

Update Home, Check, and Mailing Addresses

Each time you make a change to your information in NYS Payroll Online (NYSPO), an email will be sent notifying you of the change. This message will be sent to all your email addresses stored in NYSPO. It is important that you maintain up-to-date contact information. Please see the [Update Email Addresses](#) Job Aid for information on maintaining and updating email addresses.

1. Enter your username and password.
2. Click **Sign In**.

The screenshot shows the NY.gov ID login interface. At the top left is the New York State logo. A navigation bar contains links for Services, News, Government, and Local. Below this is a dark blue bar with links for NY.gov ID, Online Services, FAQs, About NY.gov ID, Help Desk Information, Privacy Policy, and Terms of Service. The main content area features a login form with the heading 'Please login after reading the Acceptable Use Policy below'. The form includes a 'NY.gov ID' header, a 'Username:' field, a 'Password:' field, and a 'Sign In' button. Red arrows labeled '1' point to the Username and Password fields, and a red arrow labeled '2' points to the Sign In button. Below the form are links for 'Forgot your Username or Password' and 'NY.gov ID - Terms of Service'. At the bottom, there is a footer with copyright information and a 'Contact Us' link, and a dark blue bar with links for Agencies Services, App Directory, Counties, Events, and Programs.

NOTE: If you have never logged into NYSPO before, please check out the NYSPO [Enrollment and Access](#) job aid or contact your agency coordinator

3. Click **Update Personal Information** on the left menu.

From here you can view your home, mailing, and check addresses, update existing addresses, or add a new address.

The screenshot shows the NYSPO website interface. The top navigation bar includes the Office of the New York State Comptroller logo, the text 'STATE COMPTROLLER NYSPO', and links for 'Home', 'Sign Out', and 'Terms of Use'. Below this is a secondary navigation bar with 'NYS Payroll Online' and 'Payroll News'. The left sidebar menu contains several options: 'View Paycheck', 'View Direct Deposit Account(s)', 'Go Paperless', 'Update Tax Withholdings', 'View W-2', 'Update Email Addresses', 'Update Personal Information' (highlighted with a red arrow and the number '3'), and 'How Can We Improve This Site?'. The main content area features a 'Coming Soon!' announcement for 'NYSPO Employee Address Add/Update Implementation' and 'Direct Deposit Enrollment Information'.

There are three Address Types available for employees to update on NYSPO: Home, Check, and Mailing.

The **Update Personal Information** page will display current and submitted addresses as well as the Payroll Option, and the current email address(es) on file.

Home address is required and should be the address at which you reside. Year End Form W-2s are always sent to the Mailing address on file. If no Mailing address exists, the Home address will be used. To have paychecks and/or advices mailed to your Home address, ensure that it is selected in the Payroll Options table (see page 14).

Check address is optional. It may be designated as the address at which you would like to receive paychecks and/or advices, but will not be used for any other purpose. To have paychecks and/or advices mailed to your Check address, ensure that it is selected in the Payroll Options table (see page 14).

Mailing address is optional. If it is entered, your Mailing address is used to send your Year End Form W-2 and any correspondence from NYS Payroll. It may also be designated as the address at which you would like to receive pay checks and/or advices. To have paychecks and/or advices mailed to your Mailing address, ensure that it is selected in the Payroll Options table (see page 14).

Update Existing Address

1. Under Addresses, click the **Update Address** button to enter changes for any type of existing address.



Personal Information Summary

[Expand All](#) [Collapse All](#)

NYS EMPLOYEE

▼ Addresses

Addresses			
Address Type	Status	Country	Address
Home	Current	USA	110 STATE STREET ALBANY, NY 12207
Mailing	Current	USA	99 EAGLE STREET ALBANY, NY 12207

[Update Addresses](#)



▼ Payroll Options

Payroll Options				
Company	Address Type	Address	Country	Status
STATE OF NEW YORK	Home	110 STATE STREET ALBANY, NY 12207	USA	Current

[Update Payroll Options](#)

▼ Email Addresses

Email Addresses		
Email Type	Email Address	Preferred
Work	NYSPOHelp@osc.ny.gov	<input checked="" type="checkbox"/>

Contact your Payroll Administrator if any of your Employee Information is incorrect.

