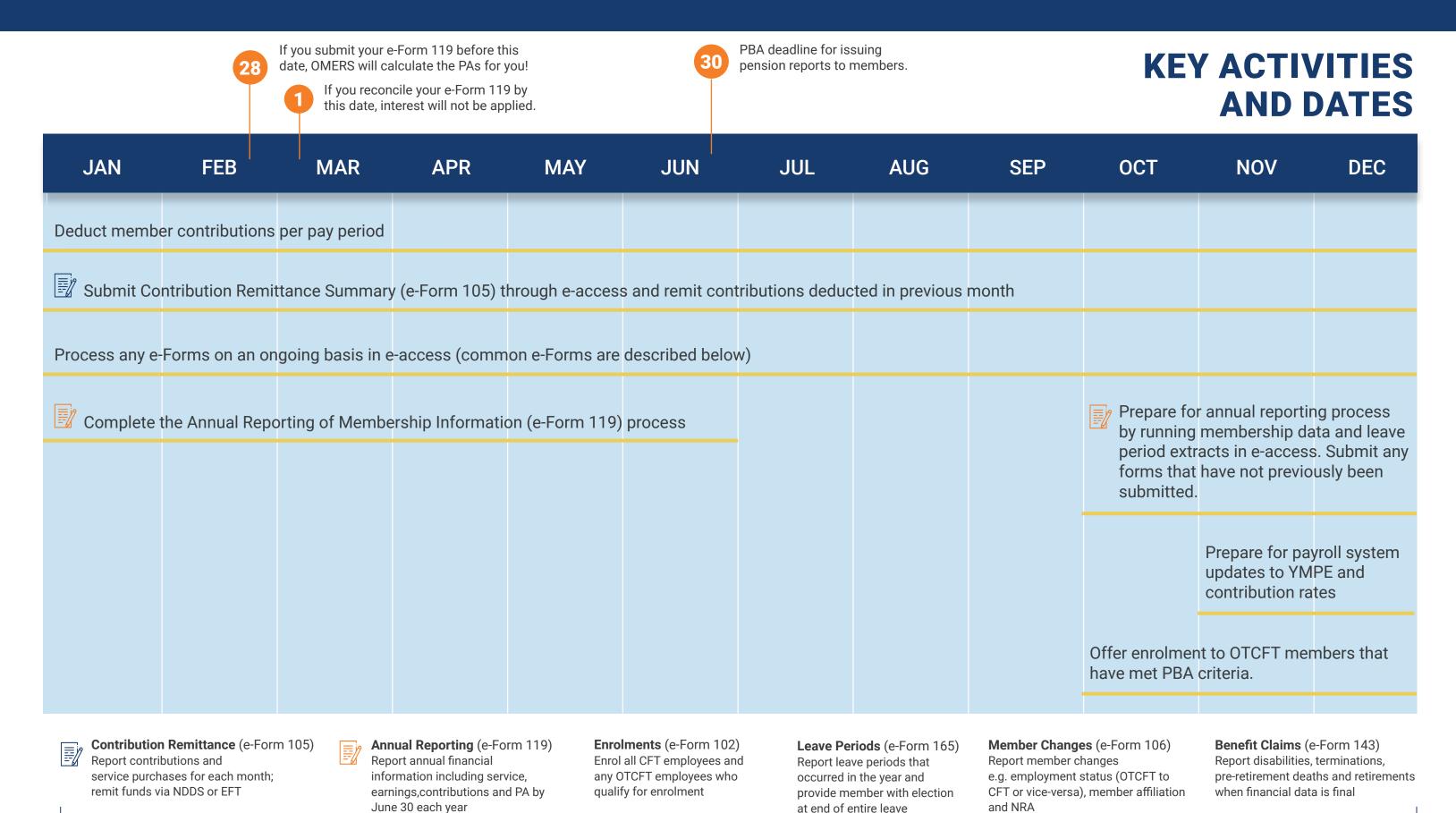
## **NEW ADMINISTRATOR TIP SHEET**





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	What to communicate	How to communicate
Employer Services	The first point of contact for all employer inquiries	Monday to Friday from 8 a.m. to 5 p.m.  Local: 416.350.6750  Toll-Free: 1.833.884.0389  Please have your group number ready when you call
Education &Training	<ul> <li>Any training or ongoing support needs</li> <li>Requests for member information sessions or one-on-one meetings</li> </ul>	Via telephone or email directly with assigned Education & Training Specialists
e-Correspondence	Use this secure channel to communicate member-specific issues or transactions linked to membership number	<ul> <li>Attach and send documents securely to OMERS via e-access</li> <li>One e-Correspondence per member and per issue</li> <li>Check e-access regularly</li> <li>Resolve only when request has been completed</li> </ul>

# Administration training available for our employers

#### e-Tutoring

Request a live one-on-one learning session with real-time screensharing

#### e-Learning Modules

- Access interactive training modules 24/7
- Take the whole course at once or at your own pace

#### **Employer Workshops**

Regional sessions scheduled throughout the province

#### **Webinars**

Register online for live administration webinars regularly scheduled throughout the year

#### What can we do for your members?

- Overview sessions (in person and virtual)
- Set up a booth at an employer-hosted event
- One-on-ones (in person and virtual)



myOMERS is a secure portal for members to access their pension information

### With myOMERS members can:

- Go paperless;
- Send a message to OMERS;
- Update their address;
- View pension information;
- Manage an AVC account;
- Calculate buy-back purchases;
- Secure communications;
- Estimate retirement income;
- Print a T4A (retired members only); and/or
- Change tax (retired members only)