






Troubleshooting Guide

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How to use this Troubleshooting Guide

Message/Issue	Description	User Action(s)
<p>Error messages and issues are listed in this column. These are the messages you are most likely to encounter.</p> 	<p>A description of the issue is shown here. This is the most likely cause of the error.</p>  <p>If the message/issue has more than one cause, another description is listed.</p> 	<p>Follow the actions, starting at the top and working your way down.</p> <p>If an action corrects your issue, stop. There is no need to take further action unless you encounter the issue again.</p> <p>If none of the actions corrects your issue, follow the actions for the next description.</p>  <p>If the issue is not resolved by the actions of the first description, follow the actions listed for each subsequent description.</p> <p>If none of the actions resolve your issue, contact your Agency Coordinator.</p> 

Signing into Your Account

In order to access NYSPO, you need:

1. An active NY.gov Government account with your employee ID assigned to it, and
2. An active payroll status in an enrolled department.

Employees that have separated from State service will lose access to NYSPO.

Message/Issue	Description	User Action(s)
<p>“You have entered an invalid username or password.”</p> <p>“After 5 attempts, your NY.gov ID will be locked.”</p>	You are using an incorrect username.	<p>Only a Government account can access NYS Payroll Online. Use the “Forgot your Username” link on the NY.gov log in page. The e-mail associated with your account is generally your work email address.</p> <p>Contact your Agency Coordinator to obtain your Government account username.</p>
	You are using an incorrect password.	<p>Use the “Forgot your Password” link on the NY.gov log in page.</p> <p>Contact your Agency Coordinator to reset your password.</p>
<p>“Please contact your Payroll Administrator”</p> <p>“No default homepage tab found.”</p> <p>“Please login after reading the Acceptable User Policy below.”</p> <p>Already signed in, but continually being prompted to sign in again.</p>	Caching issue, browser is redirecting to a previously accessed page.	<p>Use a supported browser: Google Chrome or Internet Explorer 11 or newer.</p> <p>Clear your browser’s cache, close every instance of that browser (or restart your computer), and try again (see Clear Browser Cache quick reference guide).</p> <p>Try using a different supported browser (see above action).</p> <p>Try accessing the site by using Incognito Mode (Ctrl + Shift + N in Google Chrome) or InPrivate Mode (Ctrl + Shift + P in Internet Explorer).</p> <p>Try accessing the site from another computer or from a mobile device.</p>

Message/Issue	Description	User Action(s)
	Looping issue, Internet Explorer is redirecting to a previously accessed page.	Add https://psonline.osc.ny.gov to the trusted sites in Internet Explorer (see Add Trusted Sites in IE11 quick reference guide). Try using Google Chrome.
“NYS Payroll Online is currently unavailable.”	You are trying to access the system at an unavailable time.	NYS Payroll Online is currently available 24/7 except for maintenance downtime on the third Sunday of each month. Try back during available hours.
“Your account has been administratively disabled.”	<i>Active employee, including on paid or unpaid leave:</i> Your NY.gov account has been archived and needs to be reclaimed by your current agency.	Contact your Agency Coordinator to request your account be reclaimed.
	<i>Separated employee:</i> Your NY.gov account has been archived.	NYS Payroll Online is not available to employees after separating from state service.
“Authorization Error – Contact your Security Administrator”	Your NY.gov account is missing information.	Contact your Agency Coordinator to request your account be archived and reclaimed. You will need to complete the user verification again.

