NYS Payroll Online

What We Will Cover Today

• What is NYSPO
• Accessing NYSPO
  – Who can use
  – How to access
• Current Functionality

• Multifactor Authentication (MFA)
• Future Functionality
• NYSPO Help
  – Agency roles and responsibilities
• Questions
NYS Payroll Online

History

• NYS Payroll Online (NYSPO) was launched on March 8, 2016.
• NYSPO is an employee self-service payroll application that allows state employees to view and print their pay stubs and W-2s, opt out of receiving paper pay stubs, and update their tax withholdings.
• Since its launch, the service has been made available to all NYS agencies and over 250,000 state employees.
• So far, NYSPO has had:
  – More than 100,000 unique user logins
  – More than 55,000 employee opt-outs of printed and mailed payroll material
  – Nearly 88,000 W-4 Self-Service Tax Changes
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Accessing NYSPO

• To use NYSPO employees must:
  – have an active Job Record in PayServ,
  – have an active agency-issued ny.gov account, and
  – complete the initial verification application accurately.

• To sign in to NYSPO, log in using a government account at:
  – https://www.osc.state.ny.us/state-agencies/payroll/nyspo
  – https://my.ny.gov
New users must complete the verification form before accessing NYSPO.

- **Fields:**
  - First Name
  - Last Name
  - Work Email/Other Email Address
    - one must be checked as a ‘Primary’ email
  - Last 4 Digits of SSN
  - NYS Employee ID
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View Paycheck

- View pay advices going back one year
- PDFs open in a separate tab
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View Direct Deposit

<table>
<thead>
<tr>
<th>Direct Deposit Details</th>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Account Type</strong></td>
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<tr>
<td>Checking</td>
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<tr>
<td><strong>Routing Number</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Account Number</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Deposit Type</strong></td>
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<td></td>
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<tr>
<td><strong>Amount or Percent</strong></td>
<td></td>
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</tr>
<tr>
<td><strong>Deposit Order</strong></td>
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</tr>
<tr>
<td>Balance of Net Pay</td>
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<td></td>
<td>999</td>
</tr>
</tbody>
</table>

**Opt In/Out of Printed Pay Stubs**

Return to NYS Payroll Online
NYS Payroll Online

Go Paperless

Opt In/Out of ...

Printed Pay Stubs
Grant or withdraw consent to stop printing pay stubs

Printed W-2s
Grant or withdraw consent to stop printing W-2s

Printed Pay Stubs
Select the appropriate button to indicate your preference for receiving a printed copy of your direct deposit pay stub

- I would like a printed copy of my Direct Deposit pay stub sent to me.
- I do not want a printed copy of my Direct Deposit pay stub sent to me.

Submit

Return to Opt In/Out of ...

Return to NYS Payroll Online
NYS Payroll Online
Go Paperless
NYS Payroll Online
Update Tax Withholding
NYS Payroll Online

Update Tax Withholding

• Users can have a maximum of two email addresses listed on their NYSPO account (Work and/or Other).

• One must be marked as a ‘Preferred’ email.

• NYS Payroll Online will send an email notification whenever the user makes a change to their payroll information through NYSPO.
**NYS Payroll Online**

**Satisfaction Survey**

NYS Payroll Online Customer Satisfaction Survey

We welcome your comments.

* 1. What agency do you work for? Select your agency from the drop down menu.

2. What was the purpose of your visit to NYS Payroll Online today?
   - [ ] View my paycheck
   - [ ] View my direct deposit account(s)
   - [ ] Opt out of receiving printed pay stubs
   - [ ] Update my tax withholding
   - [ ] View my W-2s
   - [ ] Update my email addresses

* 3. Have you opted out of receiving a paper pay stub?
   - [ ] Yes
   - [ ] No

Next
NYS Payroll Online

Multifactor Authentication (MFA)

• Utilizes additional factors to confirm account is not being accessed fraudulently
• Being rolled out on ny.gov one application at a time
  – NYSPO is an early adopter
• Set up at initial login after MFA is turned on, user may choose one or many factors
  – SMS
  – Voice call
  – Google Authenticate application
  – OKTA Verify application
• All NYSPO users are required to authenticate before accessing NYSPO (after logging in to ny.gov)
Job Aids for setting up MFA are provided on the NYSPO webpage and in a bulletin sent prior to rollout.
MFA implementation enables OSC to consider future enhancements including Address Changes and Direct Deposit Account Management; these are currently being analyzed.
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Agency Responsibilities – NYSPO Help Roles

• Agency Coordinator (NYSPO AC):
  – First point of contact for employees at an agency
  – Some agencies also assign a backup coordinator
  – Should have access to PayServ

• Payroll Officer:
  – Assist with questions and information related to paychecks and PayServ

• Agency Participating Organization Directory Services Administrator (PODSA)
  or Participating Organization Delegated Administrator (PODA):
  – Roles assigned by New York State Directory Service (NYSDS) in the Office of Information Technology Services (ITS)
  – Responsible for managing various aspects of the agency’s ny.gov accounts
## NYS Payroll Online

### Agency Responsibilities – NYSPO AC

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>NYSPO AC</th>
<th>PODSA/PODA</th>
<th>Agency Payroll Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>First contact for employees’ questions about NYSPO</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providing employees with NYSPO job aids</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providing employees with NYSPO Quick Reference Guides</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providing employees with NYSPO Troubleshooting Guide</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# NYS Payroll Online

## Agency Responsibilities – PODSA/PODA

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</thead>
<tbody>
<tr>
<td>Resetting ny.gov passwords</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Updating NYSDS/ny.gov information using Delegated Admin, including Employee ID</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Providing ny.gov account usernames</td>
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<td>✓</td>
<td></td>
</tr>
<tr>
<td>Creating ny.gov accounts for new employees at their agency</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Reclaiming accounts when an employee transfers into their agency</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Archiving accounts when an employee leaves their agency (so the new agency can reclaim the account)</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Unlocking ny.gov accounts</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Removing/combining duplicate accounts</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Reviewing employee entitlements in ny.gov</td>
<td></td>
<td>✓</td>
<td></td>
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</table>
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Agency Responsibilities – Payroll Officers

<table>
<thead>
<tr>
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<th>NYSPO AC</th>
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<th>Agency Payroll Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Updating employee information in PayServ</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Providing EMPLIDs to new employees</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Answering questions related to Payroll (paychecks, taxes, PayServ, etc.)</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>
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Questions?

• Email: nyspohelp@osc.ny.gov
• Phone: (518) 408-4271
• Web: https://www.osc.state.ny.us/state-agencies/payroll/nyspo
  – Includes Job Aids, Troubleshooting Guide and Quick Reference Guides