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.

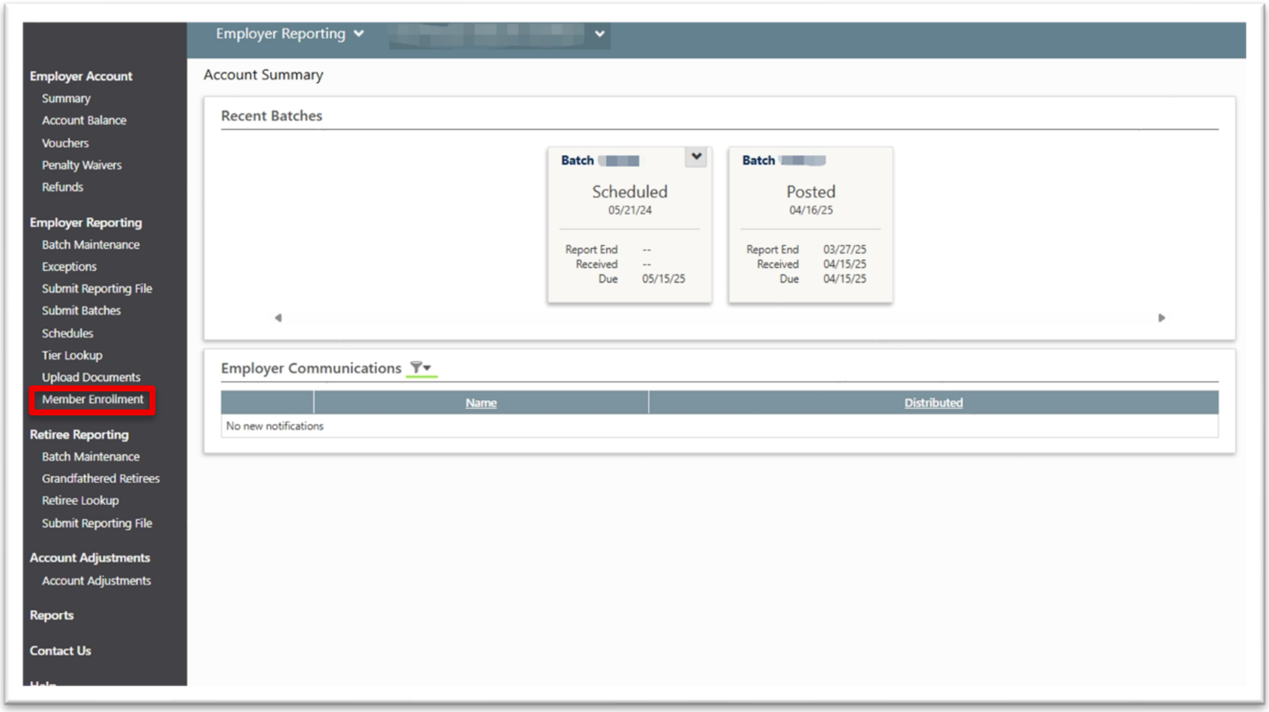
Using this tool is optional. If you prefer not to use the **New Member Enrollment** feature, you may:

