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.
- Verify your identity.

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.
NYSPO Enrollment

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

1. Enter your username and password.
2. Click Sign In.
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 your old or temporary password.
2. Enter a new unique password – It must contain a minimum of eight characters with at least three letters and one number.
   **NOTE:** An error message will appear if you attempt to re-use an old password.
3. Re-enter your new password.
4. Click **Change Password**.
Set up ‘Shared Secrets’

You must now 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 **Submit**.

![Password Reset Information Form](image_url)
**NYSPO Verification**

You are required to complete verification before being provided access to NYSPO. If you do not complete this screen at this time you will be directed to do so the next time you attempt to log in to 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. Select one of them as your primary email address by clicking on the checkbox above the email address.
3. Re-enter your work and/or other email address 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.
6. Click **Submit** to complete your NYSPO verification and you will be automatically directed 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.
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

Payroll News

IRS Urges Taxpayers to Complete a Paycheck Checkup

Earlier this year, you may have noticed a slight increase in your net income. The United States Congress passed the Tax Cuts and Jobs Act which made significant changes to taxation laws that could affect taxpayer payroll withholdings. Having too little tax withheld could result in an unexpected tax bill or penalty when you file your 2018 taxes.

The Internal Revenue Service (IRS) and the NYS Office of the State Comptroller (OSC) encourage all employees to complete a ‘paycheck checkup’ to make sure you have the right amount of tax withheld from your paycheck. To help you perform this checkup, the IRS has made the IRS Withholding Calculator available. The IRS Withholding Calculator will help determine if you need to make changes to your tax withholdings.

According to the IRS, taxpayers in the following categories should conduct a “checkup” immediately:
- Those who itemize their deductions on Schedule A of the Form 1040
- Households with two wage earners
- Taxpayers with incomes from multiple sources
- Taxpayers with complex tax profiles

Tips to avoid tax surprises:
- Complete a “paycheck checkup”
- Talk to a tax professional
- General rule: the fewer withholding allowances, the higher the tax withholding

Don’t waste time—half of the calendar year has already passed! The longer you wait to adjust your withholdings, the fewer payroll periods left to offset any adjustments. Easily update your tax withholdings on NYS Payroll Online (NYSPO) using your results from the Calculator to help fill out the Form W-4. If you need help updating your tax withholdings or need to file the printed Form W-4, please contact your Payroll Office.

Of Interest...

How’s My Agency Doing? (Update)

It costs New York State $0.67 to print and mail one pay stub. With approximately 300,000 state employees receiving 26 pay stubs in a year, the costs are great—over $5 million a year! By choosing to go paperless, you’re helping to reduce these costs. So far, over 21,000 employees have chosen to go paperless, contributing to nearly $370,000 in annual savings.

We compiled some Top 10 lists in June showing the different ways that high performing agencies are using NYSPO. We updated the lists to see how they’ve changed. Did your agency make the top 10 in June? How about this month? Click the June 2018 link, under Past Articles, to see the top 10 lists from June. Click the image below to see a larger version for this month.

Past Articles:
- January 2018
- March 2018
- June 2018
- July 2018
- September 2018
1. NYS Payroll Online
   Links to all of your personal information stored in NYSPO.
   
   - **View Paycheck** – Provides 13 months of paycheck information for your review. You can print and save these documents.
   - **View Direct Deposit Account(s)** – View your direct deposit account details.
   - **Go Paperless** – Choose to stop/resume receiving printed pay stubs and/or printed W-2s.
   - **Update Tax Withholdings** – View and update your Federal, State and Local tax withholding information.
   - **View W-2** – View, print and save your past and present W-2s.
   - **Update Email Addresses** – View and update your email addresses. You must keep a valid email address stored in NYSPO at all times.
   - **How Can We Improve This Site?** – Take a quick survey and share your thoughts.