[Return to NYS Payroll Online](#)

2. Click the **Edit** icon next to the address to be updated.

Personal Information

Addresses

NYS EMPLOYEE

Addresses				
Address Type	Status	Country	Address	Edit
Home	Current	USA	110 STATE STREET ALBANY, NY 12207	2 → 
Mailing	Current	USA	99 EAGLE STREET ALBANY, NY 12207	

*Address Type 

3. Enter all required address fields designated by an asterisk (Address 1, City, State, **Postal) using the tab key to proceed from one field to the next. If any required fields are left blank, an error message will display upon the attempt to save and any update(s) will not be saved.

**County field will auto populate only if the postal code entered is within one of the five NYC counties/boroughs: New York, Brooklyn, Queens, Bronx, Richmond. After entering the postal code, press tab on the keyboard. If no county populates, you may enter the county associated with the postal code.

Ensure there are no non-numerical characters (ie: &@%\$()*!?) in any of the fields and that the address is accurate. If any non-numerical characters are present, an error message will display and the update(s) will not be saved. Leading spaces in any address field should be avoided.

The screenshot shows a web form for address entry. The fields are: *Country (United States), *Address 1 (110 State Street), Address 2, Address 3, *City (Albany), *State (NY), *Postal (12207), and County. A 'Change Country' button is next to the country field. 'Save' and 'Cancel' buttons are at the bottom left. A 'Message' dialog box is open, displaying two error messages: 'This address contains invalid characters (29000,55)' and 'This address contains invalid characters. Only A-Z, 0-9, spaces and hyphens/dashes are allowed.' An 'OK' button is at the bottom of the dialog.

In both cases, the user will need to correct any blank required fields or remove non-numerical characters before the address updates can be saved.

Office of the NEW YORK
STATE COMPTROLLER | **NYSPO**
 NYS Comptroller Thomas P. DiNapoli | New York State Payroll Online

Edit Home Address

*Country United States Change Country ← 4

*Address 1

Address 2

Address 3

*City *State ← 3

*Postal

County

4. The country and address are automatically defaulted to the United States format. If the address is outside of the United States, click the **Change Country** button.
5. Scroll through the list of countries and select the desired country. Once selected, the address format will be updated based on the country's requirements. Adhere to the guidelines provided in step 3 when entering the address.

Look Up *Country

Search by: begins with

[Advanced Lookup](#)

Search Results

View 100 First 1-258 of 258 Last

Country	Description
ABW	Aruba
AFG	Afghanistan
AGO	Angola
AIA	Anguilla
ALA	Aland Islands
ALB	Albania
AND	Andorra

