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Circular Letter

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TO: **ALL CALPERS EMPLOYERS**

SUBJECT: **NEW CALPERS WEBSITE**

The purpose of this Circular Letter is to inform your agency that CalPERS is launching a new website on June 29, 2015.

The new site is two years in the making and was developed with you and your employees, retirees, and stakeholders in mind. The development process involved a very deliberate and thorough review of content by staff, combined with input from more than 1,000 members, retirees, and employers through focus groups, usability testing, and interviews.

Employers were instrumental in the process. You told us that finding circular letters was especially difficult and cumbersome. In the new website, all of the circular letters are found in a single, searchable database. Letters can be found by sorting the table by number, subject, audience, and date.

Employers also noted that information was hard to find. The new website provides quick access to tools and resources users want the most. For instance, on the home page and Active Members, Retirees, and Employers pages; we identify the top tasks – **I Want To, Resources** or **Life Events**, and **Forms & Publications** – which users are looking for.

The new website will offer a new approach to presenting information, resulting in less content delivered in a more effective way. The site has been reduced from 1,300 pages to approximately 700 pages. Although the volume of information has diminished, information necessary and important to users has been retained.

Highlights of the new site are:

- A clean, modern design with simplified navigation
- A home page that provides immediate access to major topic areas, news, events, videos, and social media
- Improved access for all devices – smartphones, tablets, and personal computers
- Improved organization, making it easier to find what you're looking for
- Improved search capabilities via Google that provides more accurate and relevant results
- Multiple pathways to the most requested tasks
- Quick access to important information

Another highlight of the new site is that Employers won't have to indicate their agency type or membership status (i.e., State Agency, Public Agency, School District, etc.) when accessing the Employer section. In addition, Members won't have to select their current status (i.e., Active Member, Inactive Member, Retired Member, etc.) to enter the Member section.

The website is the primary channel to access CalPERS information and we are committed to providing a site that is user-friendly and serves your needs and those of your employees. After launch, the CalPERS website will continue to be refined based on feedback and ongoing usability testing and research. Visit www.calpers.ca.gov and discover for yourself how easy the new CalPERS website is to use.

It's important to note that **my|CalPERS for Employers**, your online source for updates, information, and resources specific to our business partners, has not changed.

If you have any questions, please call our CalPERS Customer Contact Center at **888 CalPERS** (or **888-225-7377**).

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External Affairs