



Adding and Removing an Employer Contact Using Retirement Online

This guide shows you (as a Contact Administrator) how to add and remove an employer contact using *Retirement Online*. This request may need to be reviewed and approved by the Member and Employer Services Bureau before the change is implemented.

If the new employer contact is replacing a previous or outdated employer contact, you will need to add the new contact first, remove the old contact, then click Save.

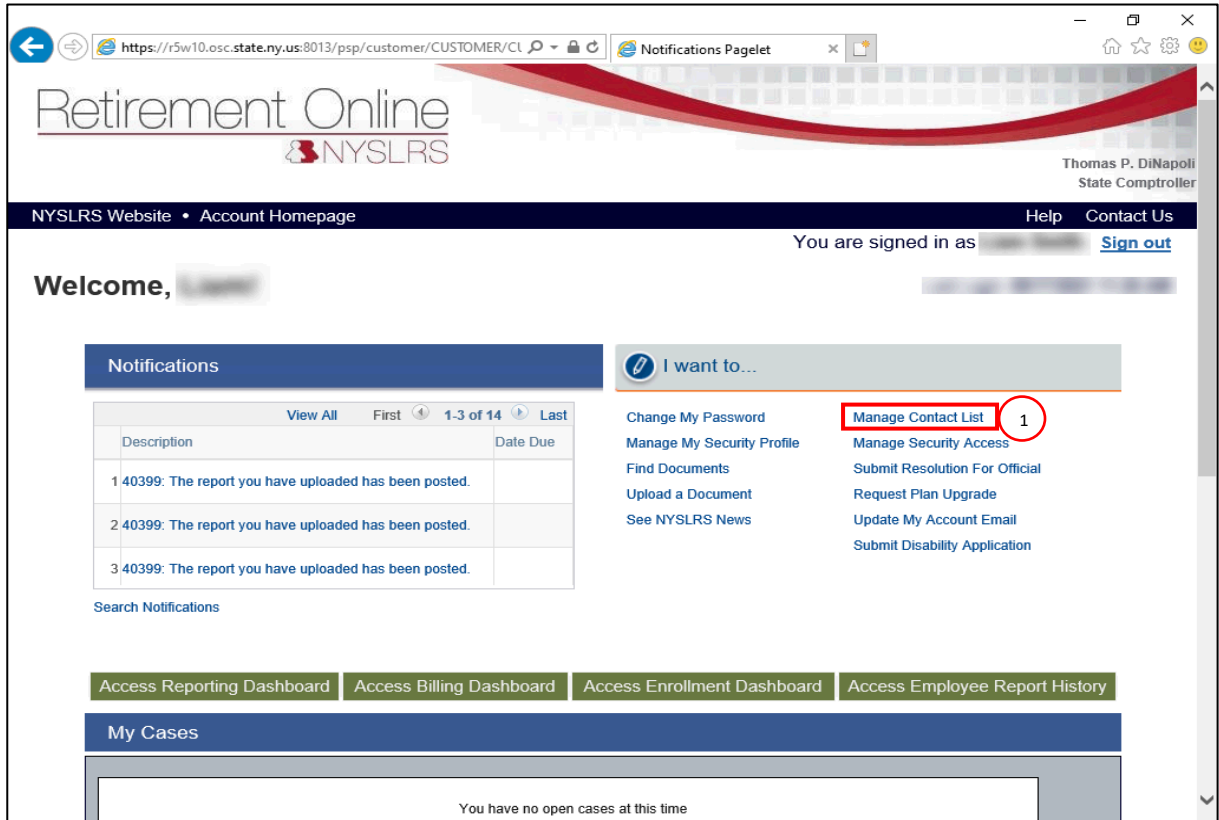
To add and/or remove a Payroll employer contact, you must first add a new Payroll employer contact, then remove the previous one. There must always be a Payroll contact in the system, thus it will not allow you to remove a Payroll contact first. To complete the steps required, complete Steps 1 – 4, then continue to steps 37 – 71.

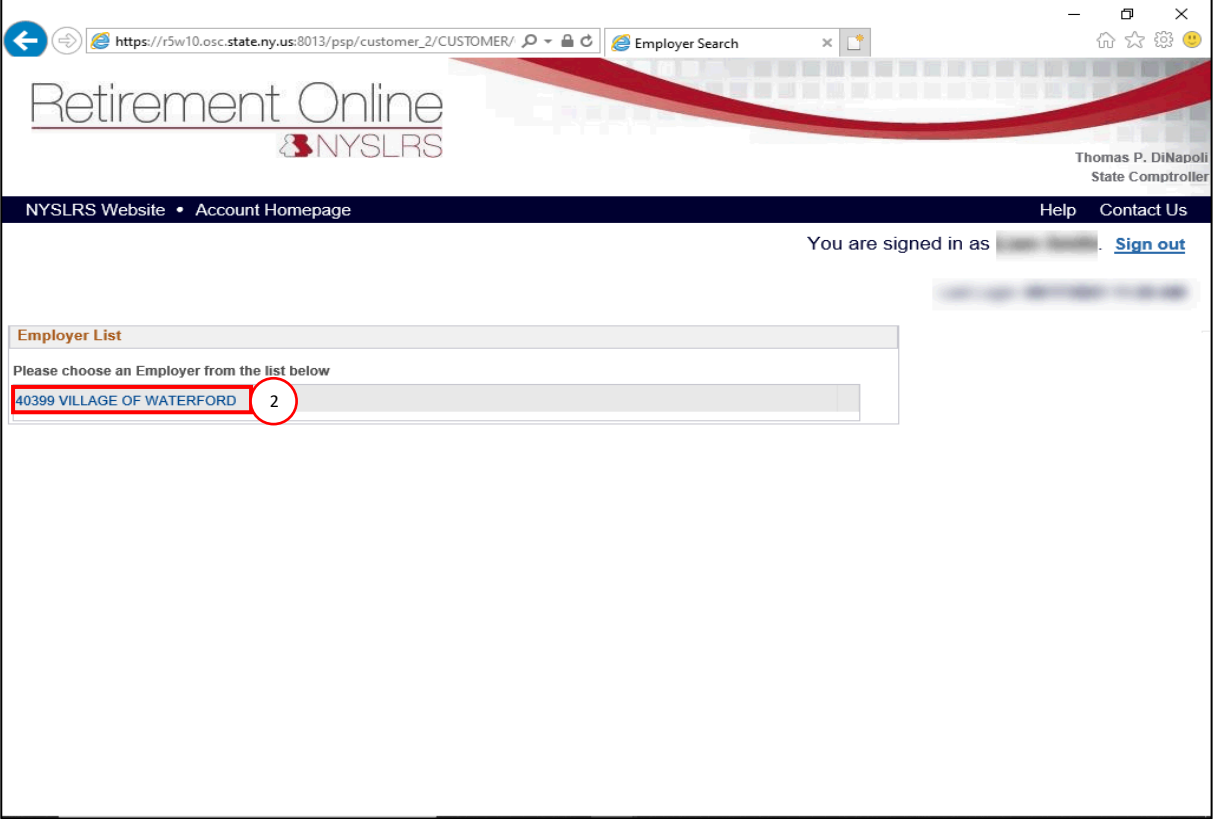
To add and/or remove a non-Payroll employer contact, complete steps 1 – 36.