- 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

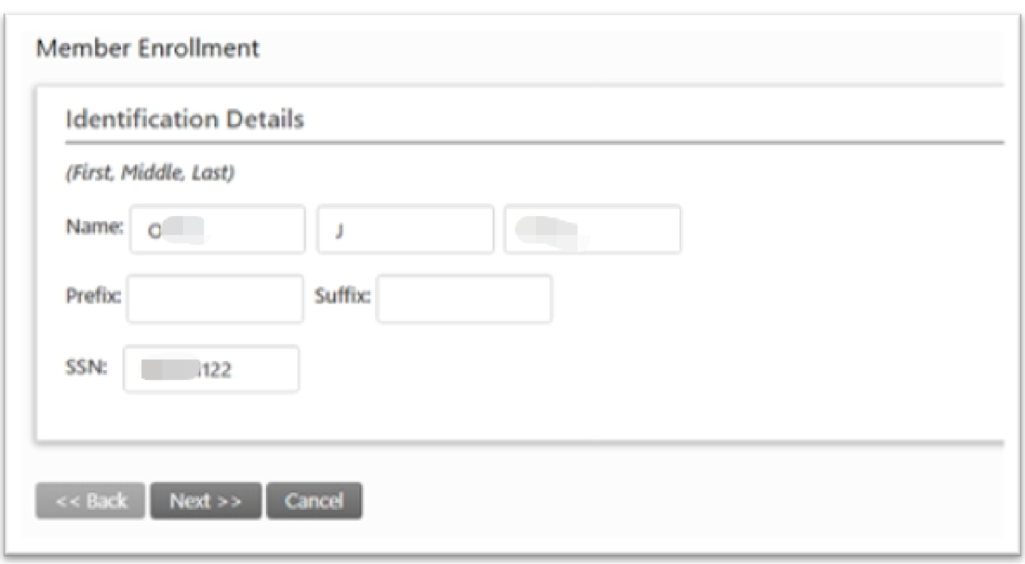
1. Navigate to Member Enrollment

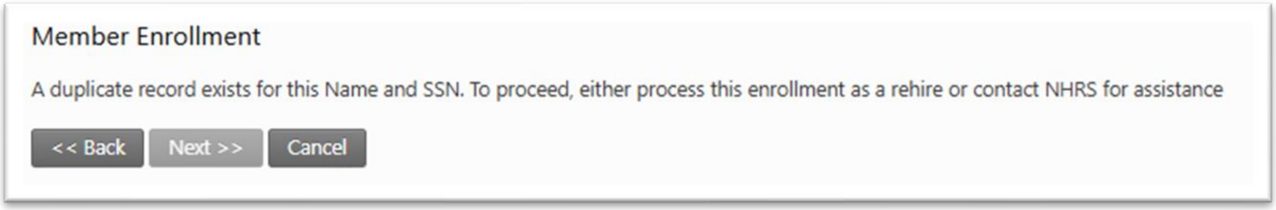
- Log into the NHRS Data Reporting System
    a. **Important:** If you represent multiple employers, please ensure you are logged into the correct employer account before proceeding
- Navigate to **Employer Reporting** on the left-hand menu
- Select **Member Enrollment**