6. Once the address is entered completely and accurately, click the **Save** button.



Edit Home Address

*Country United States

Change Country

*Address 1 855 Central Avenue

Address 2

Address 3

*City Albany

*State NY

New York

*Postal 12207

County

6

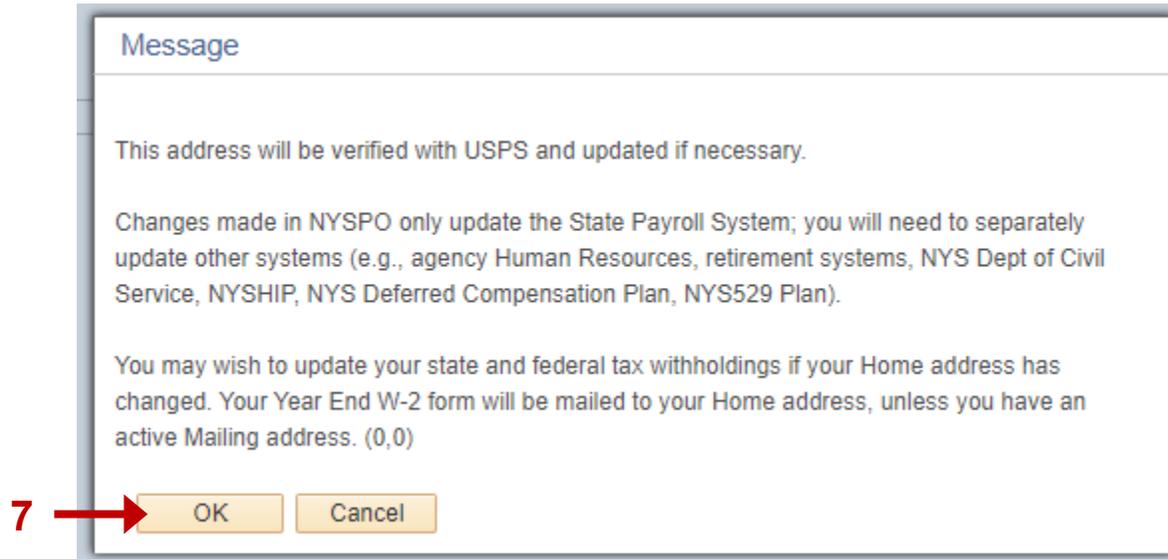


Save

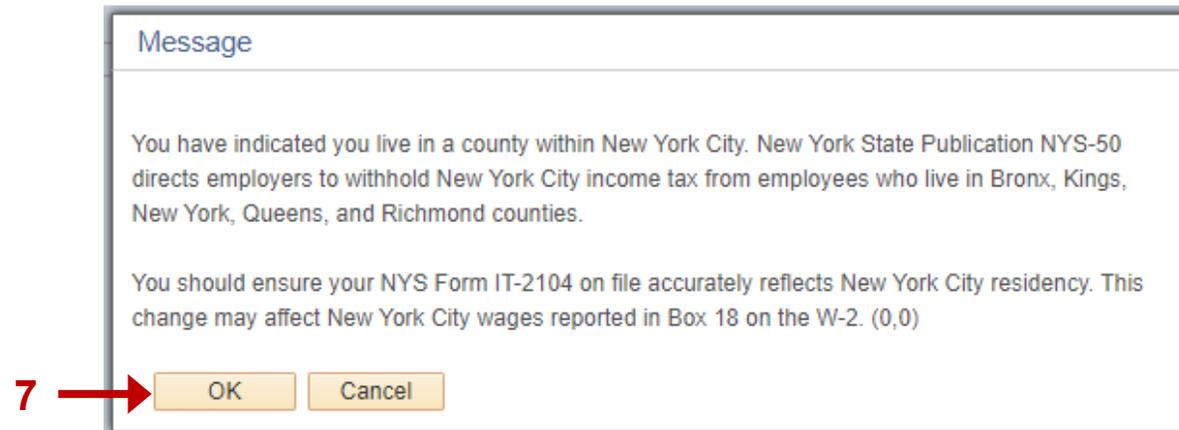
Cancel

7. The below message will display:
 - a. to notify the user that the address will be verified with USPS and updated if necessary;
 - b. to inform the user of other information regarding updating addresses and tax information.

After reviewing the message, click the **OK** button.



If a NYC address has been entered, the following message will display. After reviewing the message, click the **OK** button.



- When the record has been successfully saved, the Save Confirmation message will display. Click **OK** to navigate back to the Addresses page.

Home and Mailing Address

Save Confirmation

Your change was successfully saved

OK  **8**

On the Addresses page, you will now see any previous addresses listed with a status of “Current” and the updated address listed with a status of “Submitted for Approval”.

