

Enrollment and Access

NYS Payroll Online (NYSPO) allows you to view and print your pay stub; choose to stop receiving a printed pay stub; view and print current and prior year Form W-2, Wage and Tax Statements (W-2); provide consent to stop receiving printed W-2s; update your email address; and change your tax withholdings.

But before you are ready to do all that, you will need to enroll in NYSPO using your NY.gov account (government issued) username and password. The enrollment process requires you to complete several steps to ensure the security of your personal information, including:

- If necessary, create a new password.
- Set up 'Shared Secrets' – secure questions and answers to be used when requesting password resets.
- Set up multifactor authentication.
- Verify your identity.

It is strongly recommended that NYSPO users set up more than one method of multifactor authentication for future use.

If you do not know your NY.gov account information, your agency can provide you with a username and temporary password. Contact your agency coordinator, IT security department, or payroll administrator. If you have forgotten your NY.gov username, use the "Forgot your Username" link to retrieve your username. If you know your NY.gov username but have forgotten your password, use the "Forgot your Password" link to reset your password.

You will also want to have a recent pay stub nearby for reference.

Table of Contents

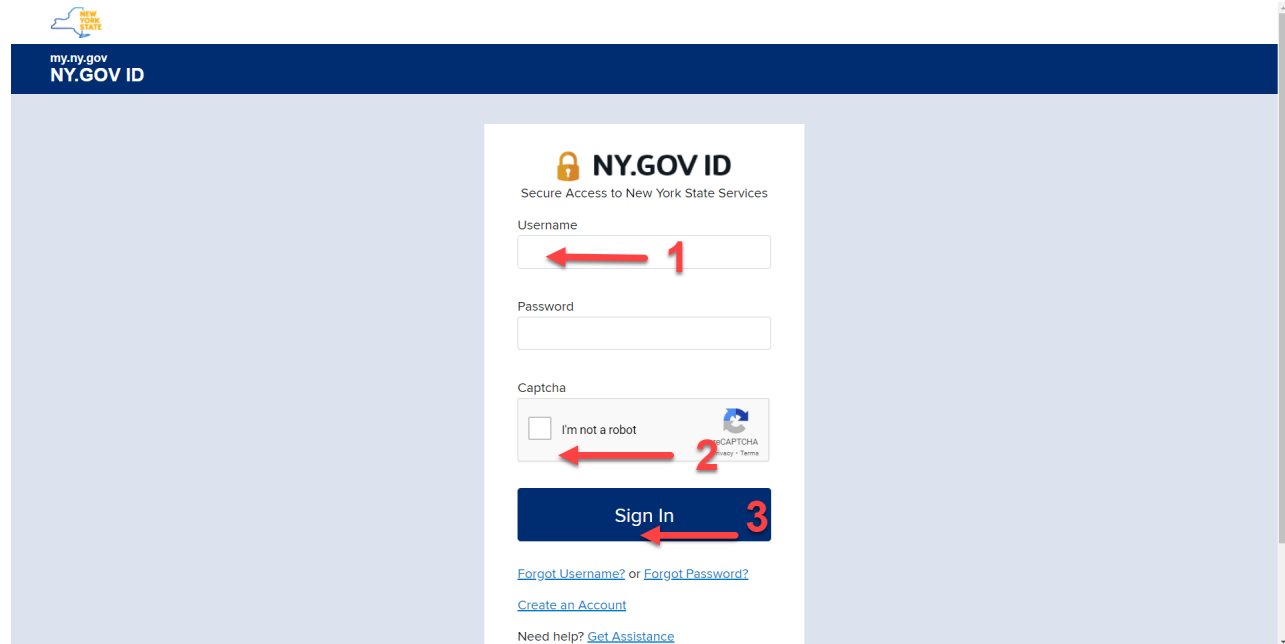
Enrollment and Access	1
Table of Contents	2
NYSP0 Enrollment using Multifactor	3
Authentication Set up 'Shared Secrets'	4
Change Password	5
NYSP0 Log In	6
Multifactor Authentication	7
Okta Verify	8
Google Authenticator	16
SMS Authentication	21
Voice Call Authentication	25
Set up 'State Identity Service'	29
Log In using Multifactor Authentication	30
NYSP0 Verification	32
NYSP0 Help Desk Contact Information	34

NYSP0 Enrollment Using Multifactor Authentication

NOTE: If you are already enrolled in NYSP0, skip ahead to the NYSP0 Log In Section

To begin your enrollment in NYSP0, go to <https://psonline.osc.ny.gov>.

1. Enter your username and temporary password.
2. Complete the Captcha verification.
3. Click **Sign In**.



The screenshot shows the NY.GOV ID login interface. At the top left is the New York State logo and the text "my.ny.gov NY.GOV ID". The main content area is a white box with the following elements:

- NY.GOV ID** logo and "Secure Access to New York State Services" text.
- Username** field: A text input box with a red arrow pointing to it and the number "1" next to it.
- Password** field: A text input box.
- Captcha** section: A checkbox labeled "I'm not a robot" with a red arrow pointing to it and the number "2" next to it. To the right is a CAPTCHA image.
- Sign In** button: A dark blue button with white text, with a red arrow pointing to it and the number "3" next to it.
- Links: "[Forgot Username?](#) or [Forgot Password?](#)", "[Create an Account](#)", and "Need help? [Get Assistance](#)".

Set up 'Shared Secrets'

If you have not previously enrolled in NYSP0, you must set up a series of three questions and answers that will be used to confirm your identity if you request a password reset.

1. Select one of the **Shared Secret Questions** from each of the three drop down menus.
2. Enter your **Answer**.
NOTE: Each answer must contain a minimum of four characters.
3. Re-enter your answer to **Confirm Answer**.
4. Click **Save and Continue**.



The screenshot shows the 'Set up Shared Secrets' form on the my.ny.gov NY.GOV ID portal. At the top left is the New York State logo and the text 'my.ny.gov NY.GOV ID'. A header message reads: 'For security purposes, please set the following questions/answers. These will be used for password recovery.' Below this, a red asterisk indicates required fields. The form contains three identical sections for 'Question 1', 'Question 2', and 'Question 3'. Each section includes a dropdown menu for selecting a question, followed by an 'Answer' text input field and a 'Confirm Answer' text input field. The 'Answer' fields are currently empty.