2. Enter Member Information

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

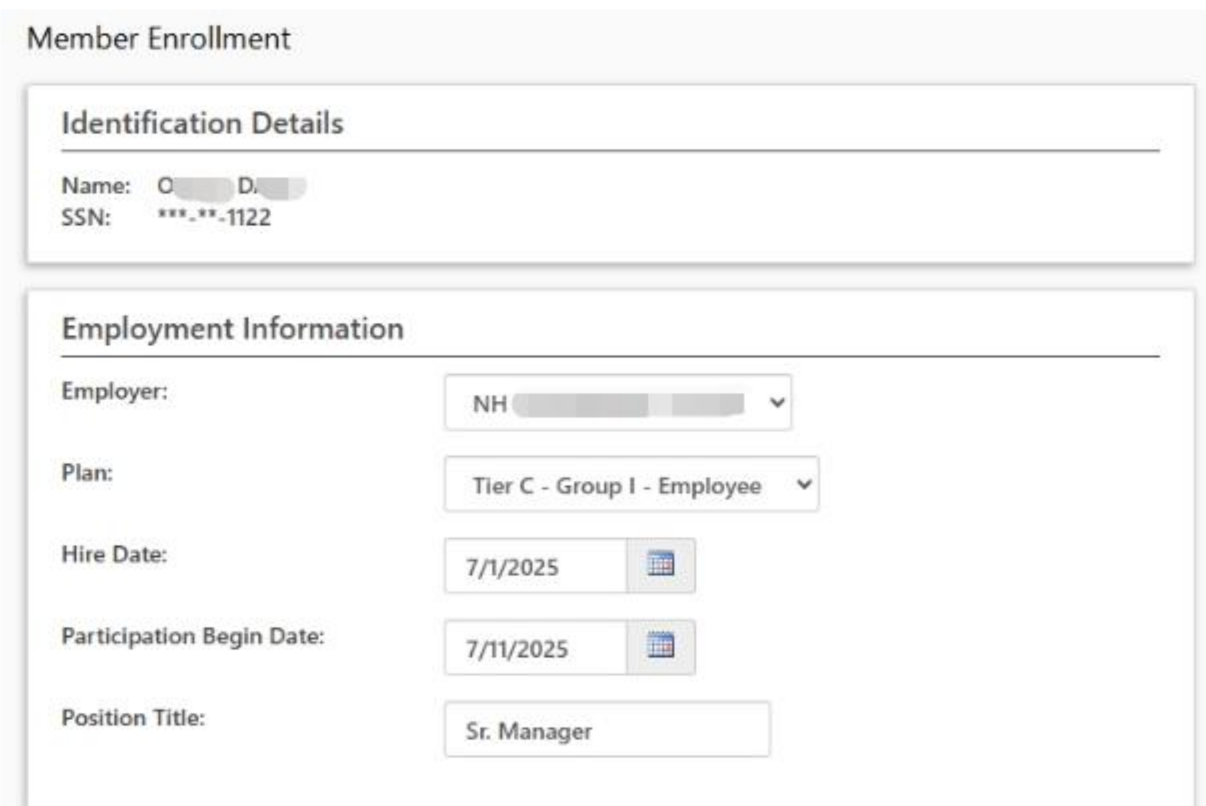




Note: If the member exists, you'll get an error message directing you to process them as a rehire or to contact NHRS (see below).

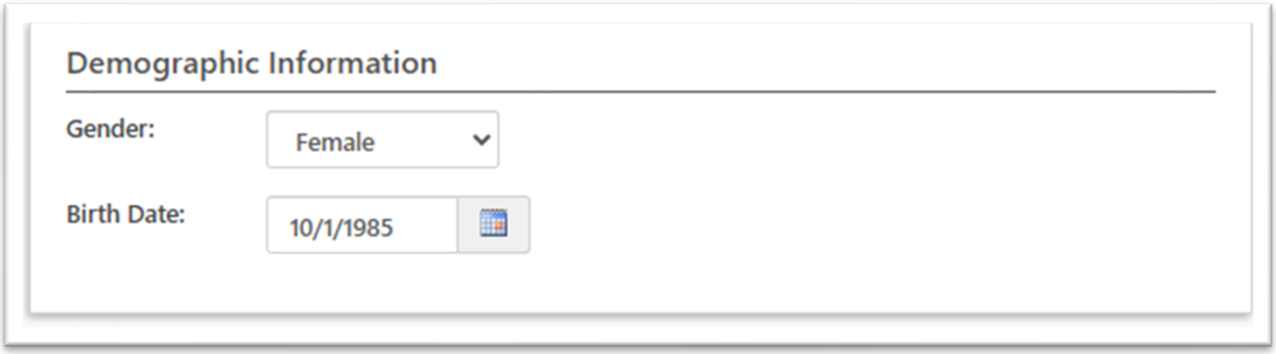
3. Enter Member Information

- **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)



