

New Member Enrollment Instructions

This guide walks you through enrolling new members in the NHRS Data Reporting System before their first payroll is submitted.

This process is intended to allow employers to upload documentation ahead of the members first payroll period – it's intended for new members who have never been reported to NHRS. If the member has previously been reported or has an existing account, please use the **Rehire** process or contact your NHRS Relationship Manager for assistance.

Using this tool is optional. If you prefer not to use the **New Member Enrollment** feature, you may:

- Submit the member as a new hire through a Transmittal File that includes their first pay period contributions, or
- Use Web Entry when processing the batch that includes their first reported contributions.

Note: Employers must still report the member as a new hire in the batch containing their first contributions. This is required to change their status from **Pending** to **Active** in the NHRS Data Reporting System

1. Navigate to Member Enrollment

- Log into the NHRS Data Reporting System
 - a. **Important:** If you represent multiple employers, please ensure you are logged into the correct employer account before proceeding
- Navigate to **Employer Reporting** on the left-hand menu
- Select **Member Enrollment**

The screenshot displays the NHRS Data Reporting System interface. On the left-hand side, there is a dark grey navigation menu with the following categories and items:

- Employer Account
 - Summary
 - Account Balance
 - Vouchers
 - Penalty Waivers
 - Refunds
- Employer Reporting
 - Batch Maintenance
 - Exceptions
 - Submit Reporting File
 - Submit Batches
 - Schedules
 - Tier Lookup
 - Upload Documents
 - Member Enrollment** (highlighted with a red box)
- Retiree Reporting
 - Batch Maintenance
 - Grandfathered Retirees
 - Retiree Lookup
 - Submit Reporting File
- Account Adjustments
 - Account Adjustments
- Reports
- Contact Us

The main content area is titled "Employer Reporting" and shows an "Account Summary" section with "Recent Batches". There are two batch cards:

- Scheduled** (Batch 05/21/24): Report End --, Received --, Due 05/15/25
- Posted** (Batch 04/16/25): Report End 03/27/25, Received 04/15/25, Due 04/15/25

Below the batches is an "Employer Communications" section with a table header: Name, Distributed. The table content shows "No new notifications".

2. Enter Member Information

- First Name, Middle Name (optional), Last Name
- Prefix / Suffix
- Social Security Number (SSN)

The screenshot shows the "Member Enrollment" form. The "Identification Details" section is highlighted and contains the following fields:

- Name: (First, Middle, Last) - Three input boxes with the letters 'O', 'J', and a greyed-out box.
- Prefix: [] Suffix: []
- SSN: []122

At the bottom of the form, there are three buttons: "<< Back", "Next >>", and "Cancel".

Member Enrollment

A duplicate record exists for this Name and SSN. To proceed, either process this enrollment as a rehire or contact NHRS for assistance

<< Back

Next >>

Cancel

Note: If the member exists, you'll get an error message directing you to process them as a rehire or to contact NHRS (see below).

3. Enter Member Information

- **Employer:** Default
- Select **Plan** (choose one)
 - a. Tier C – Group I – Academic
 - b. Tier C- Group I – Employee
 - c. Tier C – Group I - Teacher
 - d. Tier C – Group I – PT Judges
- **Hire Date** and **Participation Begin Date**
- Add **Position Title** (This is the job title or position held by the member)

Member Enrollment

Identification Details

Name: O. D.
SSN: ***-**-1122

Employment Information

Employer: NH

Plan: Tier C - Group I - Employee

Hire Date: 7/1/2025

Participation Begin Date: 7/11/2025

Position Title: Sr. Manager

4. Add Demographic Information

- Gender
- Birth Date

Demographic Information

Gender: ▼

Birth Date: 

5. Add Home Mailing Address

- Address, City, State, Zip
- Country (default: USA)
- Effective Date
- Optional: Mail Stop, Termination Date

Home Mailing Address

Address Type: Home

Address:

City:

State: ▼

Zip:

Country: ▼

Mail Stop:

Effective Date: 

Termination Date: 

6. Add Optional Contact Information

- Home Email (do not use work email)
- Phone Number (7 digits, valid format, no leading 1 or 0)

Home Email Address (Optional)

Email Address:

Home Phone Number (Optional)

Area Code:

Number:

Extension:

Country Code:

7. Submit Enrollment

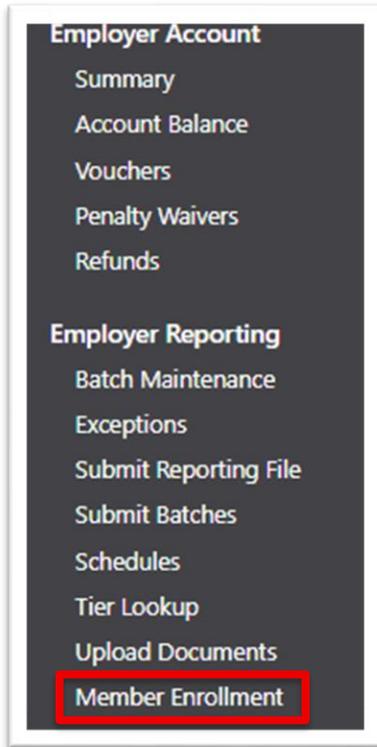
Account Summary

 • Member has been successfully enrolled.