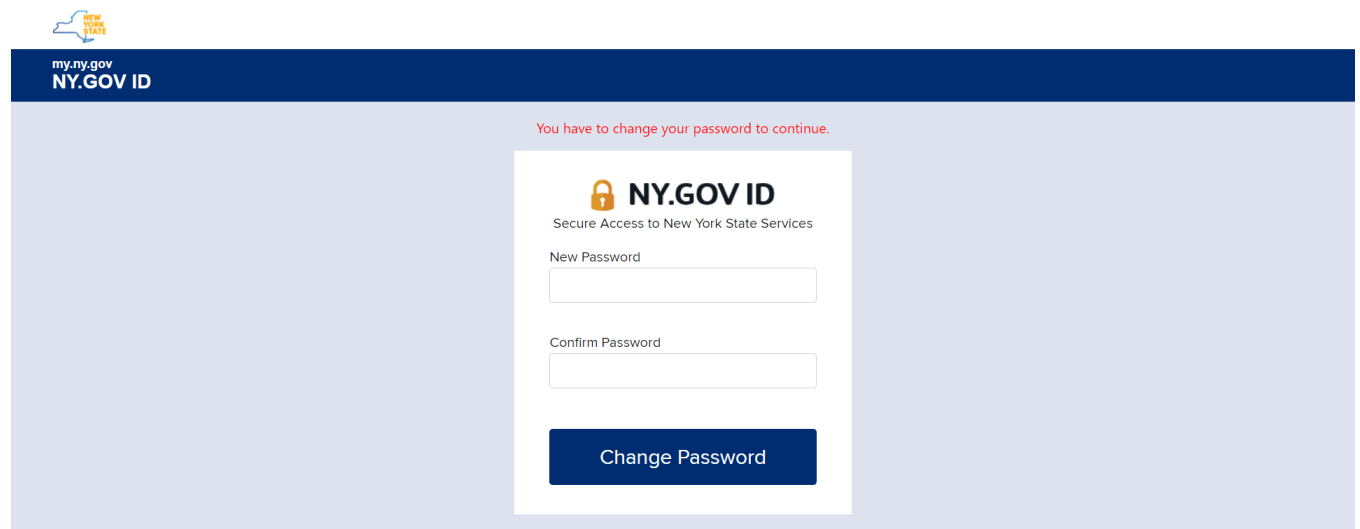
Change Password

If you have a temporary password provided by your agency or your password is old, you will need to create a new one.

1. Enter a new unique password – It must contain a minimum of fourteen characters including upper- and lowercase letters, at least three letters, and at least one number.

NOTE: An error message will appear if you attempt to re-use an old password.

2. Re-enter your new password.
3. Click **Change Password**.

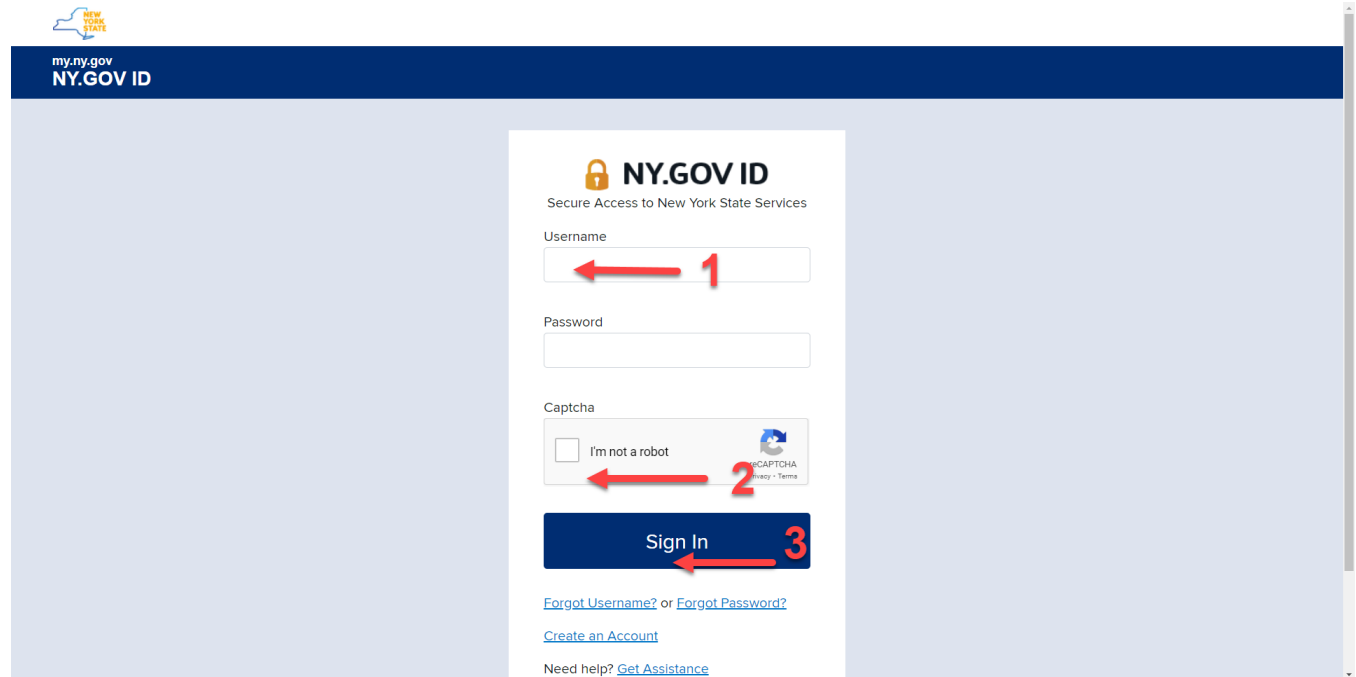


The screenshot shows the NY.GOV ID password change interface. At the top left, there is a logo for my.ny.gov NY.GOV ID. A red message at the top center reads "You have to change your password to continue." Below this, the NY.GOV ID logo is displayed, followed by the text "Secure Access to New York State Services". There are two input fields: "New Password" and "Confirm Password". At the bottom of the form is a blue button labeled "Change Password".

NYSP0 Log In

Once you have changed your password (if necessary), you will be directed to log into your NYSP0 account.

1. Enter your username and new password.
2. Complete the Captcha verification.
3. Click **Sign In**.



The screenshot shows the NY.GOV ID login interface. At the top left is the New York State logo and the text "my.ny.gov NY.GOV ID". The main content area is a white box with the following elements:

- NY.GOV ID** logo with a padlock icon and the text "Secure Access to New York State Services".
- Username** label above a text input field. A red arrow labeled "1" points to the input field.
- Password** label above a text input field.
- Captcha** label above a checkbox labeled "I'm not a robot" and a CAPTCHA image. A red arrow labeled "2" points to the checkbox.
- Sign In** button. A red arrow labeled "3" points to the button.
- Links for [Forgot Username?](#) or [Forgot Password?](#), [Create an Account](#), and [Need help? Get Assistance](#).

Multifactor Authentication

For an additional layer of security, you must set up one or more methods of multifactor authentication. You will need a mobile device, tablet (for Okta Verify or Google Authenticator), or landline telephone nearby during this process.