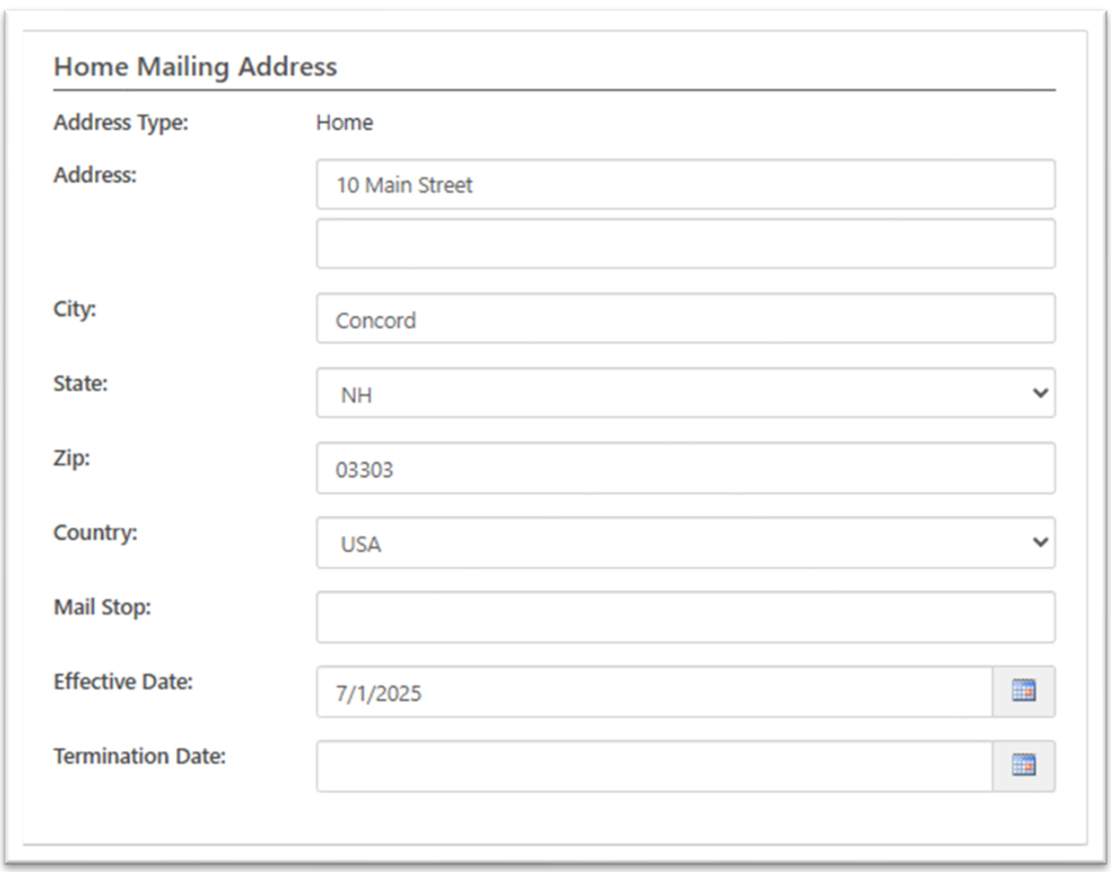
4. Add Demographic Information

- Gender
- Birth Date

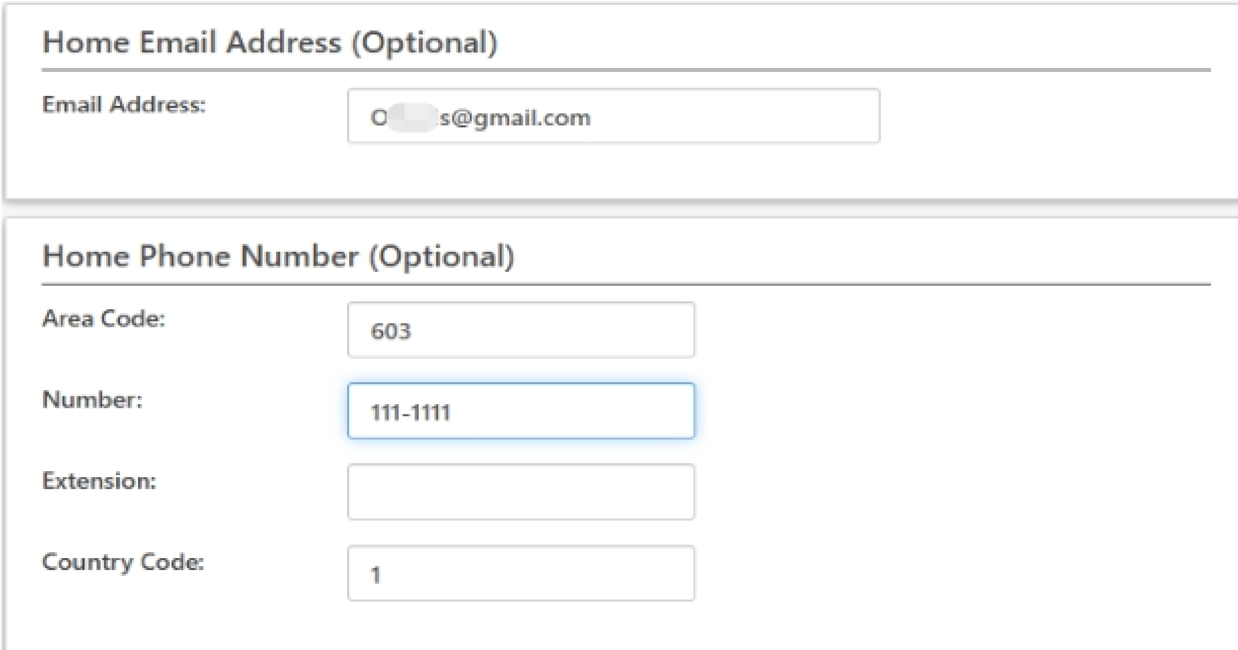


5. Add Home Mailing Address

- Address, City, State, Zip
- Country (default: USA)
- Effective Date
- Optional: Mail Stop, 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: O[illegible]s@gmail.com

Home Phone Number (Optional)

