



# Office of General Services Business Services Center



# 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:

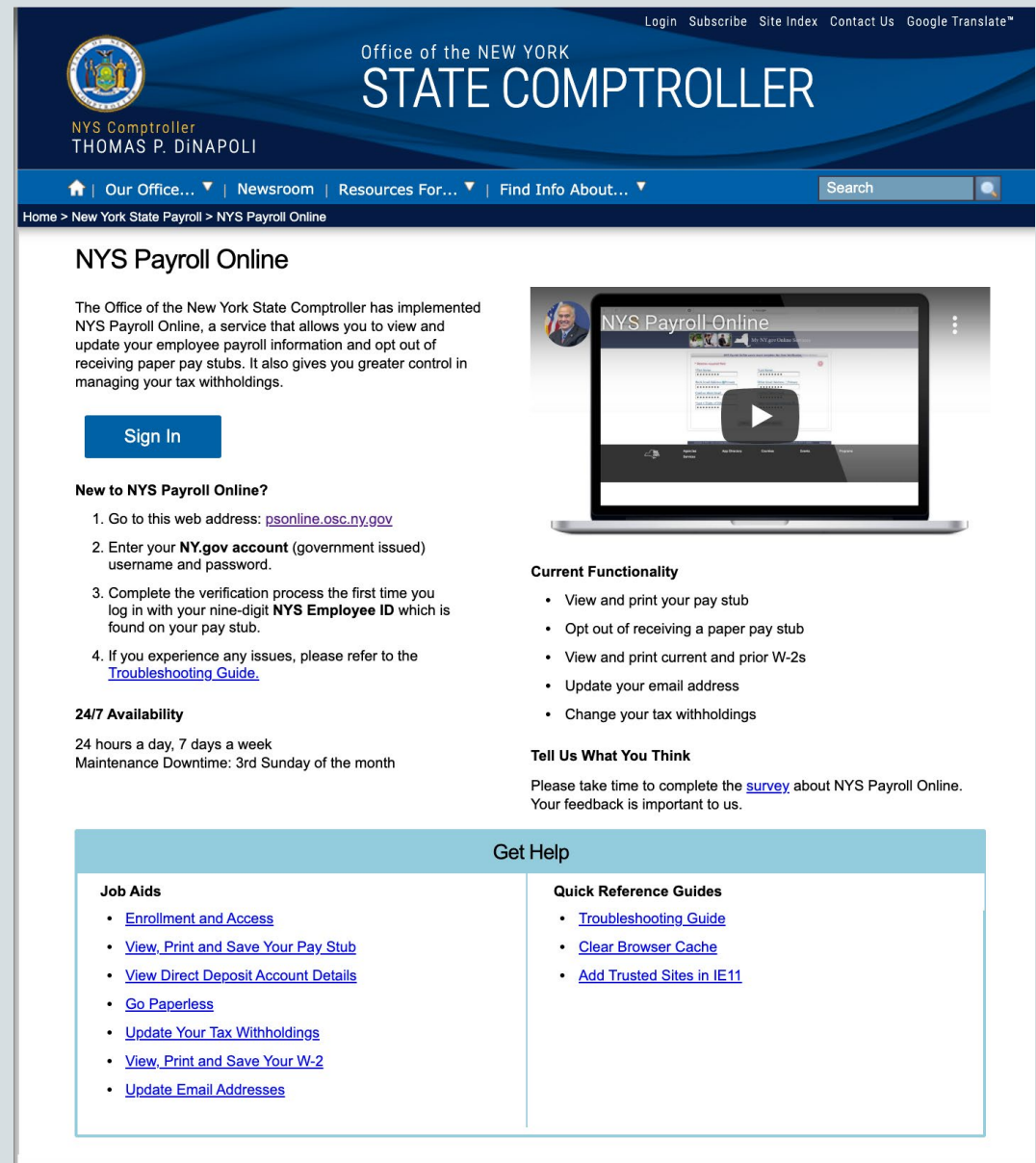
- Go Paperless and opt-out of paper statements
- View and print your
  - Pay statements
  - Current W-2 weeks before it's mailed
  - Prior year W-2s
- Update your email address
- Change your Federal, State and Local tax withholdings