NOTE: You can set up more than one multifactor authentication option in this step.

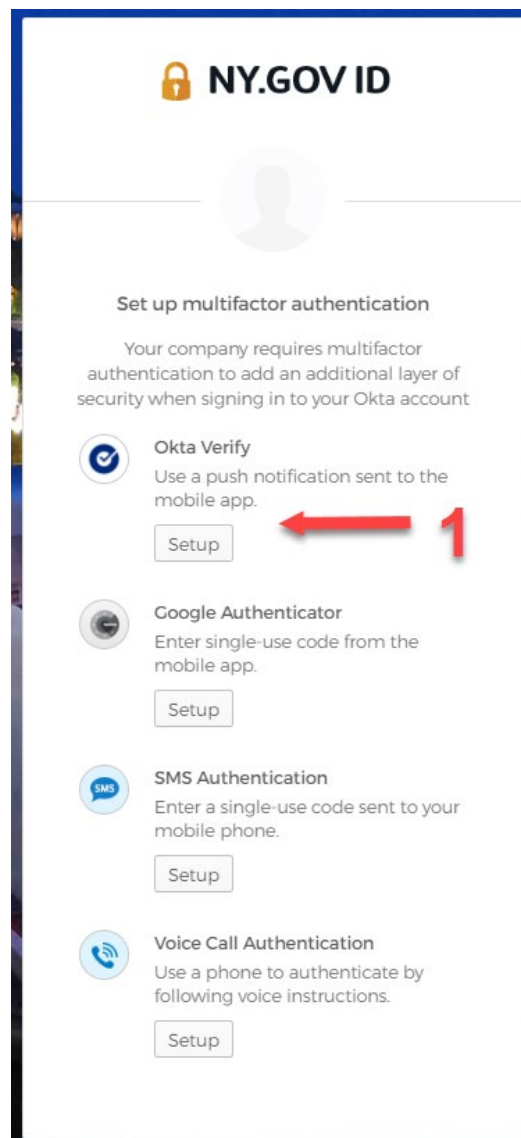
The options for Multifactor Authentication are:

- Okta Verify application
- Google Authenticator application
- SMS Authentication
- Voice Call Authentication

Proceed to the section below that applies to the factor you are attempting to set up.

Okta Verify:

1. Choose Okta Verify method and click Setup.



2. Select the type of device you will use to set up Okta Verify.
3. Click Next.

NY.GOV ID

Setup Okta Verify

Select your device type

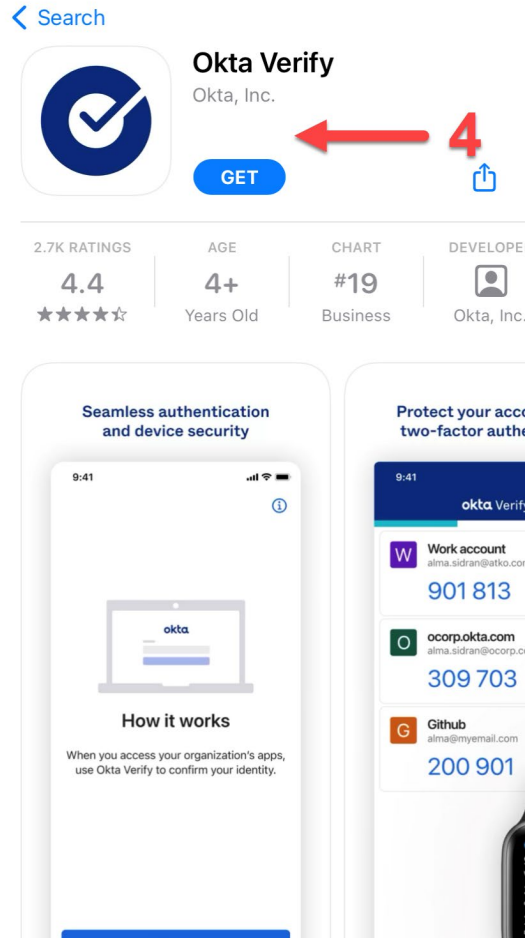
iPhone

Android

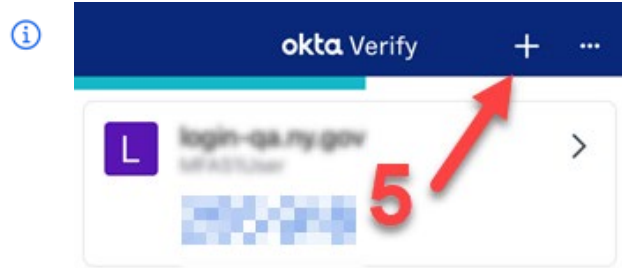
Download Okta Verify from the App Store onto your mobile device.

