



RE Portal – We’re all in this together

We greatly appreciate your patience as we all continue to become familiar with the new RE Portal, work through the challenges inherent in transitioning to a new reporting system and continue to refine the new system to address identified issues. While we strive for quick response times, please keep in mind that each coach works with at least 100 REs, and some coaches work with over 200. Researching each reporting error to determine the best course of action for an RE is time consuming, but our goal is to provide you with the best and most accurate assistance possible.

We ask that you use the online resources we have developed in order to work through as many of the errors/issues as you can on your own. This will allow your coach to concentrate on problems that require TRS intervention. The online resources are:

- [Error and Warning Remedy List](#)
- [RE Portal Go-Live Tips and Reminders](#)
- [Current Defects and Issues](#)
- [Report Formatting Guide](#)
- [Payroll Manual \(Public Schools\)](#)
- [Payroll Manual \(Higher Education\)](#)
- [Web-Based Training and Training Videos](#)

Finally, please ensure that you always include your 4-digit TRS number in any communications with your TRS coach or the TRS Benefit Reporting Department. Including this number is extremely important in order to receive assistance from your coach in a timely manner. Not including your 4-digit TRS number will delay your coach in locating your RE’s information in the RE Portal.

Spring training for REs

It may seem early to start thinking about spring, but here at TRS, we like to plan ahead! TRS would like to announce upcoming training sessions for reporting personnel at locations around the state with a variety of topics available.

We will offer a half-day “Introduction to TRS Reporting” class. It will cover the basic laws and rules that govern TRS reporting. The class will also cover general reporting requirements. “RE Portal Touchpoint” is another half-day class that will allow TRS staff and RE Portal users to discuss current processes, discuss common issues seen in utilizing the RE Portal, and share tips and experiences.

In an effort to provide personalized assistance, we will also offer one-on-one appointments with TRS reporting coaches. Each appointment will last one hour and will give you an opportunity to discuss specific issues or ask questions about your RE reports.

Attendees will be required to register for every class or one-on-one session they wish to attend. Space is limited at some locations; therefore, registration is on a first-come, first-served basis. Register through the “[Spring Training](#)” link on our website.