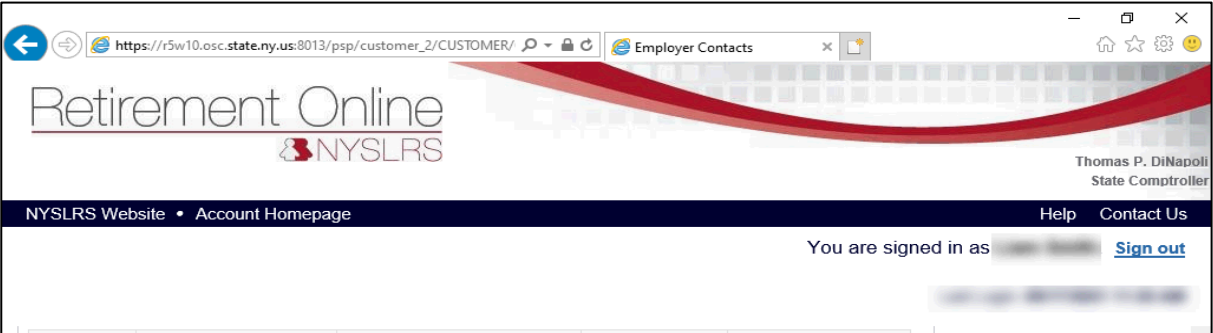
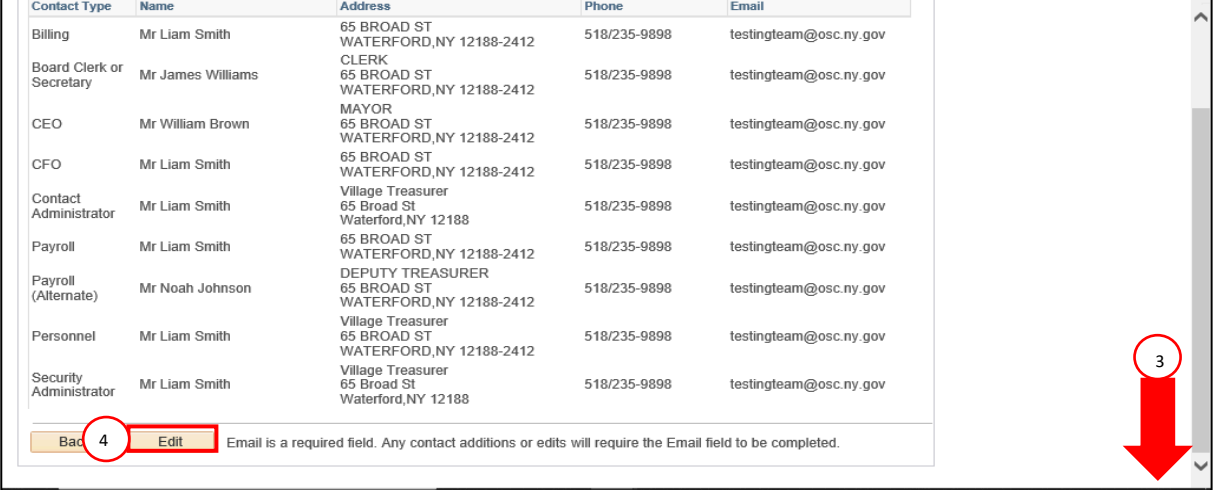
When you remove an employee as a NYSLRS contact, it only removes them as a contact; it does not remove the employee's NYSLRS membership information.

If you need to change your Security Administrator or your Contact Administrator, you must submit the necessary form completed and signed by your CEO or CFO to NYSLRS. For more information, please visit the [Contact and Security Administrator Roles](#) page.

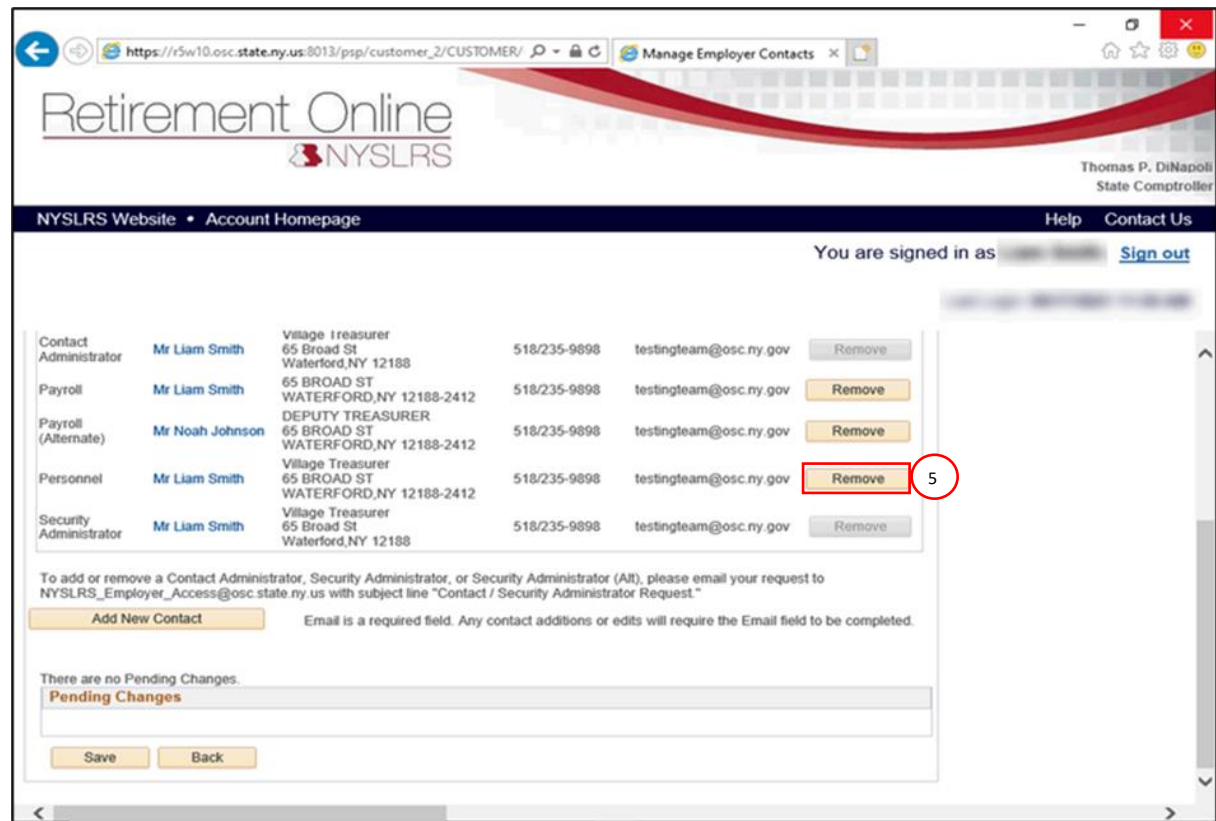
It is important to keep your employer contacts up-to-date so the appropriate employees receive employer-specific information from NYSLRS without delay.

