New York State Payroll Online Overview
Welcome

New York State Payroll Online

NYS Payroll Online is a service provided by the Office of the New York State Comptroller and allows you to view and update your employee payroll information and adjust your tax withholdings.

We encourage you to "Go Paperless" and opt-out of receiving a paper pay stub. This saves money and helps to protect your personal information while doing something good for the environment.

Contents

New York State Payroll Online is available
24 hours a day, 7 days a week.
Maintenance Downtime: 3rd Sunday of the month
What is NYS Payroll Online?

With NYS Payroll Online, you can:

- **Go Paperless** and opt-out of paper statements
- **View and print your**
  - Pay statements
  - Current W-2 weeks before it's mailed
  - Prior year W-2s
- **Update your email address**
- **Change your Federal, State and Local tax withholdings**

Click the YouTube video below for a brief overview and explanation of NYS Payroll Online and its capabilities. *(This will open in an internet browser)*

New York State
PAYROLL ONLINE

NYS Payroll Online will eventually expand to allow:

- Updating your name and home address
- Updating direct deposit account information
Access NYS Payroll Online

To Access NYS Payroll Online

1. Go to: https://psonline.osc.ny.gov

NYS Payroll Online is only supported in Internet Explorer 11 and Google Chrome. This service is not supported in Safari, Firefox, Opera, or other browsers. For additional guidance, click below:

   NYS Payroll Online Supported Web Browsers

2. Enter your NY.gov account Username and Password

   Note: this is the same username and password used for the Statewide Learning Management System (SLMS)

   What if I forgot my NY.gov Username or Password?

   To see steps to retrieve your credentials, click below:

3. Click Sign In

4. If you are a first-time user you must complete the verification processes, including:
   - Full name as it appears on your pay stub
   - Work Email Address
   - Secondary Email Address
   - Last four digits of Social Security Number
   - New York State Employee ID

   Once complete, click Submit.
If you have entered all information correctly your account will be verified and you can now access NYS Payroll Online.

Click Finish.

After five failed login attempts, your account will be suspended and you will need to contact your payroll administrator.

You now have access to NYS Payroll Online. Continue to the next page to see what you can do with NYS Payroll Online.
# NYS Payroll Online

## What can I do with NYS Payroll Online?

| 1 | View Paycheck: Provides 12 months of paycheck information for your review. You can print and save these documents. |
| 2 | View Direct Deposit Account(s): View your direct deposit account details. |
| 3 | Go Paperless: Opt out of receiving paper pay statements. |
| 4 | Update Tax Withholding: Review or change your federal and New York State tax withholding information. |
| 5 | View W-2: View, print and save W-2 information. |
| 6 | Update Email Addresses: Update your NYS Payroll Online email information. You must keep a valid email address stored in NYS Payroll Online at all times. |
| 7 | How Can We Improve This Site? Take a quick survey and share your thoughts. |
| 8 | Troubleshooting Guide: An OSC guide to common problems logging in and viewing payroll information. | Download |
| 9 | Job Aids: A series of guides created by OSC on how to use NYS Payroll Online to do common tasks. | View |
| 10 | Browser Compatibility Information: Information about supported web browsers for NYS Payroll Online. | View |

## NYS Payroll Online Help

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| 8 | Troubleshooting Guide |
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Common Access Problems

I forgot my NY.gov Username and Password

If you forgot your NY.gov Username or Password, please follow the self-service retrieval options from the NY.gov ID login screen.

This service provides an option to perform an email generated, self-service password reset or to provide answers to your shared secret questions. The self-service features rely on a correct email address listed in ny.gov and/or that you have completed the process to select and answer your 3 shared secret questions so that your identity can be verified.

Error Code 29000, 17
If you receive this error code, check to make sure that your username and password and New York State Employee ID are entered correctly on the user verification page. If you continue to receive this error code, please contact the ITS Service Desk.