Personal Information

Addresses

NYS EMPLOYEE

Addresses				
Address Type	Status	Country	Address	Edit
Home	Current	USA	110 STATE STREET ALBANY, NY 12207	
Home	Submitted for Approval	USA	855 CENTRAL AVENUE ALBANY, NY 12207	
Mailing	Current	USA	99 EAGLE STREET ALBANY, NY 12207	

*Address Type 

At the end of OSC’s daily schedule, a program runs to pick up any addresses “Submitted for Approval” in NYSP0 and enters the change in the NYS Payroll System. Once the program completes, the address previously designated as “Submitted for Approval” will display as the “Current” address.

9. Click the **Return to NYS Payroll Online** link to be returned to the NYSPO Home Page.



Personal Information

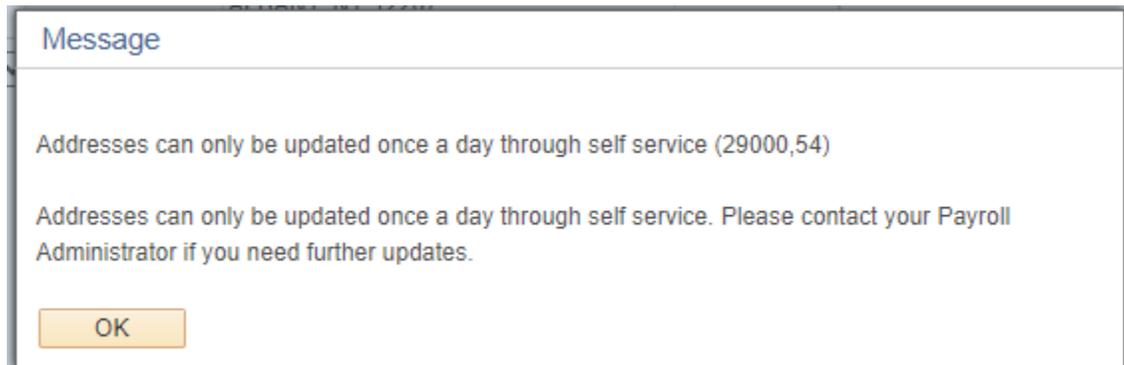
Addresses

NYS EMPLOYEE

Addresses				
Address Type	Status	Country	Address	Edit
Home	Current	USA	855 CENTRAL AVENUE ALBANY, NY 12207	
Mailing	Current	USA	99 EAGLE STREET ALBANY, NY 12207	

[Return to NYS Payroll Online](#) ← **9**

Please note that each address type can only be updated once a day. If you attempt to update the same address type more than once a day, the following message will be received.



Add a New Check or Mailing Address

1. Under Addresses, click the **Update Address** button to add a new type of address.



Office of the NEW YORK
STATE COMPTROLLER | NYSP0
NYS Comptroller Thomas P. DiNapoli | New York State Payroll Online

Personal Information Summary

[Expand All](#) [Collapse All](#)

NYS EMPLOYEE

▼ Addresses

Addresses			
Address Type	Status	Country	Address
Home	Current	USA	855 CENTRAL AVENUE ALBANY, NY 12207
Mailing	Current	USA	110 STATE STREET ALBANY, NY 12207

[Update Addresses](#) ← 1

▼ Payroll Options

Payroll Options				
Company	Address Type	Address	Country	Status
STATE OF NEW YORK	Home	855 CENTRAL AVENUE ALBANY, NY 12207	USA	Current

[Update Payroll Options](#)

▼ Email Addresses

Email Addresses		
Email Type	Email Address	Preferred
Work	NYSP0Help@osc.ny.gov	✓

Contact your Payroll Administrator if any of your Employee Information is incorrect.

[Return to NYS Payroll Online](#)

- In the **Address Type** drop down select the type of address you would like to add. Only Address Types that do not already exist are able to be selected in the drop down.
- Click **Add**.

Office of the NEW YORK
STATE COMPTROLLER | **NYSPO**
 NYS Comptroller Thomas P. DiNapoli | New York State Payroll Online

Personal Information

Addresses

NYS EMPLOYEE

Address Type	Status	Country	Address	Edit
Home	Current	USA	855 CENTRAL AVENUE ALBANY, NY 12207	
Mailing	Current	USA	110 STATE STREET ALBANY, NY 12207	

*Address Type

Required Field

[Return to Personal Information](#)

[Return to NYS Payroll Online](#)

- Enter the required address information as specified in steps 3-5 of the Update Existing Address section of this job aid (page 5).

