



April 2024

Are You Missing Important NYSTRS Emails? Here's How to Fix It

NYSTRS uses GovDelivery, a secure mass email provider used by government agencies, to send important emails to your administration and office staff. Recently, we found our attempts to send emails to some participating employers are being blocked. GovDelivery advised us that this issue is caused by the Barracuda Email Security Gateway, which is preventing our messages from reaching your staff. We kindly request your help to add our emails to the whitelist in Barracuda – or, Barracuda also calls it, the Allow List.

When we see undeliverable email addresses, we contact those participating employers and ask them to follow these steps:

1. Whitelist emails from the NYSTRS-specific email addresses and IP addresses used to generate communications to participating employers (i.e., employer@email.nystrs.org, employer@nystrs.org, convdel@email.nystrs.org, convdel@nystrs.org, news@email.nystrs.org and news@nystrs.org).
2. Send confirmation to NYSTRS that these addresses have been whitelisted or Allow Listed.

GovDelivery will not allow us to try to re-send blocked messages to your staff until we confirm you have whitelisted our email addresses. Once we receive confirmation from a participating employer that they have added our addresses to their whitelist, we will then advise GovDelivery so they will permit us to resume sending emails to your staff.

If you are contacted by NYSTRS staff with a list of email addresses and IP addresses to whitelist, we appreciate your prompt attention in requesting assistance from your IT department to accomplish this important task.

Our emails include [Administrative Bulletins](#) and these [Employer Reporting Tips](#), which are critical to ensuring that district staff properly reports service credit and earnings information – among other things – to the Retirement System, which is used in the calculation of teachers' retirement benefits and the processing of their membership and retirement application. In addition, for certain teachers who serve as NYSTRS delegates, we send monthly emails and other items such as [Delegate News](#) to keep them informed about their delegate role.

Thank you in advance for your prompt attention to this matter, which is critical in ensuring we can communicate with our participating employers.

Updates Coming Soon for Tier 6 Contribution Rates for 2024-25

In 2022, legislation was passed that impacted the earnings to be used in calculating member contribution rates (see [Administrative Bulletin 2022-4: New Legislation Impacts NYSTRS Members](#)). Because that 2022 legislation is set to sunset on June 30, 2024, NYSTRS is closely monitoring the current NYS budget process to determine whether any provisions of the upcoming NYS budget will impact the calculation of member contribution rates for 2024-25. As of this writing we await further information, which we will share as soon as we are able.

While we normally notify you by April 1 of the rates for the following year, this year's rates were not available on that date. Although an exact date has yet to be determined, NYSTRS will be sure to publish Tier 6 member contribution rates to the [Employer Secure Area](#) (ESA) of our website with adequate time for participating employers to update member contribution rates prior to the start of the 2024-25 school year on July 1, 2024.

Contribution Rates Being Added to MyNYSTRS; Employers Can Access Rates in ESA

Members will soon be able to see their current school year contribution rates in their [MyNYSTRS](#) account. If a member believes the contributions being withheld do not match the rate shown in their MyNYSTRS account, they should contact their payroll office.

Employers can access contribution rates for Tier 6 members in the [Employer Secure Area](#) (ESA) under Membership/Tier 6 Rates. For those in their first three years of membership, the rates are based on the projected earnings of each member, as entered by the employer. For each member with three or more years of membership, the rates are projected/calculated based on what they earned two years prior.

As a reminder, each month a District Specific Issue Report (DSIR) message is generated if the contributions reported for a member do not match the contribution rate NYSTRS has on record. See [Section 6](#) (page 5) of the [Employer Manual](#) for additional information on DSIR messages, including the [Issue Code Reference Guide](#).