Retirement Online

# Contact Types in Retirement Online for State Employers

Employer contacts are individuals at your organization who communicate and work with NYSLRS. It's important to keep your employer contacts current so when NYSLRS sends out information, it goes to the right people. Your *Retirement Online* Contact Administrator is responsible for adding new employer contacts, removing old contacts, and modifying information for existing contacts.

Assigning a contact type does not grant access to *Retirement Online*. Your Security Administrator must assign a security role to a contact type in order allow your contacts access to perform necessary tasks in *Retirement Online*. For more information on the different *Retirement Online* security roles, please see our Employer Security Roles in *Retirement Online* for State Employers at **www.osc.state.ny.us/retire/retirement_online/word_and_pdf_documents/state-roles.pdf**.

For any additional questions about these contact types and the communications they receive, please contact the Retirement Online Help Desk by email at **RetirementHelpDesk@osc.state.ny.us** or by phone at 844-619-9614.

| Contact Type | Correspondence | Individuals who might fill this Contact Type |
|---|---|---|
| **Chief Executive Officer (CEO)*** | • New legislative mandates<br>• Legal documentation (resolution affidavits) | • Commissioner<br>• Supervisor<br>• Superintendent<br>• Administrator |
| **Chief Financial Officer (CFO)*** | • New legislative mandates<br>• Legal documentation (resolution affidavits) | • Chief Executive Officer (CEO)<br>• Controllers<br>• Business Officials<br>• Treasurers |
| **Payroll*** | • Requests for statement of accrued payment and leave credits<br>• Registration information and changes<br>• Reporting inquiries for salary and service certifications<br>• Tier 6 contribution rate changes | • The individual in your organization who handles salary and service information |
| **Personnel*** | • Registration information and changes<br>• Retirement acknowledgements<br>• Requests for information related to an employee's retirement<br>• Tier 6 contribution rate changes | • The individual in your organization who enrolls new members and processes employee retirements |

| Contact Type | Correspondence | Individuals who might fill this Contact Type |
|---|---|---|
| **Contact Administrator**[1] | • Requests to keep contacts in Retirement Online up-to-date<br>• Updates to the certification process<br>• Requests for information related to an employee's retirement | • Supervising individual who assigns people in your organization the correct contact types |
| **Security Administrator**[1] | • Requests to keep security roles in *Retirement Online* up-to-date<br>• Updates to the certification process | • Supervising individual who assigns people in your organization the correct security roles |

* These contact types must be kept up-to-date so they can receive important information and any necessary instruction from NYSLRS.

[1] Security role and contact type are assigned as part of your submission of the contact and security administrator forms.