Office of the NEW YORK
STATE COMPTROLLER | **NYSPO**
 NYS Comptroller Thomas P. DiNapoli | New York State Payroll Online

Add Check Address

*Country United States

*Address 1 89 Washington Avenue

Address 2

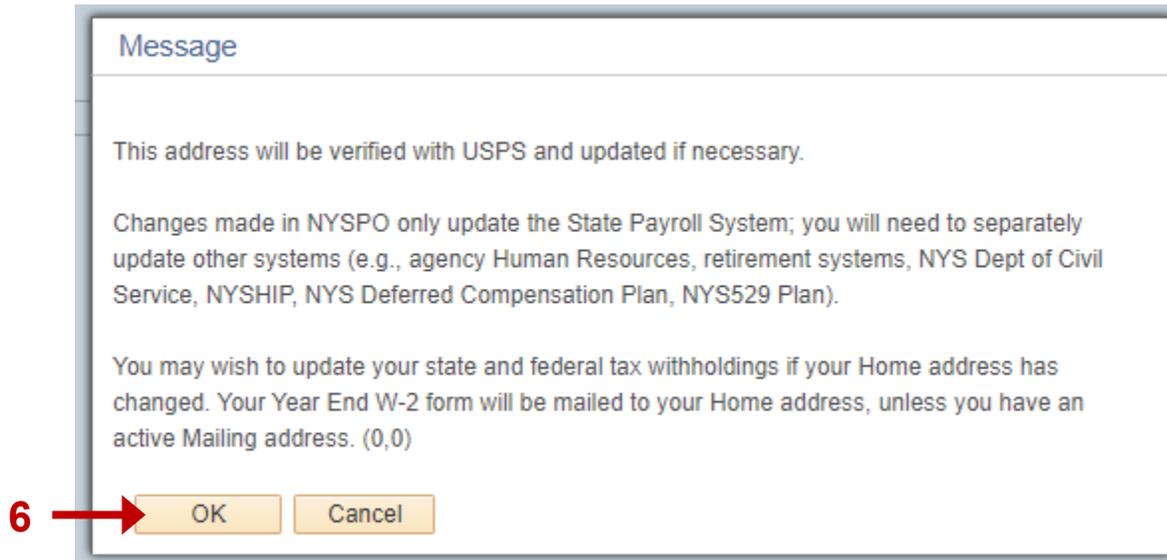
Address 3

*City Albany *State NY New York

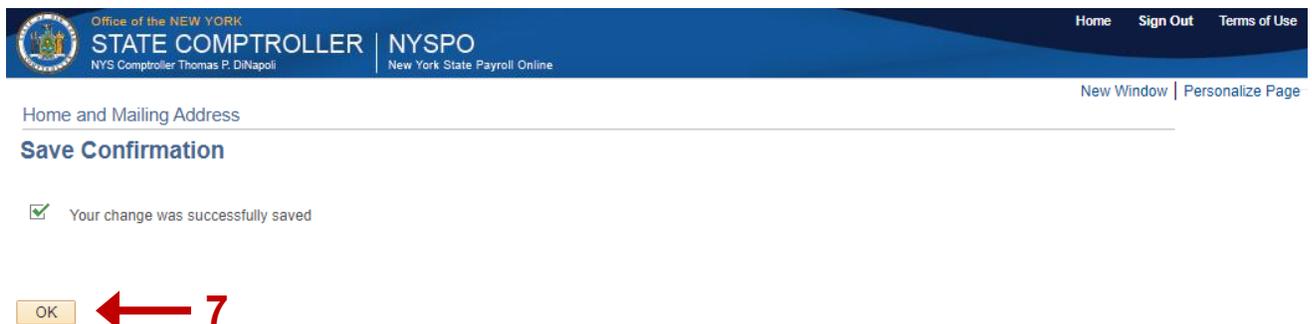
*Postal 12234

County

5. Once the address is entered completely and accurately, click the **Save** button.
6. After reviewing the pop-up messages, click the **OK** button.