Next

4. Download the Okta Verify app and open the app on your device.

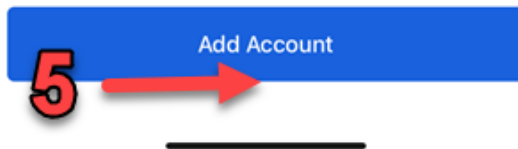


5. Click Add Account or the plus sign in the top right corner to add an account.

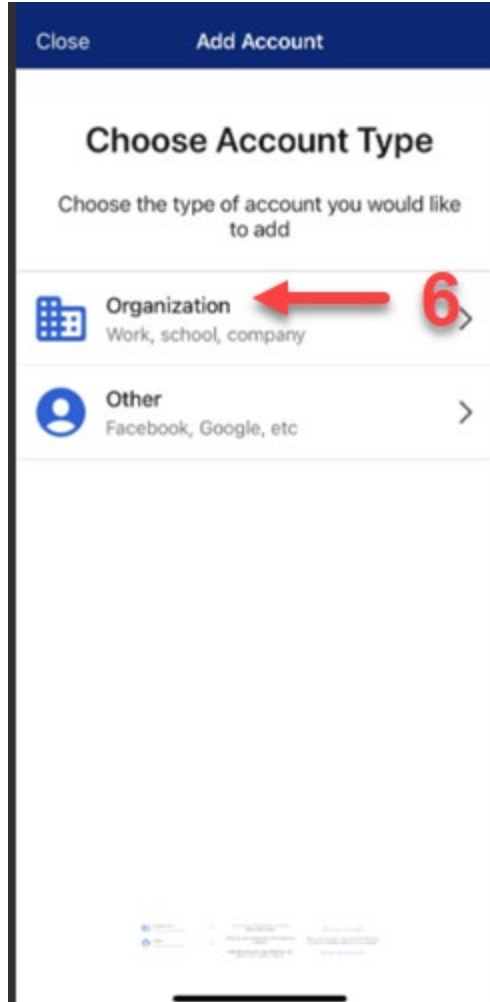


Ways to verify

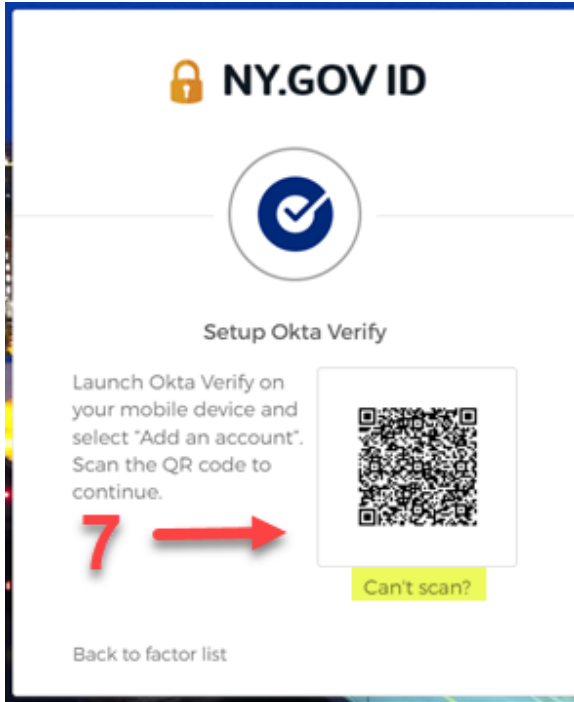
When signing in, enter a code from this app, tap Yes on a push notification, or tap the "Sign in using Okta Verify on this device" button.



6. Choose Organization for your Account type in the Okta Verify app.



- Using the Okta Verify app click 'Yes, Ready to Scan' and scan the QR code on NY.Gov to set up your Okta Verify account.



NOTE: If your device cannot scan the QR code, see instructions on 'how to set up Okta Verify without scanning'.

NOTE: If you do not want to proceed with setting up this authentication method type, select 'Back to factor list'.

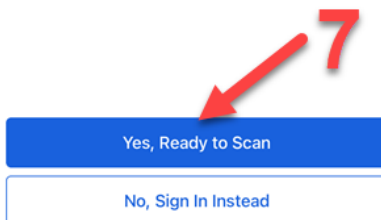


Do You Have Your QR Code?



Before you continue, make sure your QR code is shown on another device, such as a laptop

[Where do I get my QR code?](#)



8. Once your NY.gov account has been added on your Okta Verify app, click Done.



Account Added

MFA51User

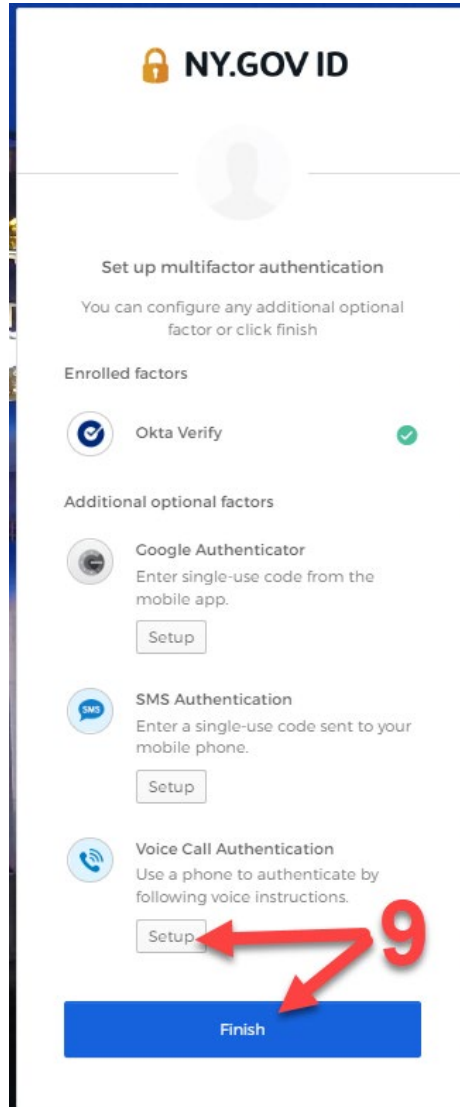
You can now securely sign in to your organization's apps.

Return to your organization's instructions to continue.

Important: Keep this app installed on your device. You'll need it to sign in.



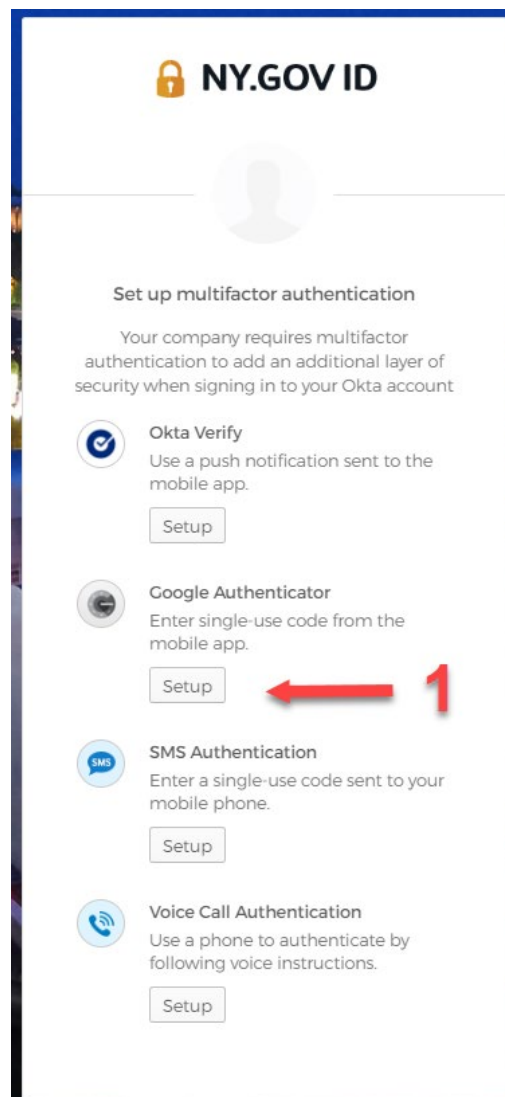
9. Select an additional optional factor to set up (recommended) or click Finish to complete setting up Multifactor Authentication.



