TASK CENTER FAQ

Use this document to find answers to all your Task Center questions.

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Task Center Enablement Questions

Q1 What is Task Center?

A1 Task Center is a digital workflow management platform within srp457.com/plansponsor. It is designed to save you time by allowing you to receive and complete administrative tasks digitally.

Q2 How do I obtain access to Task Center?

A2 To activate Task Center features, including Payroll Change Notices & Pending Withdrawal Requests, the Primary Authorized Contact on the plan needs to complete and sign the Plan Sponsor Access: Web Update Form. To obtain a copy of this form, please call us at 877-496-1630.

Q3 How do I navigate to Task Center?

A3 First, log in to your Plan Sponsor Website account at srp457.com/plansponsor. Once logged in, if your plan offers multiple plan types (457(b), 403(b), etc.), click into a specific plan type. From there, you will see three ways to navigate to the Task Center: 1. Scroll down on the Plan Summary page to the “Task center” tile and click “View all tasks.” 2. Go to the “Manage Plan Menu” and click “Task Center” under “Communication,” or 3. Click on the Alert Bell in the upper right corner of the landing page to see a list of outstanding tasks. You can then click on one of the outstanding tasks to be taken directly to the Task Center.

Q4 How do I establish a new Secondary User?

A4 You can establish new Secondary Users by going to the “Manage plan” menu and clicking “User account management.” Review the User Account Management Guide, located on the Task Center Resource Center page, for details on how to create Secondary Users.

Q5 Do website roles receive access to specific tasks?

A5 Website user roles are systematically assigned to specific tasks when Task Center is enabled on a Plan:

Task Center Feature	Systematically Assigned Web Role
Verify user account	Primary and Manager with Manage user accounts feature
Termination of Employment	Primary and Manager
Participant payroll change	Primary, Manager, and Payroll
Plan sponsor approval	Primary and Manager

Q6 How do I change or assign tasks to my Secondary Users?

A6 You can change task assignments for your Secondary Users by clicking the "Administer Task Access" link on the top right corner of the Task Center. Under the "How to Administer task access" section of the User Account Management Guide, you will find detailed instructions on how to assign specific tasks to your Secondary Users.

Q7 Who will receive Task Center notification emails?

A7 The Primary Authorized User, along with any Secondary Users assigned to specific tasks, will receive email notifications when there are tasks outstanding.

Q8 Can I stop the email notifications from going out to specific users?

A8 The Primary Authorized User, along with any Secondary Users assigned to specific tasks, will receive email notifications when there are tasks outstanding to ensure action is taken whenever necessary. If the Primary Authorized User or any Secondary Users on the plan do not wish to be assigned to a specific task, review the User Account Management Guide, under the Administer task access section, and follow the steps written to remove tasks from specific users.

Q9 Can I notify other users when I'm working on a task?

A9 By clicking "Claim a Task" the system will place your Username on the task, telling others that you will complete the task. Once a task is claimed, other users can claim the task but will receive a warning message that another user has already claimed this task to ensure they want to proceed.

Task Center Technical Support

Q10 Why am I not receiving emails for my outstanding tasks?

A10 If you are not receiving email notifications when tasks are pending, click on "Administer Task Access" on the top right corner of the Task Center. From this page, the Plan's Primary User can adjust task assignments to different roles and users. Manager roles with the optional "Manage User Accounts" feature can also adjust Web User's Task assignments. In addition, email addresses assigned to each User can be updated if incorrect. Lastly, make sure to check your spam or junk folder for emails from "noreply@alerts.nationwide.com."

Q11 Why are tasks not displaying for me when I click into Task Center?

A11 If another staff member sees outstanding tasks and you do not, click on "Administer Task Access" on the top right corner of the Task Center. From this page, the Plan's Primary User can adjust task assignments to different roles and users. Manager roles with the optional "Manage User Accounts" feature can also adjust Web User's Task assignments.

Q12 What do the Notification Emails look like?

A12 Notification emails will be sent to all web users assigned to that task type when there are tasks outstanding. The email is from: noreply@alerts.nationwide.com and contains a subject line that begins with "Nationwide Retirement Plan task."

Payroll Change Notice Tasks

Q13 What triggers a Payroll Change Notice?

A13 Task Center can now send notice of payroll changes digitally, resulting from participant enrollments, deferral changes and payroll deduct loan changes. These digital notices will replace the hard copy Payroll Change Letters sent in the mail today.

Q14 What are the benefits of Payroll Change Notice tasks?

A14 Enabling Payroll Change Notice tasks ensures timely delivery of Payroll Change Notices and eliminates the need to wait for these change notices to arrive in the mail. Payroll Change Notice tasks are also easier to track and complete as the notice can be downloaded onto an Excel file for easy upload to your payroll software.

Q15 How am I notified when there is a new Payroll Change Notice available on Task Center?

A15 Users who are set up to receive Payroll Change Notice tasks will receive an email notifying them when a new task is available on Task Center (see Q8 for details on email frequency). In addition, users will see the number of outstanding tasks displayed on the alert bell in the top right corner of the Plan Sponsor website.

Q16 How often are notification emails sent?

A16 The frequency of emails will depend on how your plan is set up. If your plan has selected a specific calendar frequency to receive payroll change letters, then Payroll Change Notice emails will follow this same schedule. If your plan is set up to receive payroll change letters daily, then the emails will also be sent every day there is payroll change activity (new enrollments, deferral changes or payroll deduct loan changes). In addition, reminder emails are sent seven days prior to the contribution effective date and seven days after the contribution effective date if the task has not been marked complete.

Q17 Will I still receive a hard copy Payroll Change Letter in the mail?

A17 Nationwide is transitioning from sending Payroll Change Letters by mail to sending digital notifications through Task Center. Once a plan is enabled on Task Center, hard copy letters will be disabled shortly thereafter.

Q18 Am I able to process payroll changes within Task Center?

A18 Payroll Change Notices are simply notices of participant deferral changes or new enrollments. You will have access to download these changes to an excel file for easy upload to your payroll software. You will only mark the changes as completed within Task Center once they have been entered into your payroll software.