2. NYS Payroll Online Help
   Information to help you navigate NYSPO.
   
   - **NYS Payroll Online Availability** – Provides information about when NYSPO is available for NYS employee use.
   - **Troubleshooting Guide** – Similar to what is found in the back of an owner’s manual, this provides corrective actions for frequently encountered errors.
   - **Job Aids** – Like an owner’s manual, these documents (such as this one) provide step by step actions for using NYSPO. This links to the Get Help section of the NYSPO webpage.
   - **Agency Coordinators** – Lists the name and email address for the coordinator in your agency. The agency coordinator can assist with access issues and may have additional corrective actions that are not found in the Troubleshooting Guide.
   - **NYS Agency Payroll Officer Directory** – Lists the payroll officer for your agency from a list of active payroll officers.
   - **Browser Compatibility Information** – Provides details about which web browsers are compatible with NYSPO.
3. Links

- **Career/Job** – A collection of links to other websites which can provide job and career related information.
  
  a. **StateJobsNY** – The StateJobsNY website contains all of the current job vacancies throughout NYS, including jobs for state employees, jobs for the general public, and internships.
  
  b. **Career Mobility Office** – The Glossary of Titles-Inquiry Tool (GOT-IT) provides search features for titles held within NYS. Each title will have job descriptions, minimum qualifications, and titles that are eligible for transfer.
  
  c. **State Exams** – The Department of Civil Service website contains currently and tentatively announced state exams.
  
  d. **Eligible List Management System** – The Department of Civil Service website contains links to view eligibility lists from previously held state exams.
  
  e. **State Union Contracts** – The Governor’s Office of Employee Relations website lists the current State-Union contracts.
  
  f. **Salary Schedules** – The Governor’s Office of Employee Relations website lists the current salary schedules.
  
- **Distribution and Deductions** – A collection of links to forms and websites that are related to setting up direct deposit and deductions.
  
  a. **Direct Deposit Enrollment Form** – The AC:2772 form must be completed and delivered to your payroll administrator in order to enroll in, make changes to, or cancel direct deposit for your pay.
  
  b. **Deferred Compensation** – The Deferred Compensation Plan website allows users to enroll in and make changes to individual deferred compensation plans.
  
  c. **IRS Withholding Calculator** – The IRS Withholding Calculator helps users to estimate the amount of taxes to be withheld from their pay in order to make informed changes to their Form W-4, Employee's Withholding Allowance Certificate.
  
  d. **NY’s 529 College Savings Program** – The NY’s 529 College Savings Program allows users to enroll in and make changes to individual 529 College Savings Plans.
  
  e. **Retirement Online** – The New York State & Local Retirement System’s Retirement Online self-service tool allows users to make changes to beneficiary information and apply for a loan.
  
  f. **SEFA** – The State Employee Federated Appeal website allows users to make charitable donations online.
  
- **Other** – A collection of links to other websites that may be of interest.
a. **Search for Unclaimed Funds** – The State Comptroller website provides a search tool to look for funds that you have not claimed. These monies come from uncashed checks, old bank accounts, and much more.

b. **View State Spending** – The Open Book New York website provides insight into government spending in NYS.

4. **Check Dates**
   Calendar that includes Administration and Institution paycheck dates.

5. **Payroll News**
   Information about what is coming next for NYSPO as well as other news and updates you might find useful.

6. **Of Interest…**
   Information that may be of interest, similar to Payroll News, but typically longer in content. The content will always be payroll related and may change periodically. It may contain infographics, articles, and other related documents.

7. **Additional Tools**
   - **Home** – Return to the NYSPO Home page.
     **NOTE:** Be sure to save any changes before clicking this link.
   - **Sign out** – Always sign out of NYSPO when you are finished viewing or updating your payroll information.
   - **Terms of Use** – View the terms of use for the Office of the State Comptroller’s website.
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. Your pay stub or W-2 will remain open until you close the browser window, even if you log out or are timed out of NYSPO.