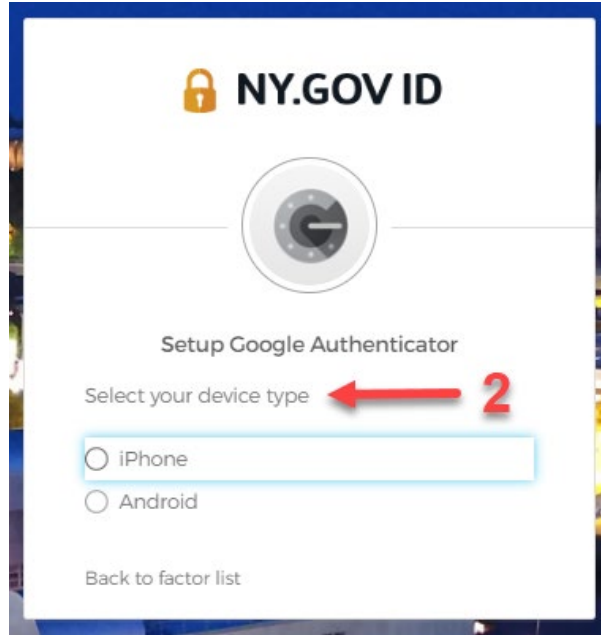
NOTE: All desired methods for multifactor authentication need to be set up before you click Finish. You will not be able to add a different multifactor authentication option at a future time.

Google Authenticator:

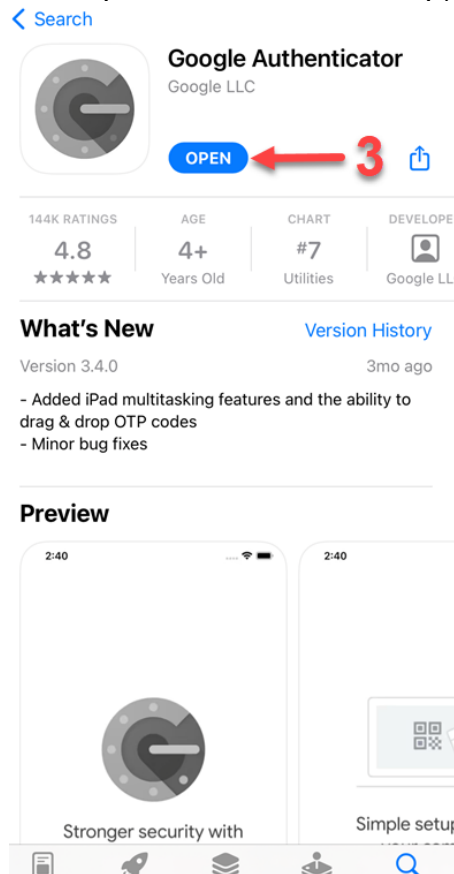
1. Choose Google Authenticator option and click Setup.



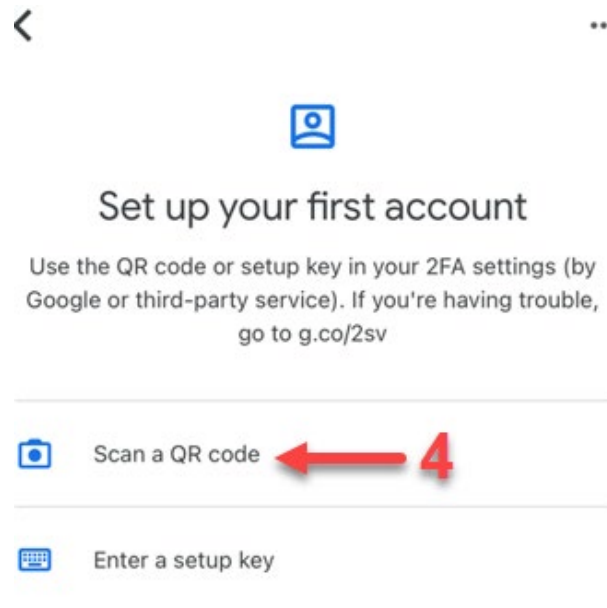
2. Select the type of device you will use to set up Google Authenticator and click Next.



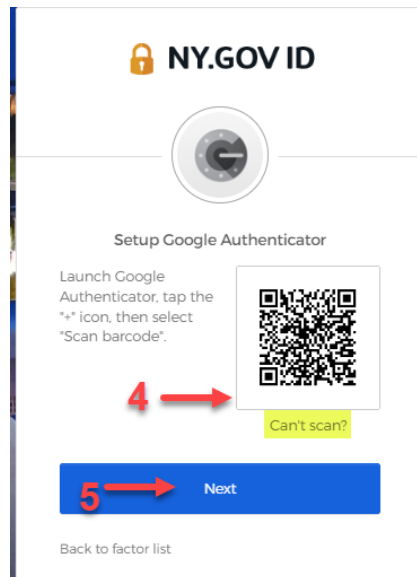
3. Download the Google Authenticator app on your device (if you already have the app on your device, proceed to the next step).



- Using the Google Authenticator app select the “Scan a QR code” option and scan the QR code on NY.Gov to set up your Google Authenticator account.



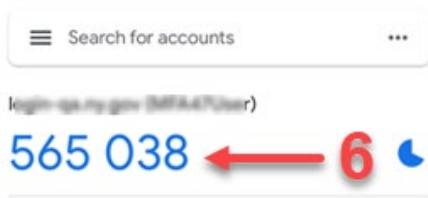
- Click Next.



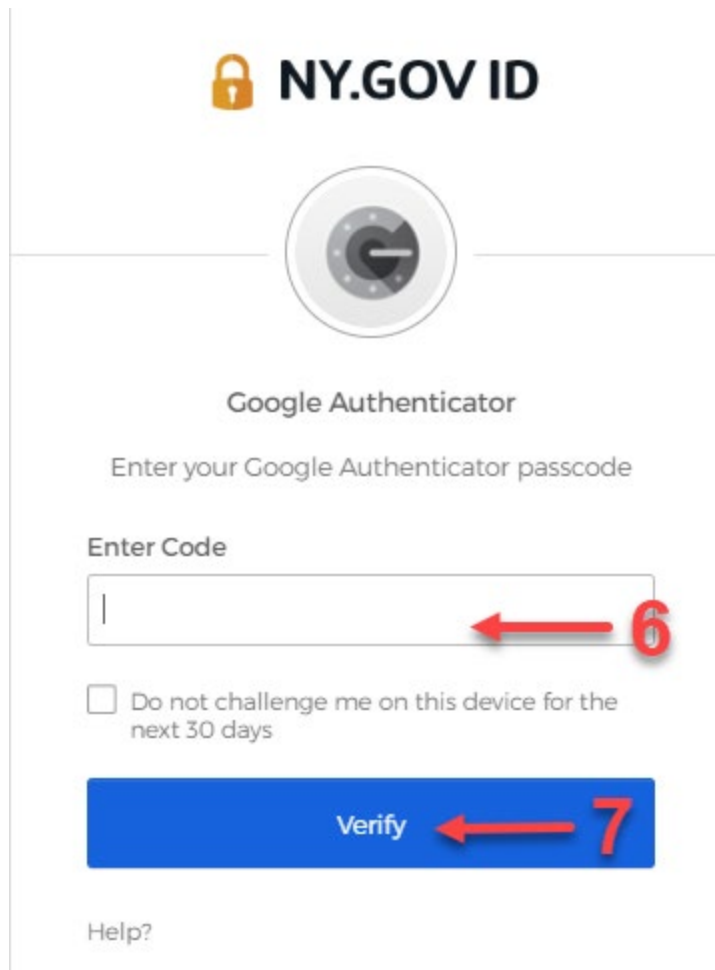
NOTE: If your device cannot scan the QR code, see instructions on ‘how to set up Google Authenticator without scanning’.