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)*



## NYS Payroll Online will eventually expand to allow:

- Updating your name and home address
- Updating direct deposit account information



The screenshot shows the official website of the Office of the New York State Comptroller, Thomas P. DiNapoli. The page is titled "NYS Payroll Online" and features a navigation bar with links for "Our Office...", "Newsroom", "Resources For...", and "Find Info About...". A search bar is located in the top right corner. The main content area includes a "Sign In" button, a "New to NYS Payroll Online?" section with a list of steps for getting started, and a "24/7 Availability" section. A "Current Functionality" section lists various services available, such as viewing and printing pay stubs and W-2s. A "Tell Us What You Think" section encourages users to complete a survey. At the bottom, there is a "Get Help" section with "Job Aids" and "Quick Reference Guides" for various tasks like enrollment, printing pay stubs, and updating 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**.

Please login after reading the Acceptable Use Policy below  
You have entered an invalid username or password.

**2** →

NY.gov ID

Username:  
Password:

**3** ←

Sign In

Forgot your Username or Password  
[NY.gov ID - Terms of Service](#)

[Agency Assistance & Contact Information](#)

ACCEPTABLE USE POLICY FOR USERS OF NY.gov

This application uses the New York State (hereinafter State) Central Directory Service for authentication and authorization. In addition to any obligations arising under acceptable use policies or terms of service implemented by Participating Organizations, logging into this application indicates your agreement to abide by the following:

1. You shall use this application only for purposes directly related to the conduct of official business with the State or its agencies and the application shall not be used for nonpublic purposes including, but not limited to, the pursuit of personal activities, the mass distribution of unsolicited messages ("spamming"), and the promotion of commercial ventures or religious or political causes;
2. You are responsible for acquiring and safeguarding your own user ID and password used to access this application;
3. You shall be responsible for any activity attributable to the use of your account whether by you or any other person;
4. You shall not engage in activities that may cause interference with or disruption to any network, information service, equipment or user thereof;
5. You shall comply with all applicable confidentiality and security requirements as set forth in any applicable acceptable use policies or terms of service implemented through this application directly or by Participating Organizations, and shall not seek information on other users or attempt to obtain access to, copy, or modify other users' files without express permission;
6. You shall not violate the rights of any person or entity protected by copyright, trade secret, patent, or other similar laws or regulations;
7. You shall not use this application for any fraudulent or illegal purpose, including, but not limited to, the transmission of obscene or harassing materials;
8. You must report any abuse or misuse of this application to ITS and you shall cooperate fully in any investigation into any such abuse or misuse; and
9. You understand and agree that the State reserves the right to revise, amend, or modify this Acceptable Use Policy or other related policies and agreements at any time in any manner. Notice of any revisions, amendments, or modifications will be posted on this and other sites.

My NY.gov Online Services

NYS Payroll Online users must complete the User Verification form below.

\* Denotes required field

\*First Name:  
Work Email Address:  Primary

\*Last Name:  
Other Email Address:  Primary

Confirm Work Email:  
Confirm Other Email:

\*Last 4 Digits of SSN:  
\*New York State Employee ID:  
N

**4** ↓

Submit Cancel and Logout

# Access NYS Payroll Online

5

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

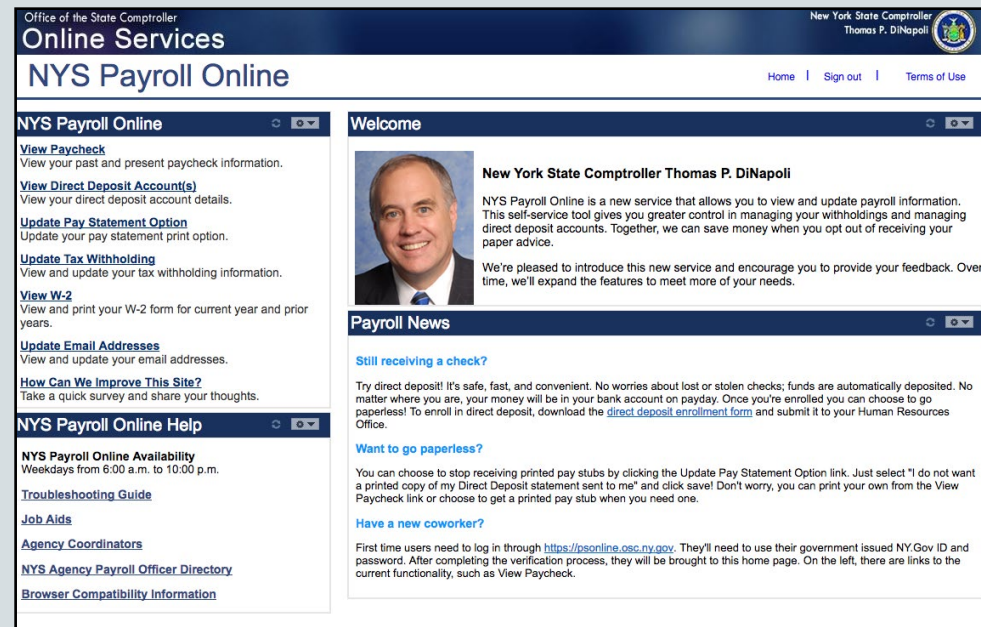
Click **Finish**.