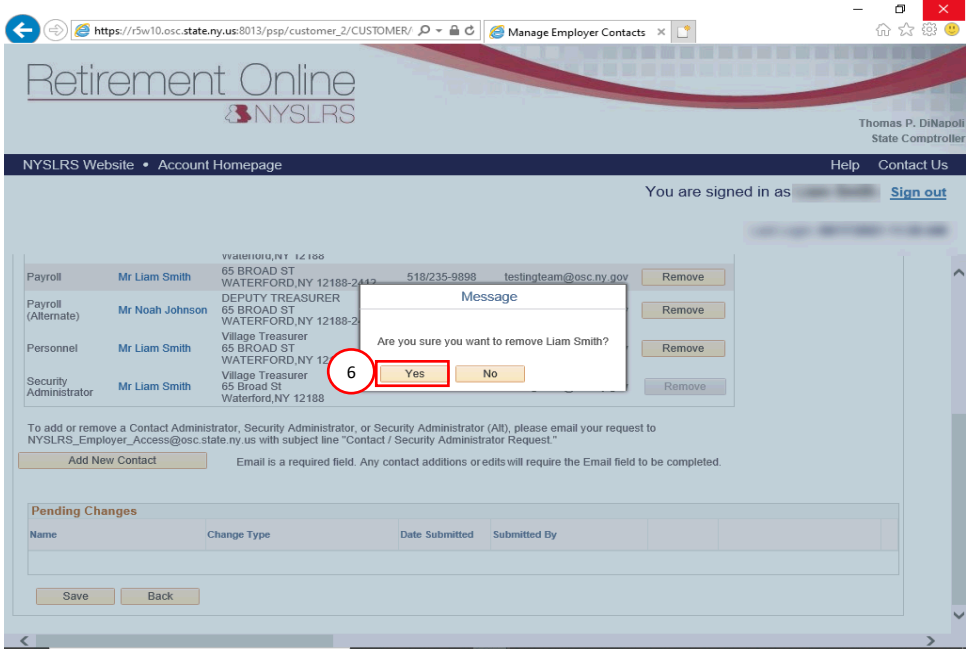
Step	Action	
<p>1.</p>	<p>On your <i>Retirement Online Account Homepage</i>, in the ‘I want to...’ section, click the Manage Contact List link.</p> <p>Manage Contact List</p>	 <p>The screenshot shows the Retirement Online Account Homepage. The browser address bar displays the URL: https://r15w10.osc.state.ny.us:8013/psp/customer/CUSTOMER/CL. The page header includes the Retirement Online logo and NYSLRS branding. The user is signed in as [redacted] and is prompted to sign out. The 'I want to...' menu is open, and the 'Manage Contact List' link is highlighted with a red box and a circled '1'. Other links in the menu include Change My Password, Manage My Security Profile, Find Documents, Upload a Document, See NYSLRS News, Manage Security Access, Submit Resolution For Official, Request Plan Upgrade, Update My Account Email, and Submit Disability Application. A 'Notifications' section is visible on the left, showing a table of recent notifications. At the bottom, there are links to various dashboards and a 'My Cases' section.</p>


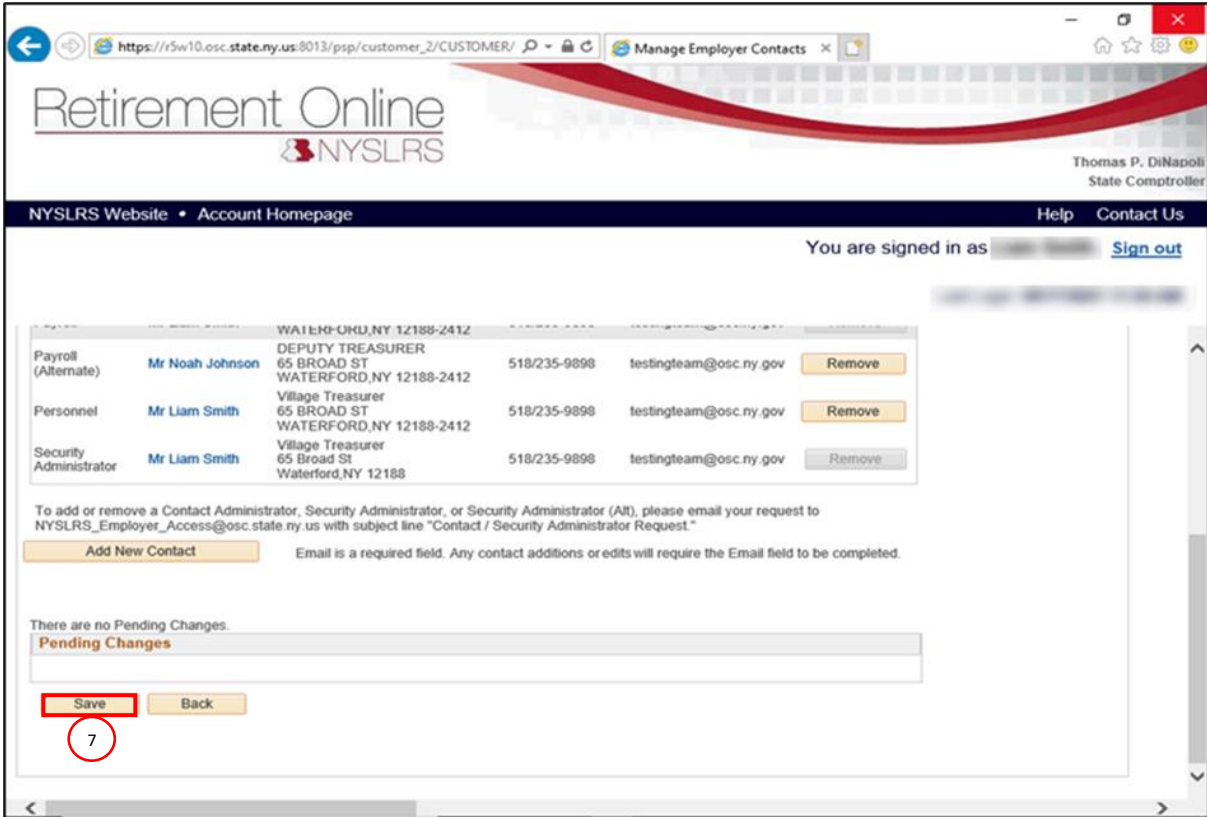
Step	Action	
2.	<p>The <i>Employer List</i> page will appear. Click the Employer link of the employer contact you are adding.</p> <p>40399 VILLAGE OF WATERFORD</p> <p>Note: You may have more than one employer location listed if you work for multiple employers.</p>	 <p>The screenshot shows a web browser window with the URL https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page header includes 'Retirement Online NYSLRS' and 'Thomas P. DiNapoli, State Comptroller'. A navigation bar contains 'NYSLRS Website • Account Homepage', 'Help', and 'Contact Us'. Below the navigation bar, it says 'You are signed in as [redacted] . Sign out'. The main content area is titled 'Employer List' and contains the instruction 'Please choose an Employer from the list below'. A single entry is listed: '40399 VILLAGE OF WATERFORD' with a circled '2' next to it.</p>