User Verification

Message/Issue	Description	User Action
“Please enter your name exactly as it appears on your pay stub.”	Pop-up message intended to help with completing the form.	<p>Moving your cursor to another field will display another pop-up message.</p> <p>Disregard the message and look for an error number above the user verification form (see errors below).</p>
“You have entered an invalid NYS email address.”	The entered work email address is not identified as a valid NYS email address (see the accepted email extensions listed in the error).	<p>Check the spelling of your work email address.</p> <p>If your work email address is not listed as a valid email address, contact your Agency Coordinator.</p> <p>Enter your work email address in the Other Email Address field and leave the Work Email Address field blank.</p>
Don’t know your NYS Employee ID number	<p>You do not know your NYS Employee ID number.</p> <p><i>New Employee:</i> it can take up to 4 weeks to get an NYS Employee ID number.</p>	<p>Obtain from your most recent pay statement.</p> <p>Attempt to retrieve your ID from LATS by opening your current time sheet and clicking on your name.</p> <p>If you do not use LATS, contact your Human Resources Officer to obtain it.</p>
Employee already verified, please wait a few minutes.	There is a communication issue with the server.	Although the error says to wait a few minutes, it often takes an hour to resolve. Wait one hour and try again.

Message/Issue	Description	User Action
29000, 6 29000, 7	Error description not available.	Contact your Agency Coordinator .
29000, 8	You are not currently active, including paid or unpaid leave, in the payroll system.	<i>New Employee:</i> It can take up to 4 weeks for you to be hired/rehired in the system. <i>Existing Employee:</i> Contact your Payroll Officer to verify your payroll status.
29000, 9	You do not work in an eligible agency.	Contact your Payroll Officer to express interest in using this service.
29000, 10	Your payroll account is locked.	<i>Existing Employee:</i> Contact your Agency Coordinator to request your account be unlocked. <i>Separated Employee:</i> NYS Payroll Online is not available to employees after separating from state service.
29000, 14	Your employee ID is duplicated in NY.gov.	Contact your Agency Coordinator to consolidate your NY.gov accounts.
29000, 17	The employee ID entered does not match your employee ID in NY.gov. You may have entered an incorrect employee ID, signed in with an invalid account, or your account is missing your employee ID.	Verify employee ID. Try signing in with another account. You must use a government issued account. Contact your Agency Coordinator .

Message/Issue	Description	User Action
29000, 44	You signed in with an invalid account type (e.g., Personal or Business).	<p>Only a Government account can access NYS Payroll Online. Use the “Forgot your Username” link on the NY.gov log in page. Try entering your work email address.</p> <p>Contact your Agency Coordinator to obtain your Government account username.</p>
29000, 45	Your employee ID is missing from NY.gov.	Contact your Agency Coordinator to request adding your employee ID to your Government account.
“Trust Level 2 is required.”	Your NY.gov account was created with an invalid trust level. Trust level 2 is needed to access NYS Payroll Online.	<p>Accounts that have completed the user verification will be automatically promoted to trust level 2. However, it may take a while for the servers to synchronize.</p> <p>Wait one hour and log in again.</p> <p>Contact your Agency Coordinator.</p>

Viewing and Editing Payroll Information

Message/Issue	Description	User Action
Opt out of receiving a paper pay stub and/or W-2	You want to go paperless.	To opt out of receiving a printed pay stub and/or printed W-2, please review the Go Paperless job aid.
Direct deposit change	The system does not allow you to change direct deposit accounts and amounts.	To change this information, you must submit an AC 2772 (Direct Deposit Form for NYS Employees) to your Human Resources Office.
Payroll deductions Address changes	The system does not allow you to change this information.	Contact your Payroll Officer in your Human Resource Office.
View Paycheck link does not open W-2 Year End Form link does not open	Clicking on the link to your paycheck does not open it in a separate window. Clicking on the link to your W-2 does not open in it in a separate window.	You must disable your pop up blocker (see pages 7 and 8 of the View Paycheck job aid or page 4 and 5 of the View W-2 job aid). You can set an exception in your browser's privacy setting by adding "*.osc.state.ny.us"
Error when trying to print W-2	The PDF W-2 opens but presents an error when trying to print. This may happen when printing to an older printer.	Depending on your browser/version of Adobe Reader, locate the advanced print options. Select to print the W-2 as an image and click OK.
"function : 'on ready state' error"	Clicking on links within NYSPO presents this error. The browser is unsupported, often an old version of Internet Explorer.	Use a supported browser: Google Chrome or Internet Explorer 11 or newer.