ITS Service Desk
If the self-service option does not work, please contact the ITS Service Desk:

- Phone: 1-844-891-1786
- Email: FixIt@its.ny.gov
- Chat: https://chat.its.ny.gov

OSC Troubleshooting Guide
For additional NYS Payroll Online access problems and solutions, please see the OSC Troubleshooting Guide:

Download the Guide
Frequently Asked Questions

I don't remember my Username or Password.
Please attempt to retrieve your Username or Password using the “Forgot your Username or Password” links on the NY.gov log in screen. If you are unable to obtain your Username or Password this way, you will need to contact your NYSDS Delegated Administrator.

I don't know my NYS Employee ID number.
You can find your NYS Employee ID in LATs by accessing your current timesheet and clicking on your name. Your Employee ID is also found on your pay statement. If you can't find your Employee ID, please call the BSC at 518-457-4272.

I received a message that I've made too many attempts to access my account.
Your account will be locked after five unsuccessful attempts to access it. You will need to reset your password using the “Forgot your Password” link on the NY.gov log in screen.

NYS Payroll Online cannot access my account at this time.
Your NY.gov account has been disabled. Please contact your NY.gov delegated administrator to have your account turned back on.

How do I change my direct deposit accounts/amounts on NYS Payroll Online?
Currently, NYS Payroll Online does not allow for self-service direct deposit changes. You still need to submit an AC 2772 (Direct Deposit Form for NYS Employees) to BSC Payroll at BSCPayrollAdmin@ogs.ny.gov from your work email address.

I am a new employee. I've been issued an SLMS username and password, but I still cannot access the site. Am I entering something wrong?
If you just transferred from another agency, your old agency may have archived your account. Your new agency will need to reclaim your account. Please contact your NY.gov delegated administrator to have your account turned back on. If you are a new employee, it may take up to 4 weeks for your account to become fully enabled.

Will I still have access to my paychecks after I retire?
You will only be able to access NYS Payroll Online if your payroll status is active, paid leave, or unpaid leave. If your payroll status changes to retired or terminated, you will lose access on the date that the new status becomes effective. If you have opted out of receiving a printed direct deposit advice, you will be automatically opted back in to receiving it when you lose access to NYS Payroll Online. As only the last 12 months of pay advices will be available, we recommend you print and save historical advices for your records, since you will no longer have access to them after retirement or separation.

Can I change my mailing address in NYS Payroll Online?
Currently, NYS Payroll Online does not have this capability. Please complete the Personal Data Change Form and email it to BSCPersonnelAdmin@ogs.ny.gov.

I'm told that I can view my paycheck on the Monday prior to payday. This coming Monday is a holiday. Will I be able to view my paycheck on Friday?
A holiday will not affect the timing of when you can view your paycheck on NYS Payroll Online. It will still be available on Monday, even if it is a holiday.
## Job Aids and Resources From OSC

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<td>This guide contains common questions and solutions for logging into your account, viewing and editing payroll information, and creating your account.</td>
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<td><strong>Enrollment and Access</strong></td>
<td>How to enroll in NYS Payroll Online and access your account.</td>
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Who to Contact

Office of the New York State Comptroller

Web: http://osc.state.ny.us/payroll/nyspo.htm
Email: NYSPayrollOnlineHelp@osc.state.ny.us

For questions regarding Garnishments:
• Office of the State Comptroller Garnishments Unit
• Phone: 518-474-4042

OGS Business Services Center

Web: https://bsc.ogs.ny.gov/

For Payroll questions related to Direct Deposit, closed bank accounts, and deductions:
• Email: BSCHR@ogs.ny.gov
• Phone: (518) 457-4272
• Fax: (518) 457-1879
• Mail: Payroll Administration Unit
  1220 Washington Ave. Building 5, Floor 6
  Albany, NY 12226-1900

For address changes, please complete, sign, and submit a Personal Data Change Form to:
• Email: BSCPersonnelAdmin@ogs.ny.gov
• Fax: (518) 457-1879

OGS NYS Payroll Online Agency Coordinators

View List of All NYS Payroll Online Agency Coordinators

Directory Services & NY.Gov ID

Phone: 844-891-1786
Email: FixIt@its.ny.gov
Chat: https://chat.its.ny.gov