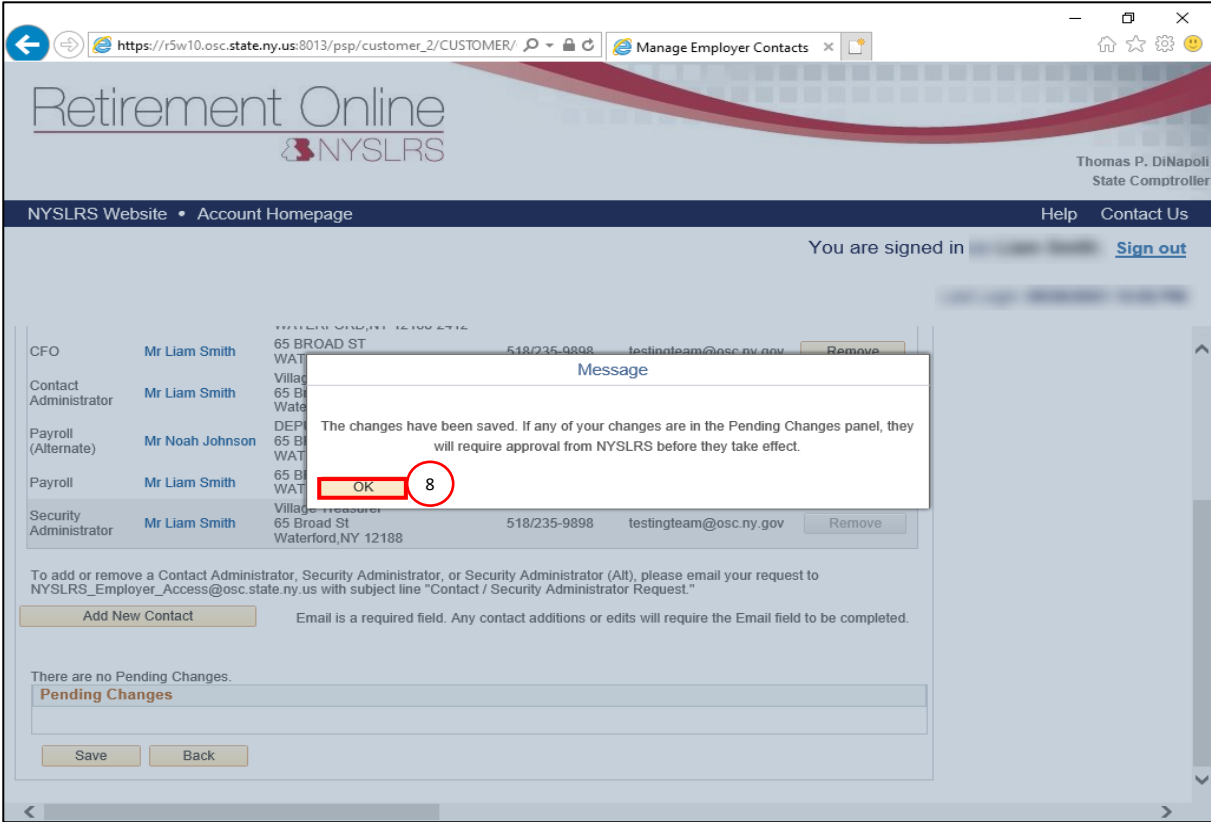
Step	Action	
3.	The <i>Contact Summary</i> page will appear. If necessary, scroll down until you see the Edit button.	 <p>The screenshot shows the Retirement Online Employer Contacts page. At the top, there is a navigation bar with the NYSLRS logo and the name of the State Comptroller. Below this is a table of contacts with columns for Contact Type, Name, Address, Phone, and Email. A red arrow on the right side of the table points to the scroll bar, indicating that the user should scroll down to find the Edit button.</p>
4.	Click the Edit button.	 <p>The screenshot shows the same Retirement Online Employer Contacts page. The 'Edit' button at the bottom of the table is highlighted with a red box and a red circle around it. A red arrow on the right side of the page points to the scroll bar, indicating that the user should scroll down to find the Edit button.</p>

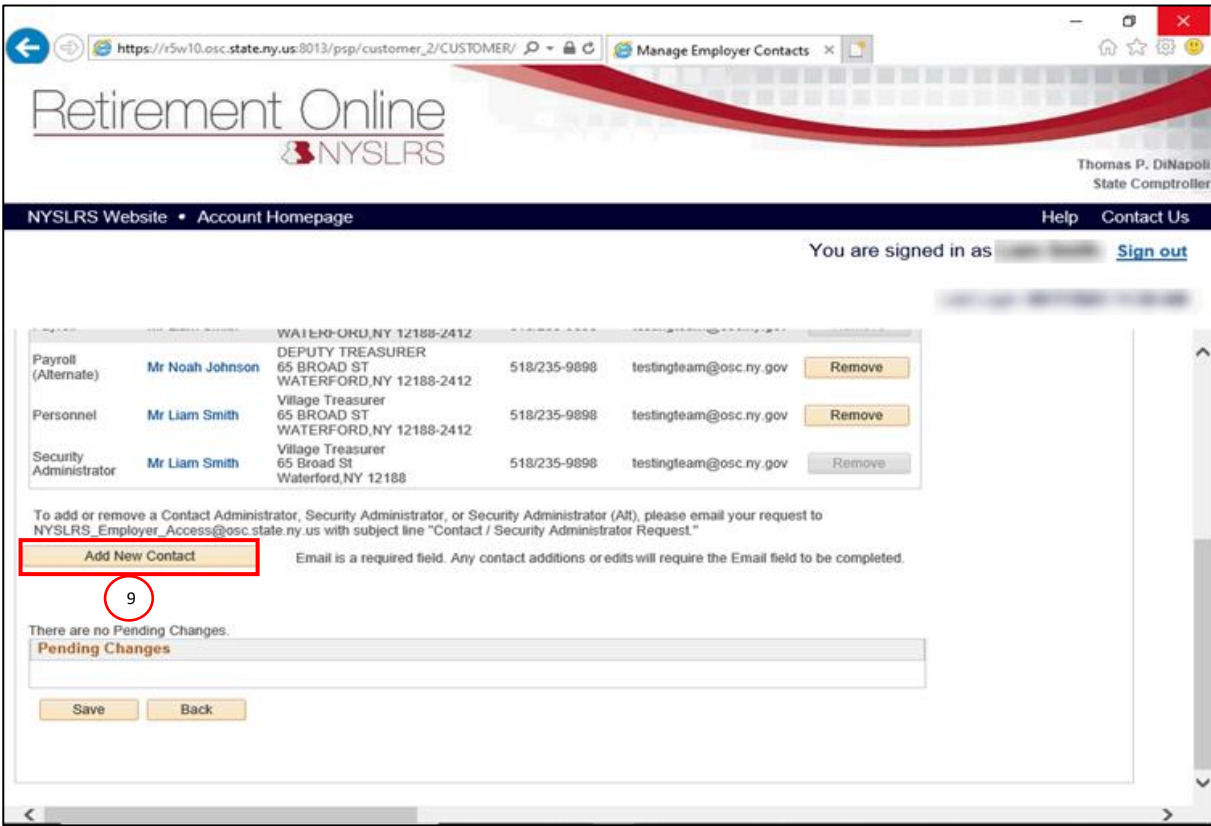
Step	Action
<p>5.</p>	<p>If you need to remove an employer contact, you will click the Remove button next to the employer contact you are removing prior to clicking Save.</p> <p>If you need to remove the existing Payroll contact, you must add a new contact before removing the current one then click Save. One Payroll contact is required, for each location, at all times. To add or remove a Payroll contact, proceed to Step 37.</p> <p>This only removes the employer contact's association as a contact for the employer. It does not affect their NYSLRS membership information.</p> <p>If the employee has left your location, the Security Administrator must remove all security roles associated with the employee prior to you removing them as a contact.</p> <p>If you need to change your Security Administrator or your Contact Administrator, you must submit the necessary form completed and signed by your CEO or CFO to NYSLRS.</p> <p>To remove a non-Payroll contact, click the Remove button next to the employer contact you are removing.</p> <p style="text-align: center;">Remove</p>