NOTE: If you do not want to proceed with setting up this authentication method type, select ‘Back to factor list’.

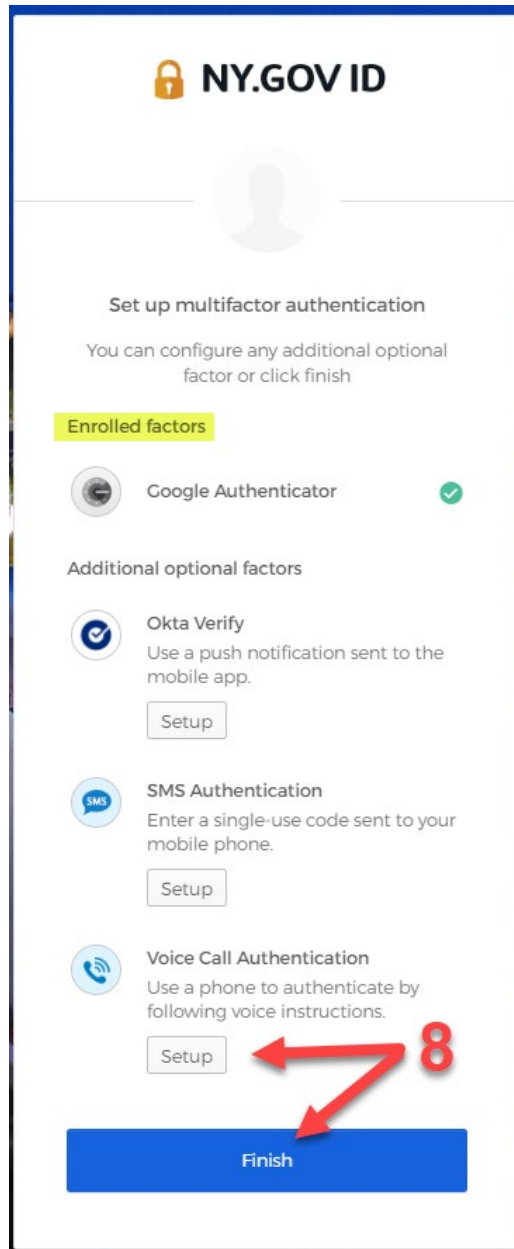
6. Enter the passcode shown in the Google Authenticator app on NY.Gov.



7. Click Verify.



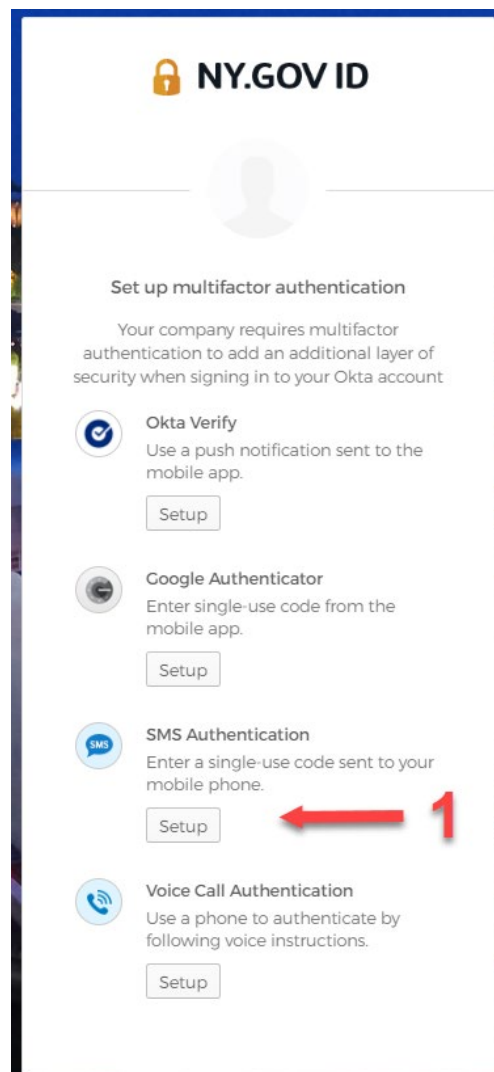
8. Select an additional optional factor to set up (recommended) or click Finish to complete setting up Multifactor Authentication.





NOTE: All desired methods for multifactor authentication need to be set up before you click Finish. You will not be able to add a different multifactor authentication option at a future time.

SMS Authentication:

1. Choose SMS Authentication method and click Setup.



2. Enter the phone number at which you would like to receive a SMS verification code.

Receive a code via SMS to authenticate

Phone number


Send code


[Back to factor list](#)

3. Click Send code.

NOTE: If you do not want to proceed with setting up this authentication method type, select 'Back to factor list'.

- Your device will receive an SMS text message with a 6-digit verification code. Enter the verification code in the box provided.





