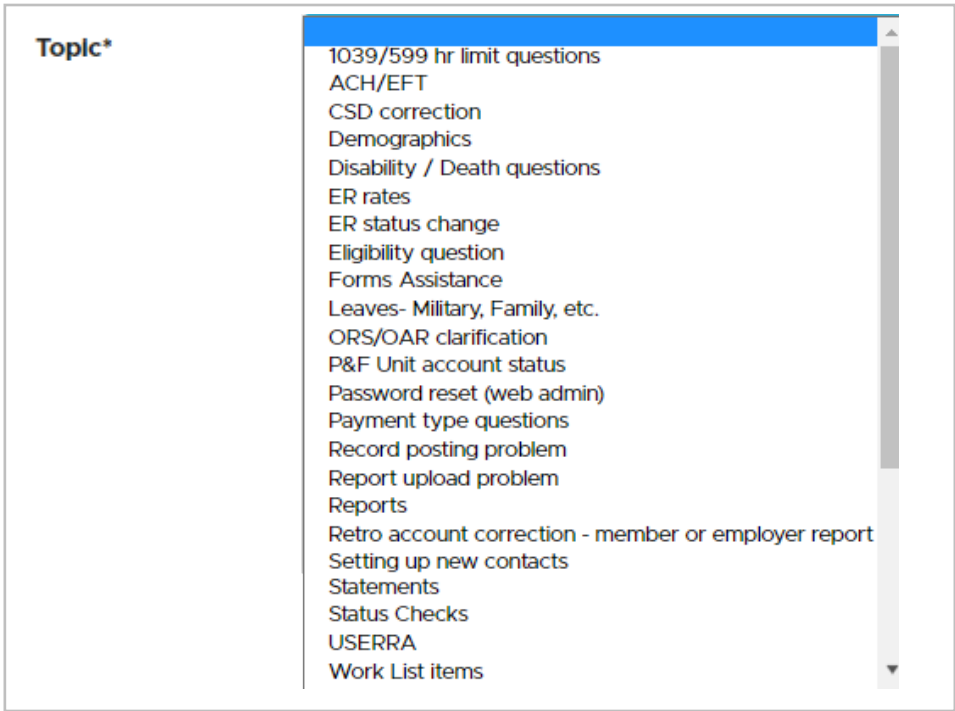
Request Status Open

Message*

This message may contain no more than **4000** characters.

Submit Cancel

- 3 Click the Topic field to open a dropdown list of information-request topics.



Topic*

- 1039/599 hr limit questions
- ACH/EFT
- CSD correction
- Demographics
- Disability / Death questions
- ER rates
- ER status change
- Eligibility question
- Forms Assistance
- Leaves- Military, Family, etc.
- ORS/OAR clarification
- P&F Unit account status
- Password reset (web admin)
- Payment type questions
- Record posting problem
- Report upload problem
- Reports
- Retro account correction - member or employer report
- Setting up new contacts
- Statements
- Status Checks
- USERRA
- Work List items

REQUEST INFORMATION FUNCTION

Meanings of abbreviations

1039/599 hr limit	Questions about the hourly limit of 1,039 or 599 hours imposed on some retirees who return to work for a PERS-participating employer.
ACH/EFT	Automated Clearing House/Electronic Funds Transfer.
CSD	Contribution start date (an employee's first day of membership after their six-month wait time).
ER	Employer.
ORS/OAR	Oregon Revised Statute/Oregon Administrative Rule.
P&F	Police and Fire job classification.
USERRA	Uniformed Services Employment and Reemployment Rights Act (for employees who take military leave).

4 Move your cursor down to the topic that best fits your request and let go.

6 In the Message text box, explain your request. Click the **Submit** button.

The screenshot shows a web form for submitting a request. It contains the following elements:

- Topic***: A dropdown menu with the selected option "Password reset (web admin)".
- Request Status**: A text field containing the word "Open".
- Message***: A large text area containing the text "Can you please reset our web admin's password?".
- A character limit note below the message box: "This message may contain no more than 4000 characters."
- At the bottom, there are two buttons: "Submit" (highlighted with a red border) and "Cancel".

REQUEST INFORMATION FUNCTION

The Request Information screen confirms receipt of your request. The bottom of the screen lists your request with its assigned Request ID. It has a status of “open.”

REQUEST INFORMATION

[? Tell Me More](#)

Information

Thank you. Your Service Request has been successfully submitted to PERS for response.

Create Request

Request ID	Created On	Topic	Request Status	Closed On
1665083	04/03/2023 16:56	Password reset (web admin)	Open	

Once an ESC representative has responded to your information request, you will receive an automatic e-mail from PERS.EDX.Support@pers.oregon.gov, like the example shown below.

Read the next section for instructions on how to retrieve the response to your request.

Response to Your Request for Information

PE

PERS.EDX.Support@pers.oregon.gov

To

Employer Reporting Contact

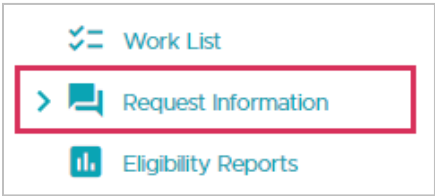
PERS has responded to your request for information. Please view the response by logging in to the PERS Employer Self-Service site.

This email was auto generated. Please do not respond.

Retrieving replies to information requests

Retrieve ESC's response in EDX as follows.

- 1 Select the Request Information function.



- 2 On the Request Information screen, click the linked request ID.

REQUEST INFORMATION				
Create Request				
Request ID	Created On	Topic	Request Status	Closed On
1923546	07/25/2025 14:54	Password reset (web admin)	Closed	07/25/2025 15:11

REQUEST INFORMATION FUNCTION

The Request Information screen expands to show a PERS staff member's response to your information request.

Only requests made via the Request Information function are listed. The screen does not show phone calls, written communications, or meetings with PERS.

Request Information screen

Request ID: The request's unique ID number (same number you clicked on the last screen).

Topic: The topic is the subject you chose when you created the request.

Request Status: The status is "open" until an ESC representative responds. Once you receive a response, read it, and click the **Back** button, the status becomes "closed."

Closed On: If the request status is closed, the Closed On field displays the date and time the information request closed. The information request and PERS's response will be available for six months after that date.

REQUEST INFORMATION

Request ID	1923546
Topic	Password reset (web admin)
Request Status	Closed
Closed On	07/25/2025 15:11

MESSAGES

Created On	07/25/2025 15:11
Author	PERS
Message	Hello, Your new, temporary EDX password has been sent automatically from EDX Support (PERS.EDX.Support@pers.oregon.gov) in a separate email. The temporary password will expire in 30 minutes. PERS staff

Created On	07/25/2025 14:54
Author	
Message	Can you please reset my password?

Back

3 After you read PERS's message, click the **Back** button to exit that screen.