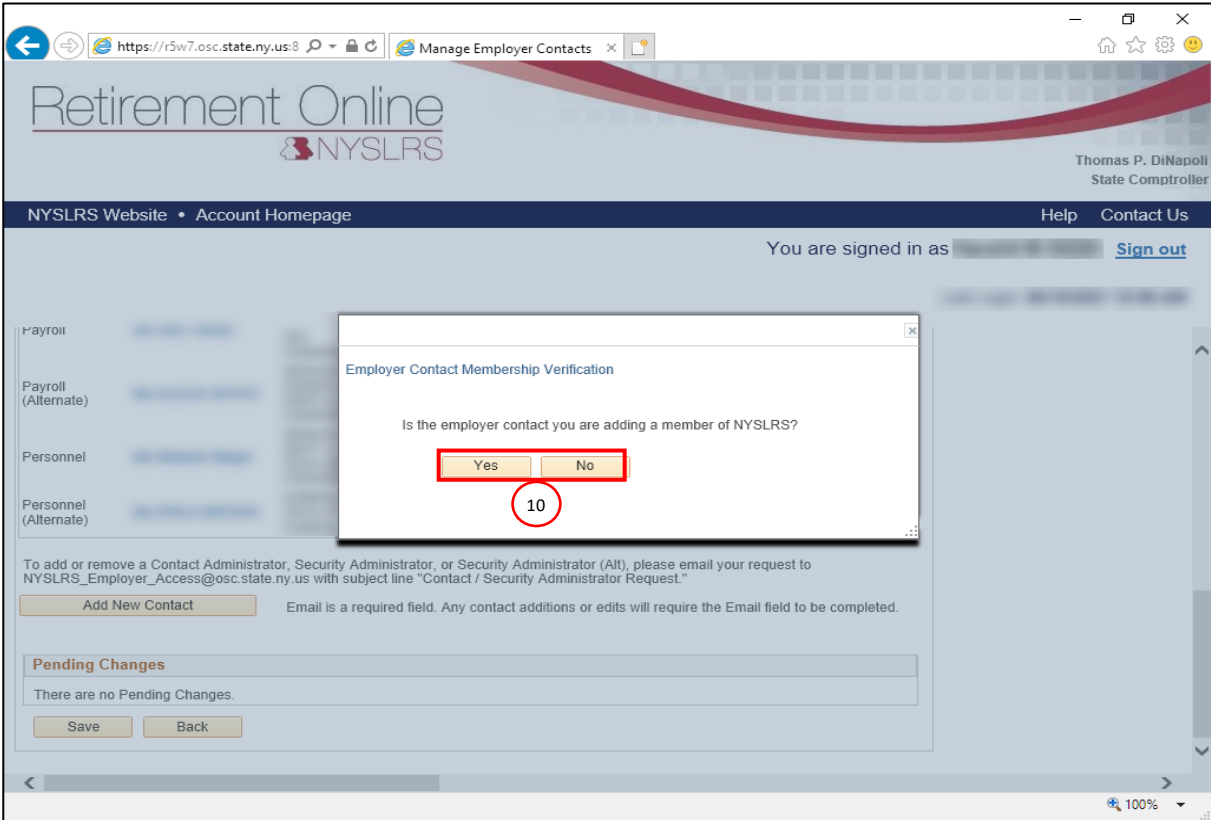


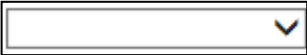
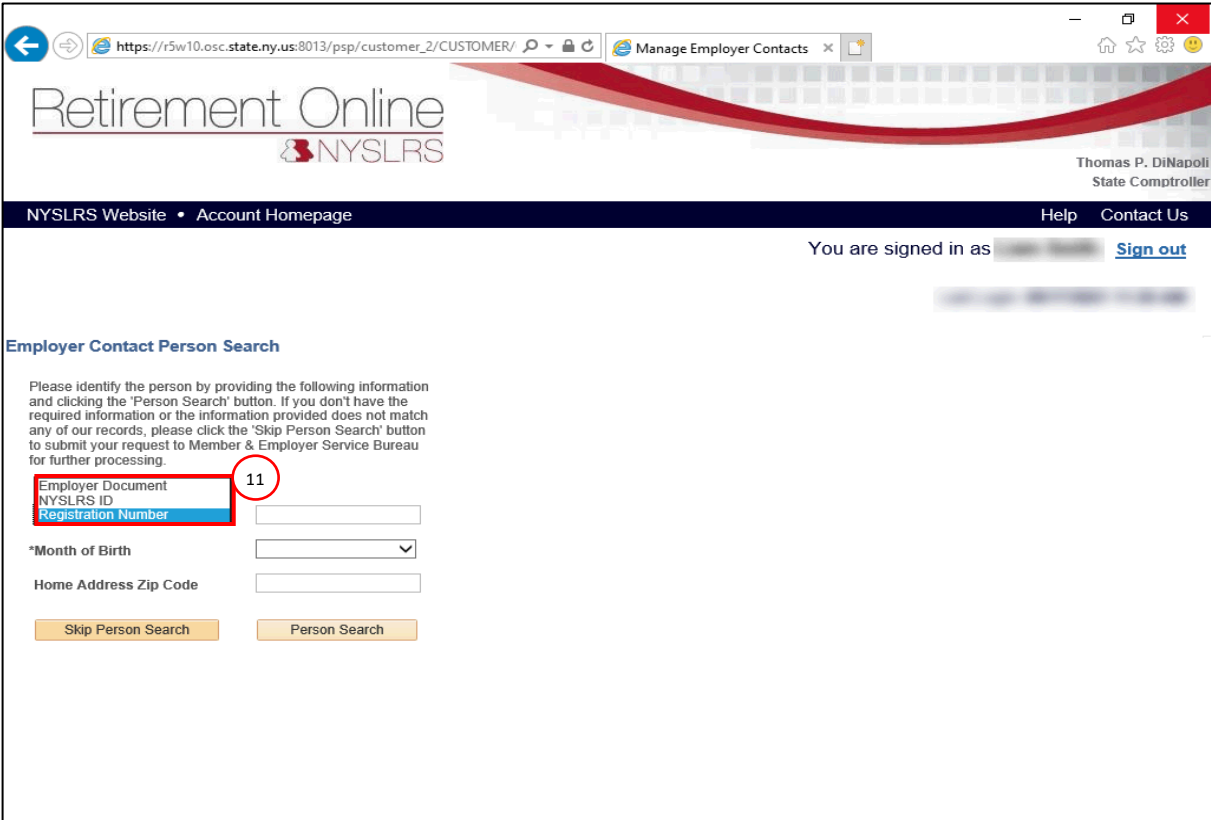
Step	Action	
<p>6.</p> <p>Click the Yes to continue.</p>	<p>A 'Message' pop-up will appear to confirm that you wish to remove the employer contact.</p>	 <p>The screenshot shows the Retirement Online NYSLRS website interface. A 'Message' pop-up dialog box is displayed in the center, asking 'Are you sure you want to remove Liam Smith?'. The dialog box has two buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a red box, and a circled '6' is placed over it. The background shows a list of contacts with roles like Payroll, Payroll (Alternate), Personnel, and Security Administrator, each with a 'Remove' button. The website header includes the NYSLRS logo and the name of the State Comptroller, Thomas P. DiNapoli.</p>