Receive a code via SMS to authenticate

United States ▾

Phone number

+1 [redacted] Sent

Enter Code

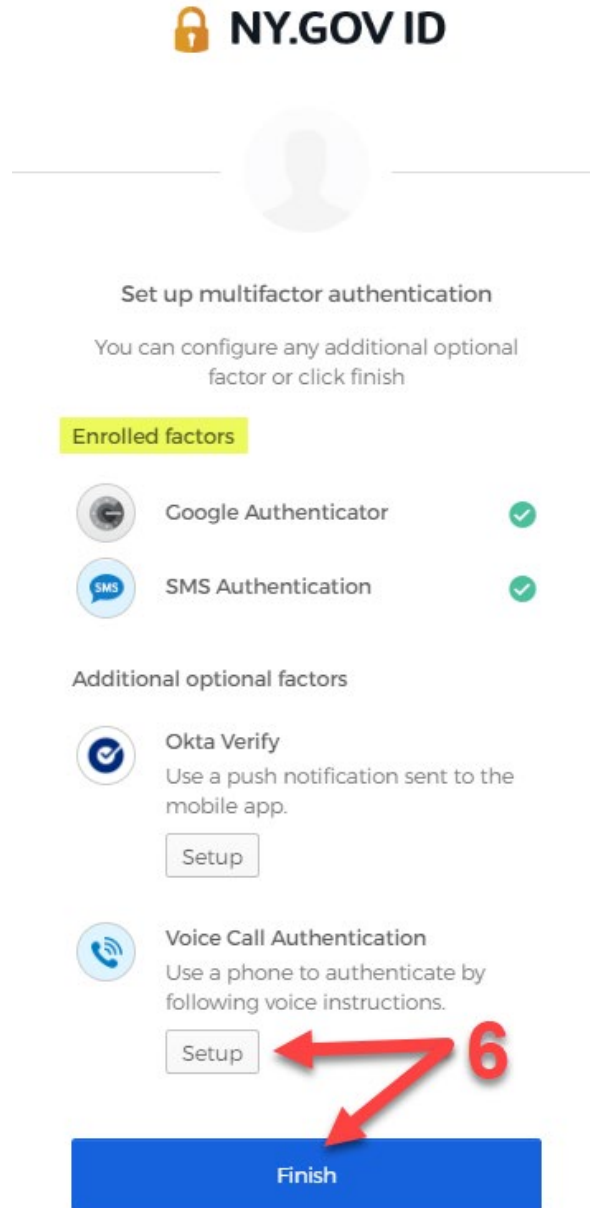
[redacted] ← 4

Verify ← 5

[Back to factor list](#)

- Click Verify.

6. Select an additional factor to set up (recommended) or click Finish to complete setting up Multifactor Authentication.



NOTE: All desired methods for multifactor authentication need to be set up before you click Finish. You will not be able to add a different multifactor authentication option at a future time.

Voice Call Authentication:

1. Choose Voice Call Authentication method and click Setup.



Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account



Okta Verify

Use a push notification sent to the mobile app.

Setup



Google Authenticator

Enter single-use code from the mobile app.

Setup



SMS Authentication

Enter a single-use code sent to your mobile phone.

Setup



Voice Call Authentication

Use a phone to authenticate by following voice instructions.

Setup



2. Enter the phone number at which you would like to receive a voice call verification code.

NY.GOV ID

Follow phone call instructions to authenticate

United States

Phone number Extension

+1 555-555-5555

Call

Back to factor list

3. Click Call.

NOTE: If you do not want to proceed with setting up this authentication method type, select 'Back to factor list'.

4. Your phone will ring; once you answer the call an automated voice will give a 5-digit verification code.

NY.GOV ID

Follow phone call instructions to authenticate

United States

Phone number Extension

+1 555-555-5555

Calling ← 4

Enter Code

83862 | ← 5

Verify ← 6

[Back to factor list](#)

NOTE: The automated voice will repeat the code twice and the call will be disconnected.

5. Enter the verification code.
6. Click Verify.

7. Select an additional factor to set up (recommended) or click Finish to complete setting up Multifactor Authentication.

NY.GOV ID

Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

- SMS Authentication ✓
- Voice Call Authentication ✓

Additional optional factors

- Okta Verify
Use a push notification sent to the mobile app.
- Google Authenticator
Enter single-use code from the mobile app.

Finish

NOTE: All desired methods for multifactor authentication need to be set up before you click Finish. You will not be able to add a different multifactor authentication option at a future time.

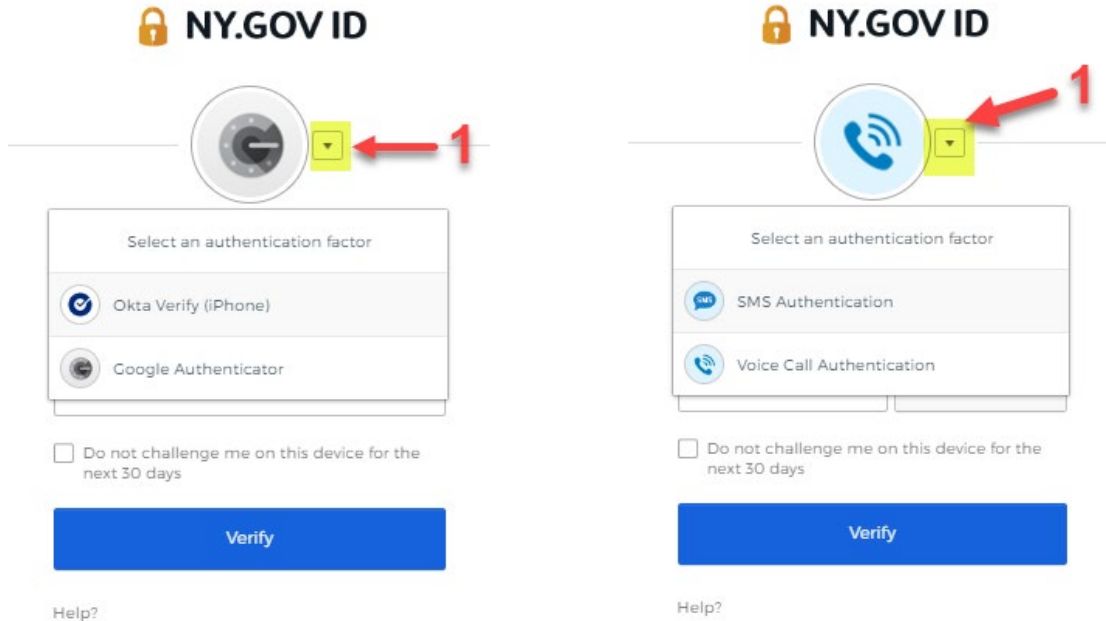
Set Up 'State Identity Service'

The screenshot shows a three-step registration process. Step 1: A radio button labeled 'Secondary email' is selected, with an empty text input field to its right. A red arrow labeled '1' points to this input field. Below it is an unselected radio button labeled 'I don't have a secondary email'. Step 2: A dropdown menu is open, showing the question 'What is the food you least liked as a child?'. A red arrow labeled '2' points to the dropdown. Below the dropdown is an 'Answer' label and an empty text input field. Step 3: A grid of 12 security images is displayed. A red arrow labeled '3' points to the grid. At the bottom of the form is a 'Create My Account' button with a red arrow labeled '4' pointing to it.