7. When the record has been successfully saved, the Save Confirmation message will display. Click **OK** to navigate back to the Addresses page.



On the Addresses page, you will now see any previous addresses listed with a status of “Current” and the newly added address listed with a status of “Submitted for Approval”.



Addresses

NYS EMPLOYEE

Addresses				
Address Type	Status	Country	Address	Edit
Check	Submitted for Approval	USA	89 WASHINGTON AVENUE ALBANY, NY 12234	
Home	Current	USA	855 CENTRAL AVENUE ALBANY, NY 12207	
Mailing	Current	USA	110 STATE STREET ALBANY, NY 12207	

[Return to NYS Payroll Online](#) ← **8**

At the end of OSC’s daily schedule, a program runs to pick up any addresses “Submitted for Approval” in NYSPON and enters the change in the NYS Payroll System. Once the program completes, the address previously designated as “Submitted for Approval” will display as the “Current” address.



Personal Information Summary

[Expand All](#) [Collapse All](#)

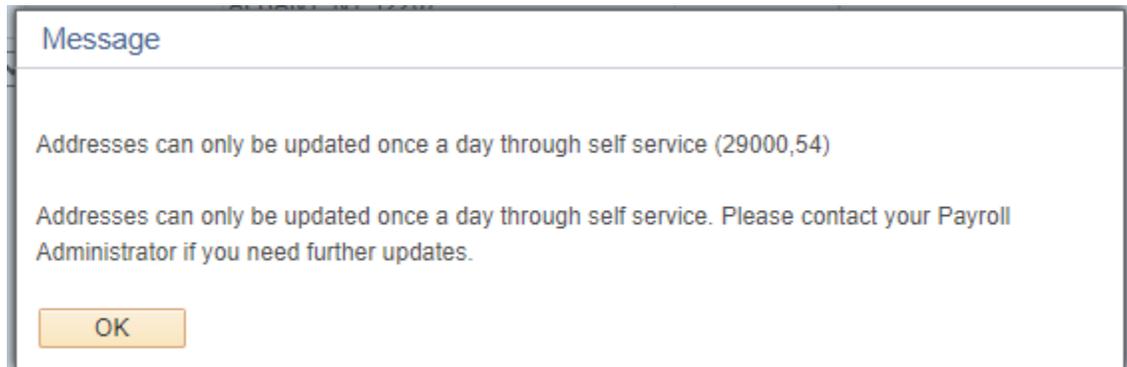
NYS EMPLOYEE

▼ Addresses

Addresses				
Address Type	Status	Country	Address	
Check	Current	USA	89 WASHINGTON AVENUE ALBANY, NY 12234	
Home	Current	USA	855 CENTRAL AVENUE ALBANY, NY 12207	
Mailing	Current	USA	110 STATE STREET ALBANY, NY 12207	

8. Click the **Return to NYS Payroll Online** link to be returned to the NYSPO Home Page.

Please note that each address type can only be updated once a day. If you attempt to update the same address type more than once a day, the following message will be received.



Update Payroll Options

1. Click **Update Personal Information** on the left menu.

From here you can view and update your Payroll Options. The Payroll Options page identifies your address for your Distribution Mail Option, which determines where your paycheck and/or advice will be mailed.