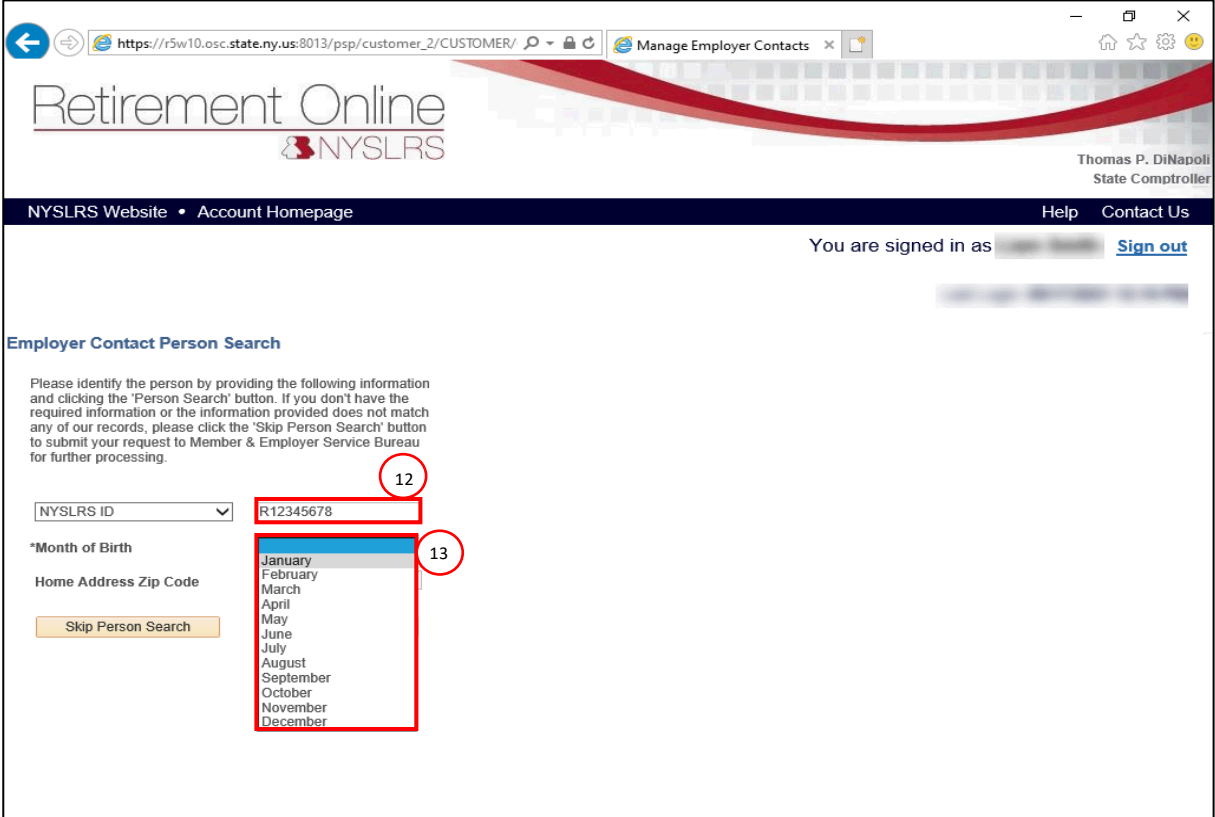
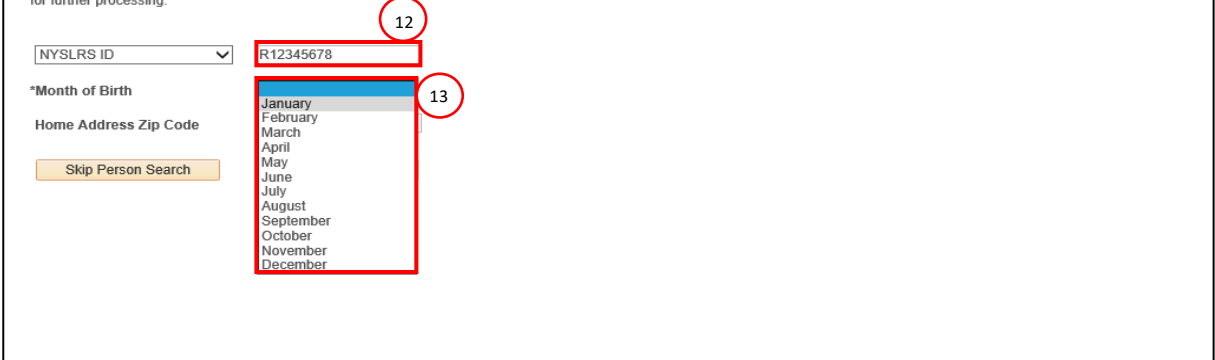
Step	Action																									
7.	<p>Click the Save button.</p> <p></p> <p>Note: Your changes will not take effect until you click Save.</p>	 <p>The screenshot displays the 'Retirement Online' interface for NYSLRS. The user is signed in as 'Thomas P. DiNapoli, State Comptroller'. The page title is 'NYSLRS Website • Account Homepage'. The main content area shows a list of contact administrators for the account 'WATERFORD, NY 12188-2412'. The list includes:</p> <table border="1"> <thead> <tr> <th>Role</th> <th>Name</th> <th>Address</th> <th>Phone</th> <th>Email</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Payroll (Alternate)</td> <td>Mr Noah Johnson</td> <td>DEPUTY TREASURER 65 BROAD ST WATERFORD, NY 12188-2412</td> <td>518/235-9898</td> <td>testingteam@osc.ny.gov</td> <td>Remove</td> </tr> <tr> <td>Personnel</td> <td>Mr Liam Smith</td> <td>Village Treasurer 65 BROAD ST WATERFORD, NY 12188-2412</td> <td>518/235-9898</td> <td>testingteam@osc.ny.gov</td> <td>Remove</td> </tr> <tr> <td>Security Administrator</td> <td>Mr Liam Smith</td> <td>Village Treasurer 65 Broad St Waterford, NY 12188</td> <td>518/235-9898</td> <td>testingteam@osc.ny.gov</td> <td>Remove</td> </tr> </tbody> </table> <p>Below the list, there is an 'Add New Contact' button and a note: 'Email is a required field. Any contact additions or edits will require the Email field to be completed.' A 'Pending Changes' section is also visible, with a 'Save' button highlighted by a red box and a circled '7'.</p>	Role	Name	Address	Phone	Email	Action	Payroll (Alternate)	Mr Noah Johnson	DEPUTY TREASURER 65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Remove	Personnel	Mr Liam Smith	Village Treasurer 65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Remove	Security Administrator	Mr Liam Smith	Village Treasurer 65 Broad St Waterford, NY 12188	518/235-9898	testingteam@osc.ny.gov	Remove
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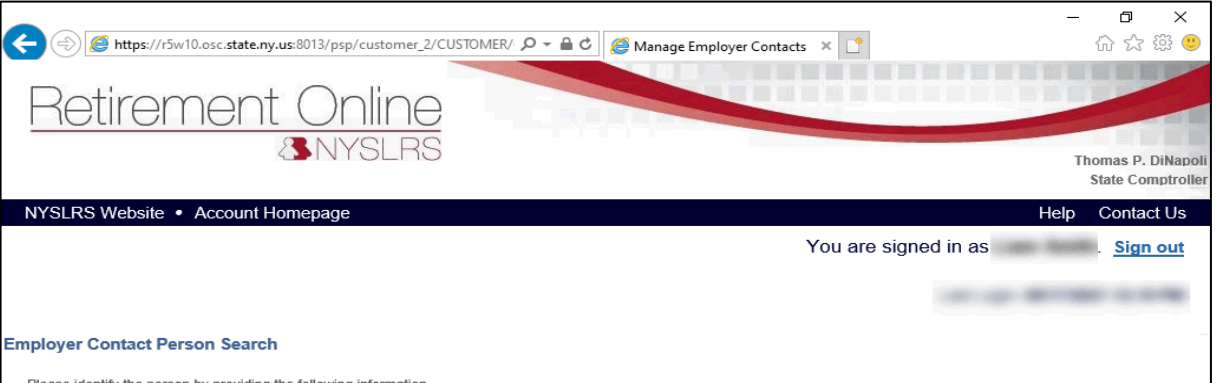
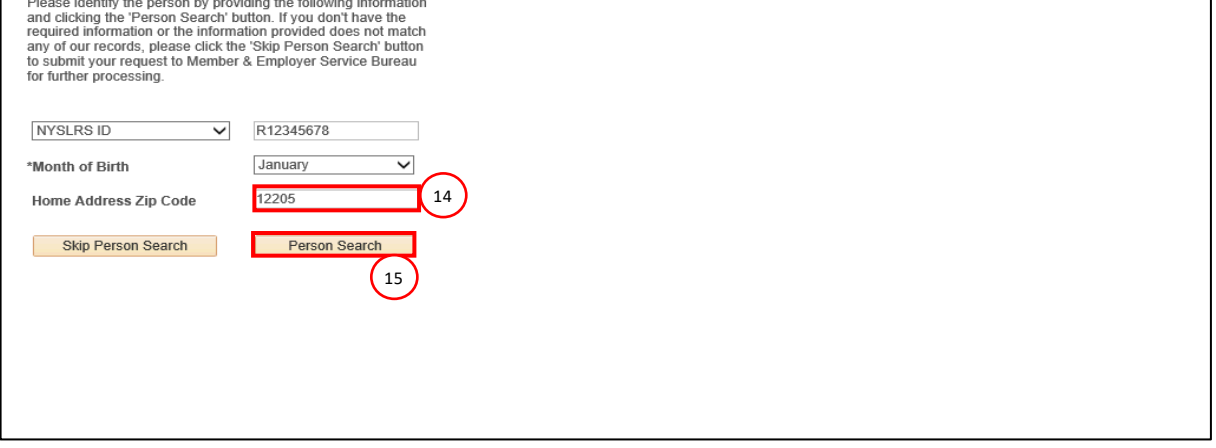
Step	Action	
<p>8.</p> <p>A 'Message' pop-up will appear indicating that the changes have been saved. If any of your changes are in the Pending Changes panel, they will require approval from NYSLRS before they take effect.</p> <p>Click the OK to continue.</p> <p><input type="button" value="OK"/></p>		 <p>The screenshot shows the Retirement Online NYSLRS website interface. A modal dialog box titled "Message" is centered on the screen, containing the text: "The changes have been saved. If any of your changes are in the Pending Changes panel, they will require approval from NYSLRS before they take effect." Below the message is an "OK" button, which is circled in red. To the right of the "OK" button, the number "8" is also circled in red. The background of the website shows a list of contact administrators with fields for name, address, phone, and email. At the bottom of the page, there is a "Pending Changes" section with "Save" and "Back" buttons.</p>