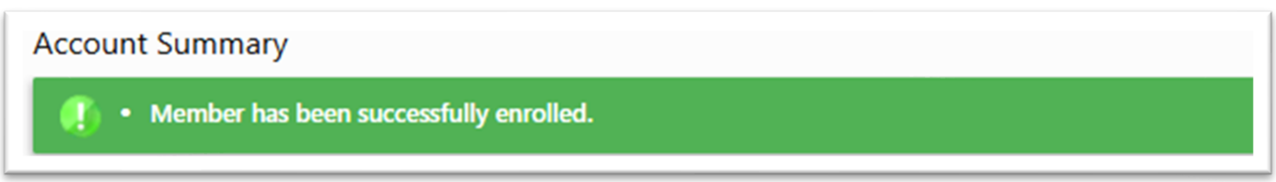
Area Code: 603

Number: 111-1111

Extension:

Country Code: 1

7. **Submit Enrollment**



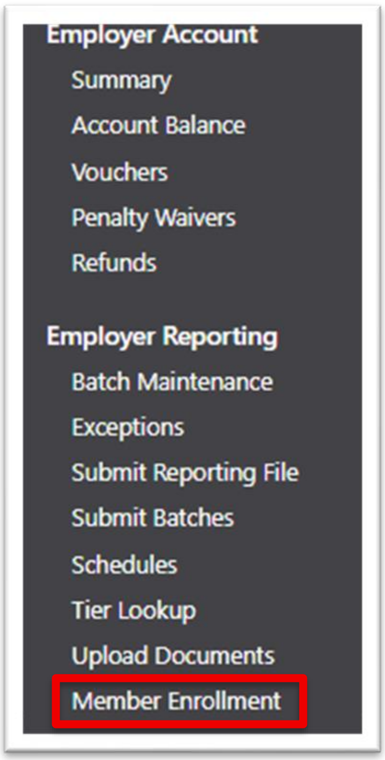
Account Summary

- Member has been successfully enrolled.

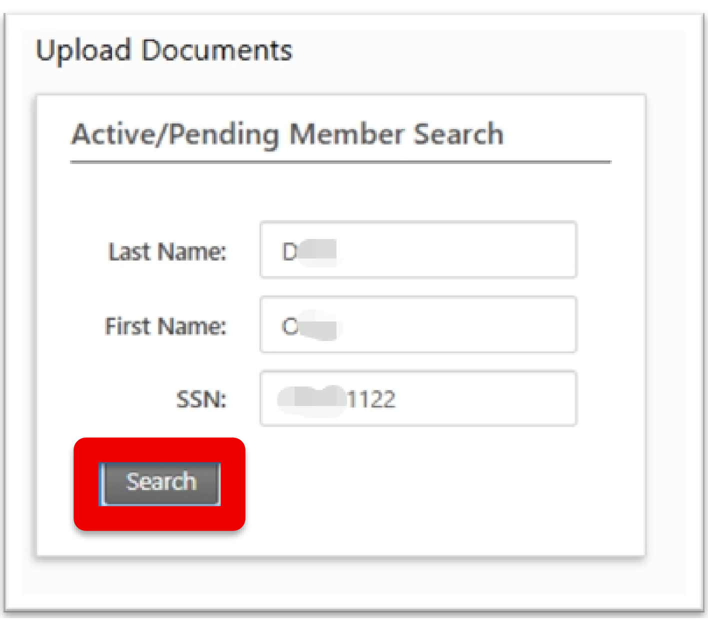
8. Uploading Documents After Enrollment

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

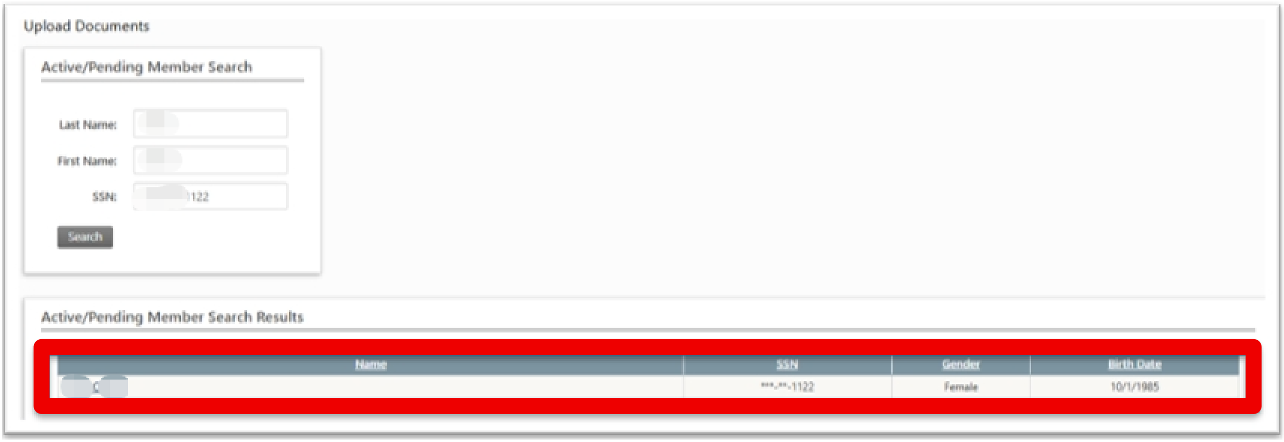
- Navigate back to Employer Reporting
- Select Upload Documents