The screenshot shows the NYSPO website interface. The top navigation bar includes the Office of the New York State Comptroller logo, the text 'STATE COMPTROLLER' and 'NYSPO', and links for 'Home', 'Sign Out', and 'Terms of Use'. The main content area is divided into two columns. The left column, titled 'NYS Payroll Online', contains several menu items: 'View Paycheck', 'View Direct Deposit Account(s)', 'Go Paperless', 'Update Tax Withholdings', 'View W-2', 'Update Email Addresses', 'Update Personal Information', and 'How Can We Improve This Site?'. A red arrow points to the 'Update Personal Information' link, with a red number '1' next to it. The right column, titled 'Payroll News', features a headline 'Coming Soon! NYSPO Employee Address Add/Update Implementation' and a paragraph of text. Below this is a section titled 'Of Interest...' with a sub-heading 'Direct Deposit Enrollment Information' and another paragraph of text. At the bottom of the right column, there is a link to a 'Direct Deposit Form for NYS Employees (AC-2772)'. The bottom of the page has a dark blue bar with the text 'NYS Payroll Online Help'.

There are three Address Types available for update on NYSPO: Home, Check, and Mailing. When updating Payroll Options, user should select address where the paycheck and/or advice should be mailed.

- The Payroll Options section displays the current address type and address for each company you are employed in. To update your Payroll Option to an address that already exists in NYSPO, proceed with steps 3 – 6.

If you need to update your Payroll Options to an address that does not yet exist in NYSPO, refer to the *Add a New Check or Mailing Address* section of this job aid on page 10 first, and then proceed with the steps below.

Select **Update Payroll Options** to make changes to your distribution mail option in NYSPO. This will open the Edit Payroll Options by Company page. If you have multiple companies, you will be able to update each one on this page.


Office of the NEW YORK
STATE COMPTROLLER | NYSPO
NYS Comptroller Thomas P. DiNapoli | New York State Payroll Online

Personal Information Summary

[Expand All](#) [Collapse All](#)

NYS EMPLOYEE

▼ Addresses

Addresses			
Address Type	Status	Country	Address
Home	Current	USA	855 CENTRAL AVENUE ALBANY, NY 12207
Mailing	Current	USA	110 STATE STREET ALBANY, NY 12207

[Update Addresses](#)

▼ Payroll Options

Payroll Options				
Company	Address Type	Address	Country	Status
STATE OF NEW YORK	Home	855 CENTRAL AVENUE ALBANY, NY 12207	USA	Current

[Update Payroll Options](#) ← 2

▼ Email Addresses

Email Addresses		
Email Type	Email Address	Preferred
Work	NYSPOHelp@osc.ny.gov	✓

Contact your Payroll Administrator if any of your Employee Information is incorrect.

[Return to NYS Payroll Online](#)

3. Select the **Edit** icon next to the company for which you would like to update your distribution mail option.



Edit Payroll Options by Company

Payroll Options					
Company	Address Type	Address	Country	Status	
STATE OF NEW YORK	Home	855 CENTRAL AVENUE ALBANY, NY 12207	USA	Current	



[Return to Personal Information](#)

[Return to NYS Payroll Online](#)

- On the Edit Payroll Options page, the radio button will be filled next to the address that is currently selected. All available addresses to be selected will be displayed. Pre-existing addresses will have an Address Status of "Current", while newly added or updated addresses will have an Address Status of "Submitted for Approval". Toggle the radio button to select the address you would like to submit as the new Payroll Option. Click **Save**.


STATE COMPTROLLER | NYSPO
NYS Comptroller Thomas P. DiNapoli | New York State Payroll Online

Edit Page

Edit Payroll Options

STATE OF NEW YORK

Currently Saved: Home

There are three Address Types available for update on NYSPO: Home, Check, and Mailing. When updating Payroll Options, users should select the address where the paycheck and/or advice should be mailed.

Your Home address is required and should be the address at which you reside. Year End Form W-2s are always sent to the Mailing address on file. If no Mailing address exists, the Home address will be used. To have paychecks and/or advices mailed to your Home address, ensure that it is selected on the Payroll Options table below.

Your Check address is optional. It may be designated as the address at which you would like to receive paychecks and/or advices, but will not be used for any other purpose. To have paychecks and/or advices mailed to your Check address, ensure that it is selected on the Payroll Options table below.