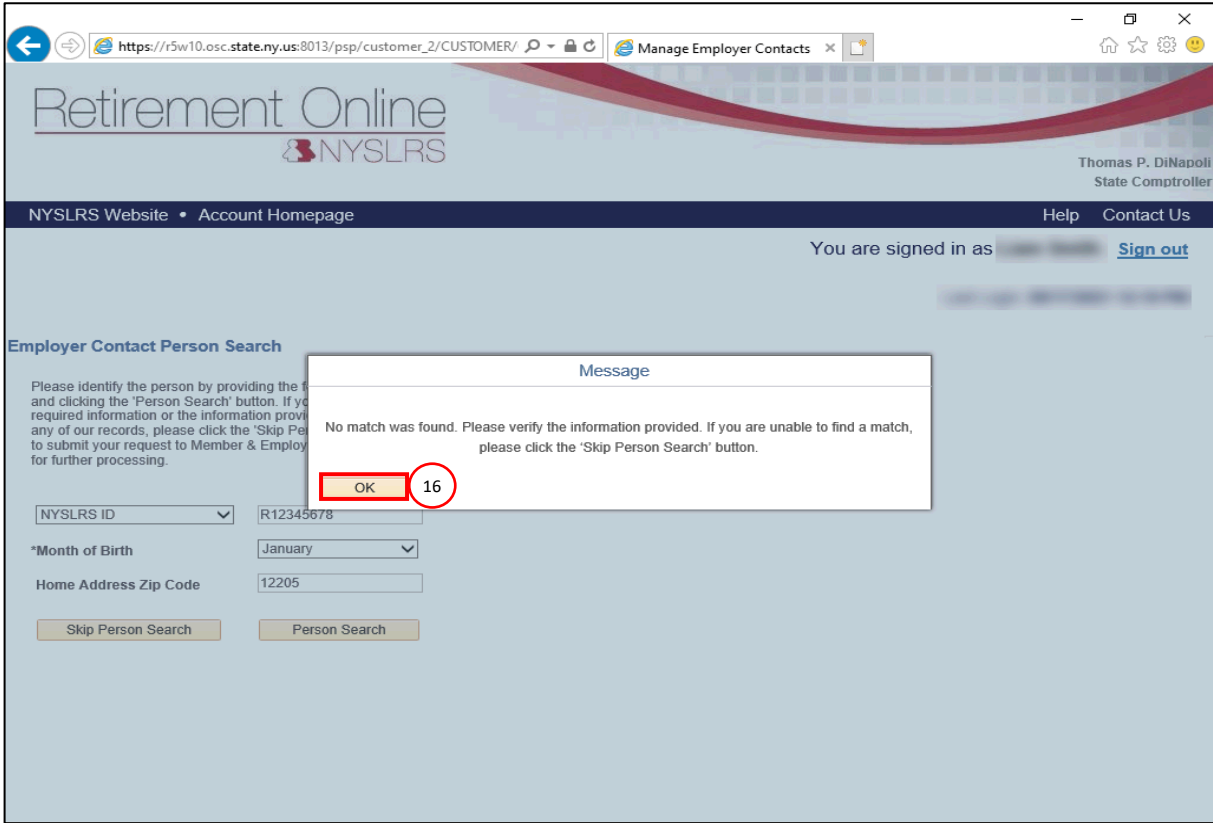
Step	Action	
9.	<p>To add a new contact, click the Add New Contact button.</p> <p>Add New Contact</p>	 <p>The screenshot shows the Retirement Online NYSLRS website interface. At the top, there is a navigation bar with 'NYSLRS Website' and 'Account Homepage'. Below this, a message indicates the user is signed in. The main content area displays a table of contacts with columns for role, name, address, phone number, and email. Each contact has a 'Remove' button. Below the table, there is a section for adding or removing contact administrators, with an 'Add New Contact' button highlighted in red. A note below the button states that email is a required field. At the bottom, there is a 'Pending Changes' section and 'Save' and 'Back' buttons.</p>

