



**KTRS Pathway System  
Frequently Asked Questions  
July 19, 2013**

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**1. Question: I have a question about using the Pathway System. How do I make contact with the KTRS Pathway System team?**

Answer: If you need assistance using the *KTRS Pathway System*, please email your questions to [KTRS.pathway@ky.gov](mailto:KTRS.pathway@ky.gov). You may also speak with a member of "**THE KTRS PATHWAY SYSTEM TEAM**" by telephoning (800) 618 1687.

**2. Question: Is there Training material available regarding the KTRS Pathway System for me to reference?**

Answer: Yes, training material for the *KTRS Pathway System Employer Self Service Portal* is available at the following link [www.ktrs.ky.gov/03\\_employer](http://www.ktrs.ky.gov/03_employer).

**3. Question: What web browsers should I use with the KTRS Pathway System?**

Answer: The most recent version of any browser will work best with the KTRS Pathway System. However, some users are experiencing problems using Google Chrome.

**4. Question: What screen resolution do I need to use with the KTRS Pathway System?**

Answer: A 1280 x 1024 resolution setting will work best on most screens. However, some other resolution setting may be recommended for your individual computer.

**5. Question: What should I name my file?**

Answer: If you are a MUNIS employer, the file is correctly named based upon the file generation process from MUNIS. Otherwise, the correct naming convention should be <<Employer ID>><<check date>><<iteration>>.txt

- Note: Munis users should use their KTRS assigned employer number with no leading zeros or other characters in the "Employer Id #" field in their crosswalk setup. This number is used in the filename.
- Note: Iteration is used to identify the uniqueness of the file when multiple files are processed with the same check date.

**6. Question: Nothing happens when I click the "Browse" button to choose a file to upload. What should I do?**

Answer: Confirm that the KTRS Pathway System Employer Self Service site (<https://ess.ktrs.ky.gov>) is a trusted site in internet options on your individual computer. If that is the case but you are still experiencing difficulty, please contact the Pathway System Team.

**7. Question: How long does it take for my file to upload in the KTRS Pathway System?**

Answer: Once your file is uploaded, it is processed in the order of receipt. Depending on the number of employers submitting files, processing time can vary.

**8. Question: I have just uploaded my file. How do I find out if the file has been received by KTRS?**

Answer: Go to the Administration menu and the processed files sub-menu item. From there, you can confirm that file has been uploaded and is being processed in the Pathway System.

**9. Question: I see that my file has been processed. What do I do next?**

Answer: Go to the employer reporting menu and the payroll summary sub-menu item. From there, you can search for the payroll summary that contains the individual records. Please review and make corrections to the error and warning messages using the “Summary by Message ID” and the “Summary by Payroll Detail Status” tabs.

**10. Question: When I go to “Employer Reporting” and then “Payroll Summary” sub-menu and click “Search” nothing happens. What should I do?**

Answer: Click the “Reset” button in the Pathway System and then click “Search” again.  
Note: The payroll summary may take a few minutes to be created depending on the volume of the detail records.

**11 Question: I am receiving an error that contract days are required on administrative/principal stipends. How do I correct the error in the Pathway System?**

Answer: Input the number of contract days in any records that contains stipend amounts and then click the “save” button.

**12. Question: Do I need to correct an “Information” message before a file will process through the Pathway System?**

Answer: No a file will process with an “Information” message. However, please review any “Information” message carefully and make appropriate corrections to demographic information submitted to KTRS. KTRS must have accurate information to serve members and beneficiaries of the system.

**13. How does the “ignore” button work in Pathway?**

Answer: The ignore button on the “Employer Payroll Summary Maintenance” will ignore the entire payroll summary file so that a new file can be uploaded with the same payroll identifier number. **Note:** Once a payroll summary has been ignored, this cannot be undone and a new file must be uploaded. You may want to use the ignore check box in the “Employer Payroll Detail Maintenance” screen to ignore an individual record.

**14. How does the “ignore” check box work in the “Employer Payroll Detail Maintenance” screen?**

Answer: This button is used to ignore an individual record in the payroll summary. When a user checks this box and clicks “save” the record will be ignored and no information from the record will be used in Pathway. The error and warning messages will remain and the status of the record will be “ignored.” The box can be unchecked .

**15. Question: I have addressed all “Warning” messages. Why won’t my file validate?**

Answer: Confirm that all of the “Warning” messages are either fixed or suppressed and that the changes have been saved. Once that happens, the payroll summary will be valid.

**16. Question: My payroll summary is valid. What do I do next?**

Answer: Submit the payroll summary. Once the payroll summary is submitted, it will become READ ONLY and no changes can be made to it.

**17. Question: I have submitted my payroll summary. What do I do next?**

Answer: Create the remittance. Once the details of the remittance have been saved, submit the remittance.

**18. Question: My remittance will not print. What now?**

Answer: Currently this functionality is not working in Pathway. We are working to resolve this issue.

**19. Question: I have submitted my remittance. Am I finished?**

Answer: Yes.

**20. I have tried to download the KTRS ids file but I cannot find it?**

Answer: Currently this functionality is not working in Pathway. We are working to resolve this issue.

We hope this has answered questions you may have.

But as stated above ...

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please email your questions to [KTRS.pathway@ky.gov](mailto:KTRS.pathway@ky.gov).

**OR ...** To speak with a member of

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