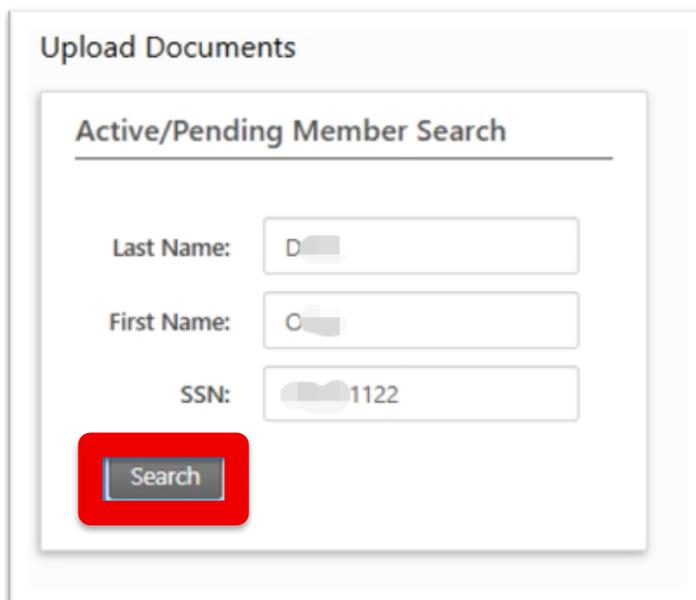
8. Uploading Documents After Enrollment

Once the member has been successfully enrolled you can then submit supporting documentation to prepare for their participation.

- Navigate back to Employer Reporting
- Select Upload Documents



- Enter the member's First Name, Last Name, and SSN
- Click **Search**



A screenshot of a web form titled 'Upload Documents'. Inside the form, there is a sub-section titled 'Active/Pending Member Search'. This section contains three input fields: 'Last Name:' with the letter 'D' entered, 'First Name:' with the letter 'O' entered, and 'SSN:' with the digits '1122' entered. Below these fields is a 'Search' button, which is highlighted with a red rectangular border.

- Under Active/Pending Member Search results ‘Click’ the members’ name

Upload Documents

Active/Pending Member Search

Last Name:

First Name:

SSN:

Search

Active/Pending Member Search Results

Name	SSN	Gender	Birth Date
C	***-**-1122	Female	10/1/1985

- Upload supporting documents (Limit: 8K per document)

Upload Documents

Selected Member for Documents Upload

[Reset Member and Files](#)

Select Documents for the Member to Send to NHRS

[Browse...](#) document.pdf [Reset](#)

[Browse...](#) [Reset](#)

[Browse...](#) [Reset](#)

[Upload](#)

9. Troubleshooting & Common Errors

Process	Issue	Resolution
Enrollment	I have a new member, but I’m getting an error and can’t enroll them.	Members may have had previous employment with NHRS. Please reach out to your Employer Reporting Relationship Manager or enter them as a new hire.
Enrollment	I received this error “Invalid phone number”	The phone number must be 7 digits and cannot start with 1 or 0.
Enrollment	I received this error “Dates must be current or in the future”	Dates prior to the current date. Use today's date or future dates
Document Upload	No member appears when searching to upload documents	Members may not have been enrolled. Run the ‘Employee List’ report to see if they are in a pending status – if not you can enroll them again or contact your Relationship Manager.
General	How do I find members in pending status?	Run the ‘Employee List’ report. If members need to be removed, contact your Relationship Manager.

Reporting	<p>I received an error after submitting my batch. How do I fix it?</p> <div data-bbox="321 201 764 499" style="border: 1px solid blue; padding: 5px;"> <p>Member ✕</p> <p>New Hire indicator is set to true and the reported SSN matches an existing member, but the Birth Date and/or Gender (if reported) do not match. Please contact NHRS if this is the same person.</p> </div>	<p>This error occurs when the gender, birthdate, or SSN in the batch doesn't match what was submitted during enrollment.</p> <p>Run the 'Employee List' report to compare values. If the batch file is incorrect, update it or update it in DRS to match the enrollment record. If the enrollment data is incorrect, contact your Relationship Manager.</p>
	<div data-bbox="321 512 764 764" style="border: 1px solid blue; padding: 5px;"> <p>Member ⚠</p> <p>The member is not in an active status.</p> </div>	<p>This error can occur when the member is submitted without the new hire flag.</p> <p>Add the new hire flag and resubmit to clear.</p>
	<div data-bbox="321 772 764 1031" style="border: 1px solid blue; padding: 5px;"> <p>Member ✕</p> <p>The employment dates overlap with the dates of another employment record for this same fund, plan and employer.</p> </div>	<p>This error can occur when a member was submitted through the enrollment process with a hire date that is different than the hire date submitted in the reporting batch. Please contact your Relationship Manager for support.</p>