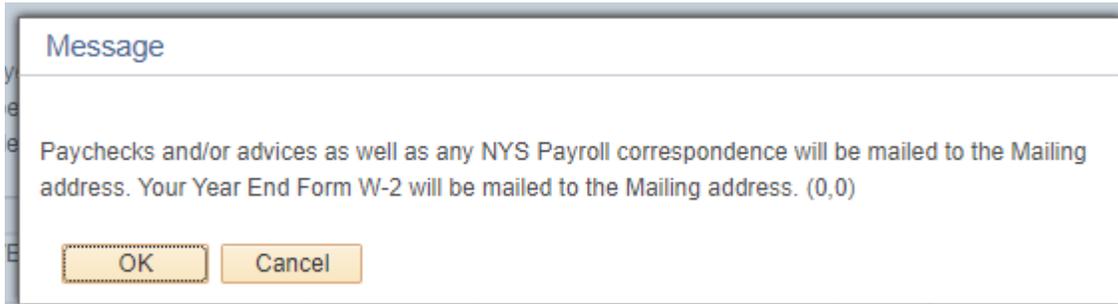
Your Mailing address is optional. If it is entered, your Mailing address is used to send your Year End Form W-2 and any correspondence from NYS Payroll. It may also be designated as the address at which you would like to receive pay checks and/or advices. To have paychecks and/or advices mailed to your Mailing address, ensure that it is selected on the Payroll Options table below.

Address Type	Address	Country	Address Status	
Check	89 WASHINGTON AVENUE ALBANY, NY 12234	USA	Submitted for Approval	<input type="radio"/>
Home	855 CENTRAL AVENUE ALBANY, NY 12207	USA	Current	<input checked="" type="radio"/>
Mailing	110 STATE STREET ALBANY, NY 12207	USA	Current	<input type="radio"/>

4
Save
Cancel

The Payroll Option can be updated multiple times per day.

- The below message will display. After reviewing the message to ensure this is the desired change, click **OK**.



You will then be directed back to the Edit Payroll Options by Company page where you will see the Current Payroll Option displayed as well as the one Submitted for Approval.

At the end of OSC’s daily schedule, a program runs to pick up any addresses “Submitted for Approval” in NYSP0 and enters the change in the NYS Payroll System. Once the program completes, the address previously designated as “Submitted for Approval” will display as the “Current” address.



Edit Payroll Options by Company

Payroll Options					
Company	Address Type	Address	Country	Status	
STATE OF NEW YORK	Home	855 CENTRAL AVENUE ALBANY, NY 12207	USA	Current	
STATE OF NEW YORK	Mailing	110 STATE STREET ALBANY, NY 12207	USA	Submitted for Approval	

[Return to Personal Information](#)

[Return to NYS Payroll Online](#)



- Click the **Return to NYS Payroll Online** link to be returned to the NYSP0 Home Page or **Return to Personal Information** link to be returned to the Personal Information Summary page.

Sign Out

For security purposes, you should always **Sign out** of NYSPO when you are finished viewing or updating your payroll information. **Close** all open browser windows when finished.

The screenshot shows the NYSPO website interface. At the top, there is a navigation bar with the following elements: the Office of the New York State Comptroller logo, the text "STATE COMPTROLLER" and "NYSPO", and the text "NYS Comptroller Thomas P. DiNapoli" and "New York State Payroll Online". On the right side of the navigation bar, there are three links: "Home", "Sign Out" (which is circled in red), and "Terms of Use". Below the navigation bar, there are two main content areas. The left area is titled "NYS Payroll Online" and contains several links: "View Paycheck", "View Direct Deposit Account(s)", "Go Paperless", "Update Tax Withholdings", "View W-2", "Update Email Addresses", "Update Personal Information", and "How Can We Improve This Site?". The right area is titled "Payroll News" and contains two sections: "Coming Soon! NYSPO Employee Address Add/Update Implementation" and "Direct Deposit Enrollment Information".