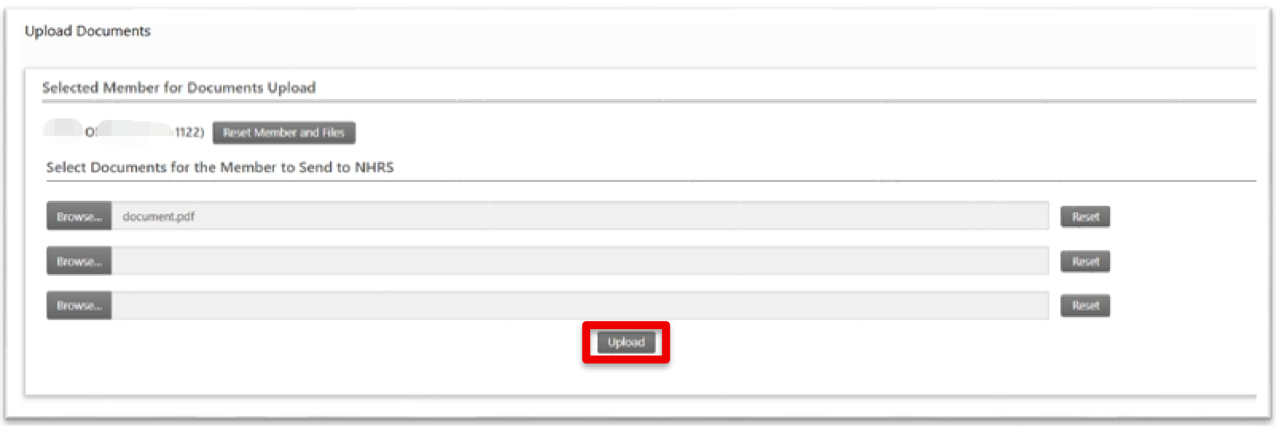
- Enter the member’s First Name, Last Name, and SSN
- Click **Search**



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

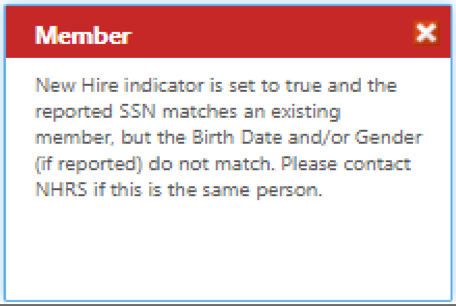
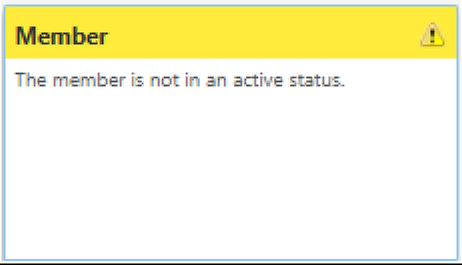
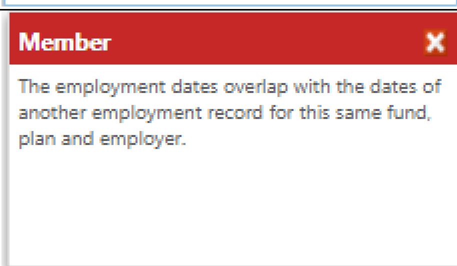


- Upload supporting documents (Limit: 8K per document)



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	I received an error after submitting my batch. How do I fix it? 	This error occurs when the gender, birthdate, or SSN in the batch doesn't match what was submitted during enrollment. 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.
		This error can occur when the member is submitted without the new hire flag. Add the new hire flag and resubmit to clear.
		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.