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

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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

### NYS Payroll Online

- 1 View Paycheck**  
View your past and present pay stubs.
- 2 View Direct Deposit Account(s)**  
View your direct deposit account details.
- 3 Go Paperless**  
Opt In/Out of receiving printed pay stubs and/or W-2s.
- 4 Update Tax Withholdings**  
View and update your Federal, State, and Local tax withholding information.
- 5 View W-2**  
View and print your past and present W-2s.
- 6 Update Email Addresses**  
View and update your email addresses.
- 7 How Can We Improve This Site?**  
Take a quick survey and share your thoughts.

### NYS Payroll Online Help

**NYS Payroll Online Availability**  
24 hours a day, 7 days a week  
Maintenance Downtime: 3<sup>rd</sup> Sunday of the Month

- 8 Troubleshooting Guide**
- 9 Job Aids**
- 10 Browser Compatibility Information**

## 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](#)

# 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](mailto: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](#)

NY.gov ID

Username:

Password:

**Sign In**

Forgot your **Username** or **Password**

[NY.gov ID - Terms of Service](#)

**FORGOT USERNAME SELF SERVICE**


**Instructions:**

Please enter all the fields below and click on the 'Email me the Username' button. Any Username(s) matching the combination of First Name, Last Name and Email will be emailed to the email address provided.

First Name\*

Last Name\*

Email\*

I'm not a robot 


[Email me the Username](#)

**FORGOT PASSWORD SELF SERVICE**

**Instructions:**

To reset your password, please enter all the fields below and click on the Continue button.


Username\*

I'm not a robot 


[Continue](#)

# 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 [BSCP payrollAdmin@ogs.ny.gov](mailto:BSCP payrollAdmin@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 [BSCPpersonnelAdmin@ogs.ny.gov](mailto:BSCPpersonnelAdmin@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

|  |   |                          |
|--|---|--------------------------|
| <b>Troubleshooting Guide</b>               | This guide contains common questions and solutions for logging into your account, viewing and editing payroll information, and creating your account. | <a href="#">Download</a> |
| <b>Enrollment and Access</b>               | How to enroll in NYS Payroll Online and access your account.  | <a href="#">Download</a> |
| <b>View, Print and Save Your Pay Stub</b>  | How to view, print and save your pay statement. Instructions for disabling pop-up blockers in Internet Explorer and Google Chrome.                    | <a href="#">Download</a> |
| <b>View Direct Deposit Account Details</b> | How to view your biweekly direct deposit account information online.  | <a href="#">Download</a> |
| <b>Go Paperless!</b>                       | How to opt-out of receiving a printed direct deposit pay statement and help the environment.  | <a href="#">Download</a> |
| <b>Update Your Tax Withholdings</b>        | How to change your Federal and State tax withholding information.   | <a href="#">Download</a> |
| <b>View, Print and Save Your W-2</b>       | How to view, print and save your W-2 form for the current year and prior years.   | <a href="#">Download</a> |
| <b>Update Email Addresses</b>              | How to update your email addresses stored in NYS Payroll Online.  | <a href="#">Download</a> |

# 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](mailto: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](mailto: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](mailto: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](mailto:FixIt@its.ny.gov)

**Chat:** <https://chat.its.ny.gov>