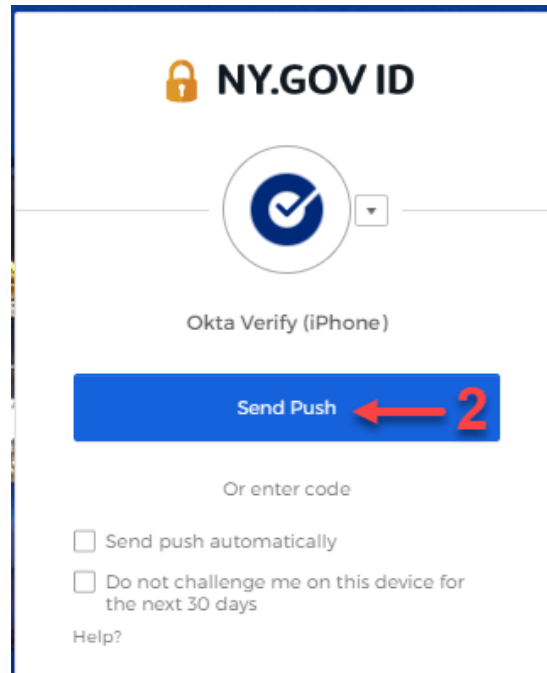
1. Enter your secondary email or, if you do not have or wish to provide an additional email address, select 'I don't have a secondary email.'
2. From the drop-down menu, select a 'forgot password question' and enter your answer in the box below for your chosen question.
3. Select a picture for your security image.
4. Click Create my Account.

Log In Using Multifactor Authentication

1. If you have more than one set up, select an authentication factor using the drop-down arrow.



2. Click Call/Send Code/Send Push.



- When prompted, enter verification code given from the SMS text message/voice call/Google Authenticator/Okta Verify.

NOTE: If you are using the Okta Verify application and choose Send Push, you will not be prompted to enter a code.

- Click Verify.

The image displays three sequential screenshots of the NY.GOV ID authentication process, each featuring the NY.GOV ID logo at the top.

Google Authenticator: The first screenshot shows the Google Authenticator app icon. Below it, the text reads "Google Authenticator" and "Enter your Google Authenticator passcode". An "Enter Code" field contains the number "940450". A red arrow labeled "3" points to the code field. Below the field is a checkbox labeled "Do not challenge me on this device for the next 30 days" which is checked. At the bottom is a blue "Verify" button with a red arrow labeled "4" pointing to it. A "Help?" link is at the bottom left.

SMS Authentication: The second screenshot shows the SMS Authentication app icon. Below it, the text reads "SMS Authentication" and "(+1 XXX-XXX-)". An "Enter Code" field is empty. A red arrow labeled "3" points to the code field. To the right is a "Send code" button with a red arrow labeled "2" pointing to it. Below the field is a checkbox labeled "Do not challenge me on this device for the next 30 days" which is unchecked. At the bottom is a blue "Verify" button with a red arrow labeled "4" pointing to it. A "Help?" link is at the bottom left.

Voice Call Authentication: The third screenshot shows the Voice Call Authentication app icon. Below it, the text reads "Voice Call Authentication" and "(+1 XXX-XXX-)". An "Enter Code" field is empty. A red arrow labeled "3" points to the code field. To the right is a "Call" button with a red arrow labeled "2" pointing to it. Below the field is a checkbox labeled "Do not challenge me on this device for the next 30 days" which is unchecked. At the bottom is a blue "Verify" button with a red arrow labeled "4" pointing to it. A "Help?" link is at the bottom left.

NYSPO Verification

You are required to complete additional verification before being initially accessing NYSPO.

1. Enter your first and last names exactly as they appear on your pay stub.
2. Enter a work and/or other email address in the appropriate field. Designate one of the email addresses as your primary email address by clicking on the checkbox above the email address.
3. Re-enter your email address(es) to confirm.
4. Enter the last four digits of your Social Security Number.
5. Enter your New York State Employee ID. (Your ID can be found near the top of your pay stub or in LATS if your agency uses it.)
6. Click **Submit** to complete the NYSPO verification. You will be automatically redirected to the **NYSPO Home** page.

NOTE: Your account will be suspended and you will be instructed to contact your payroll administrator after three (3) failed attempts to verify your account.

The screenshot shows the NYSPO User Verification form. At the top left is the New York State logo. To its right are navigation links: Services, News, Government, and Local. Below this is a dark blue banner with three small images of people working and a white outline of New York State, followed by the text "My NY.gov Online Services". The main content area is a white box with a grey border containing the verification form. The form title is "NYS Payroll Online users must complete the User Verification form below." and includes a red question mark icon. A legend states "* Denotes required field". The form fields are: *First Name: (NYS), *Last Name: (Employee), Work Email Address: (nysemployee@osc.state.ny.us) with a Primary checkbox, Other Email Address: (nysemployee@gmail.com) with a checked Primary checkbox, Confirm Work Email: (nysemployee@osc.state.ny.us), Confirm Other Email: (nysemployee@gmail.com), *Last 4 Digits of SSN: (****), and *New York State Employee ID: (N01234567). At the bottom are "Submit" and "Cancel and LogOut" buttons. Red arrows with numbers 1 through 6 point to the following fields: 1 to First Name, 2 to Work Email Address, 3 to Confirm Work Email, 4 to Last 4 Digits of SSN, 5 to New York State Employee ID, and 6 to the Submit button.

NOTE: For further explanation of each field, place your cursor inside the field to reveal additional details (A). You can also click on the red ? icon (B) to display the **User Verification Form Details** window (C), which contains information for all of the fields on the **User Verification** page. If you encounter an error on the verification page, it will appear above the form with a 2 digit number (D). A list of the verification errors can be found in the [Troubleshooting Guide](#).

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

* Denotes required field

* First Name: * Last Name:

Work Email Address: Primary

Confirm Work Email: Confirm Other Email:

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

Submit Cancel and LogOut

A points to a tooltip: **Used to verify your identity.** Please enter your first name exactly as it appears on your pay stub or direct deposit advice statement.

User Verify - Google Chrome
Secure | https://my.ny.gov/payroll/userverifyform.html

User Verification Form Details

- * First Name
- * Last Name
- Work Email Address Primary Flag
- Work Email Address
- Confirm Work Email
- Other Email Address Primary Flag
- Other Email Address
- Confirm Other Email
- * Last 4 Digits of SSN
- * New York State Employee ID

* First Name

Used to verify your identity. Please enter your first name exactly as it appears on your pay stub or direct deposit advice statement.

* Last Name

Used to verify your identity. Please enter your last name exactly as it appears on your pay stub or direct deposit advice statement.

Work Email Address Primary Flag

B points to a red ? icon in the top right corner of the window.
C points to the main content area of the window.

D points to an error message: You have entered invalid data (9900, XX). Please contact your Payroll Administrator.

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

NYSPO Help Desk Contact Information

Office of the State Comptroller
Attn: NYS Payroll Online
110 State Street
Albany, NY 12236
Phone: 518-408-4271
Email: NYSPOHelp@osc.ny.gov

Hours of Support: Monday to Friday, 8:00 AM to 4:30 PM