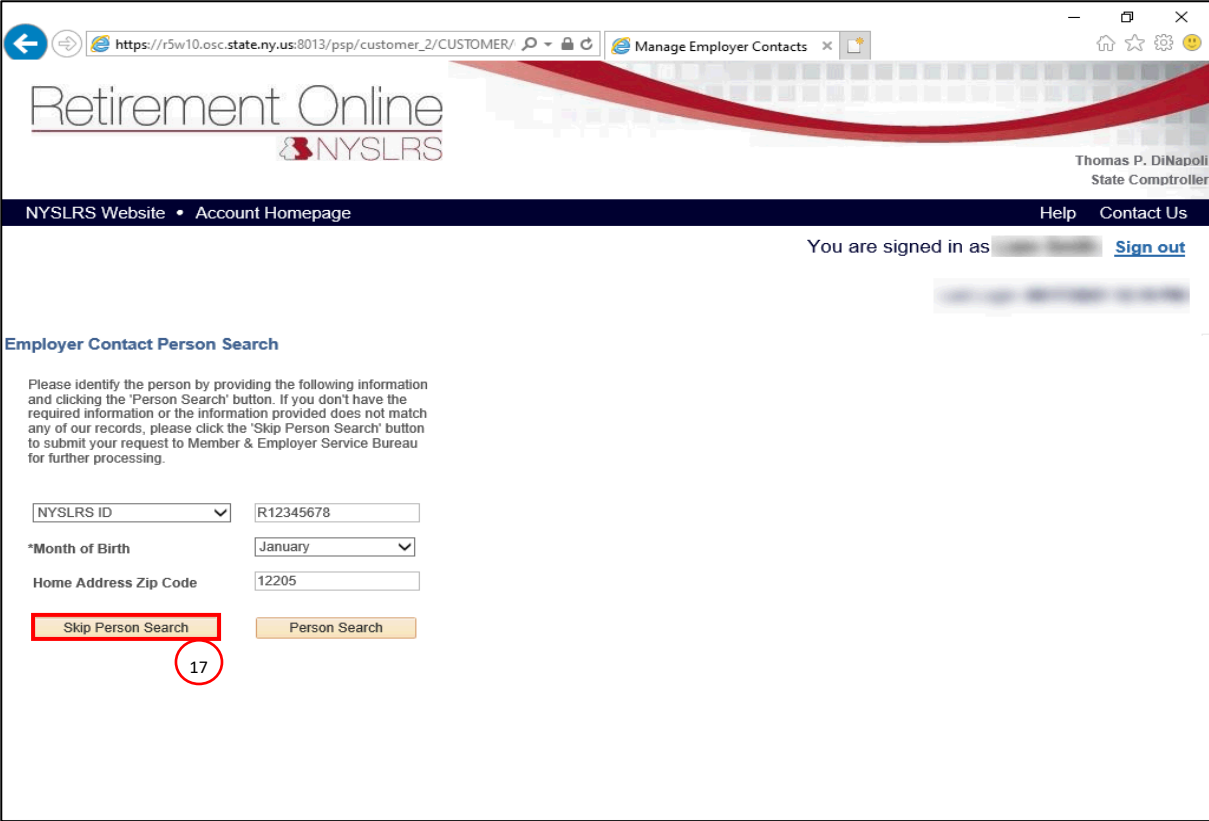
Step	Action	
<p data-bbox="113 250 163 289">10.</p>	<p data-bbox="210 250 661 365">A 'Message' pop-up will appear asking if the employer contact you are adding is a member of NYSLRS.</p> <p data-bbox="210 406 661 673">Note: Both paths will direct you to the <i>Employer Contact Person Search</i> page. If the person is member of NYSLRS, you will be required to complete Steps 11-14. If they are not, please proceed to Step 15.</p>	 <p>The screenshot shows the Retirement Online NYSLRS website interface. A central pop-up window titled "Employer Contact Membership Verification" is displayed, asking the question "Is the employer contact you are adding a member of NYSLRS?". Below the question are two buttons: "Yes" and "No". A red circle with the number "10" is positioned below the "No" button. The background of the website shows a navigation menu with "NYSLRS Website" and "Account Homepage", and a user profile section indicating the user is signed in as "Thomas P. DiNapoli, State Comptroller".</p>

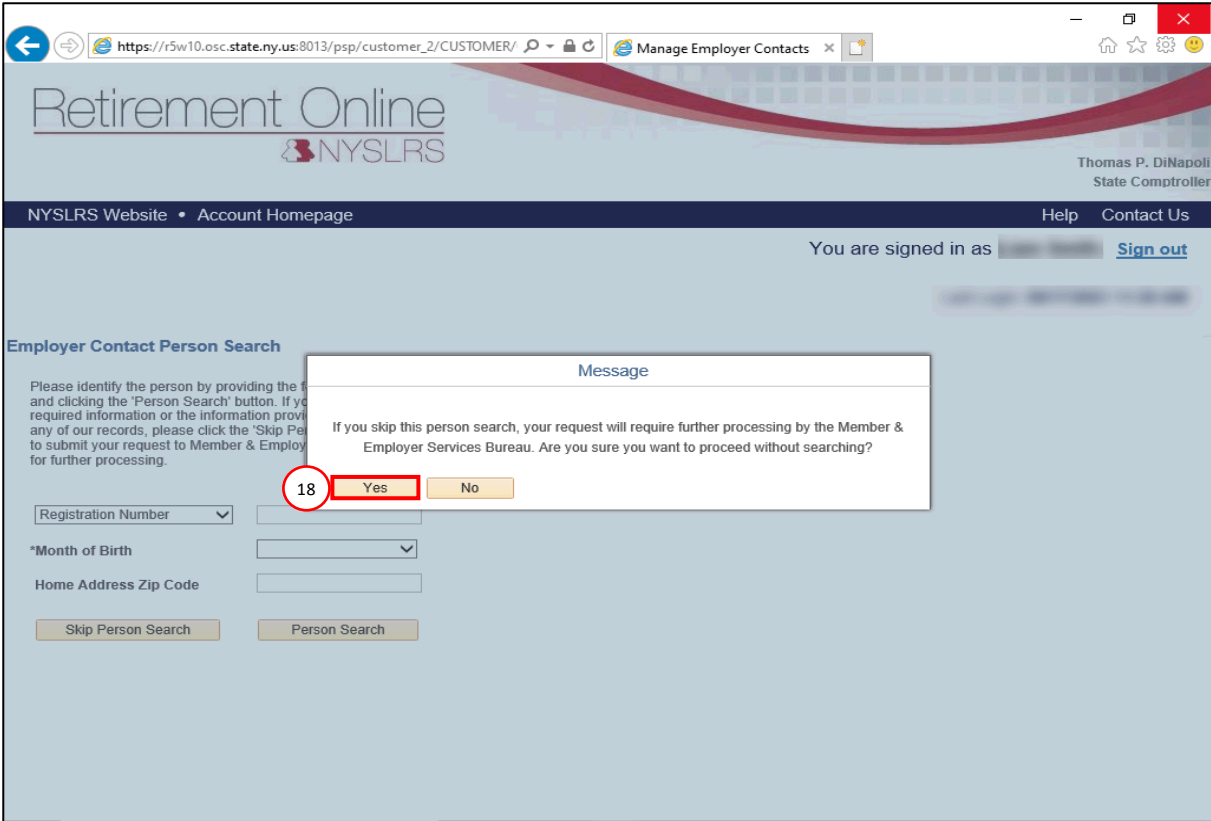
Step	Action	
11	<p>The <i>Employer Contact Person Search</i> page will appear. Select the Employee ID drop-down field to select an ID type.</p>  <p>Note: If the person is a member of NYSLRS, the Skip Person Search button will be greyed out and disabled. If the person is not a member of NYSLRS, proceed to Step 17.</p>	 <p>The screenshot shows a web browser window with the URL https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page title is "Retirement Online NYSLRS" and the user is signed in as Thomas P. DiNapoli, State Comptroller. The page content includes a navigation bar with "NYSLRS Website" and "Account Homepage", and a "Help Contact Us" link. The main heading is "Employer Contact Person Search". Below this is a paragraph of instructions: "Please identify the person by providing the following information and clicking the 'Person Search' button. If you don't have the required information or the information provided does not match any of our records, please click the 'Skip Person Search' button to submit your request to Member & Employer Service Bureau for further processing." The form fields include "Employer Document NYSLRS ID Registration Number" (highlighted with a red box and a circled '11'), "*Month of Birth" (a drop-down menu), and "Home Address Zip Code" (a text input field). At the bottom are two buttons: "Skip Person Search" (disabled) and "Person Search".</p>

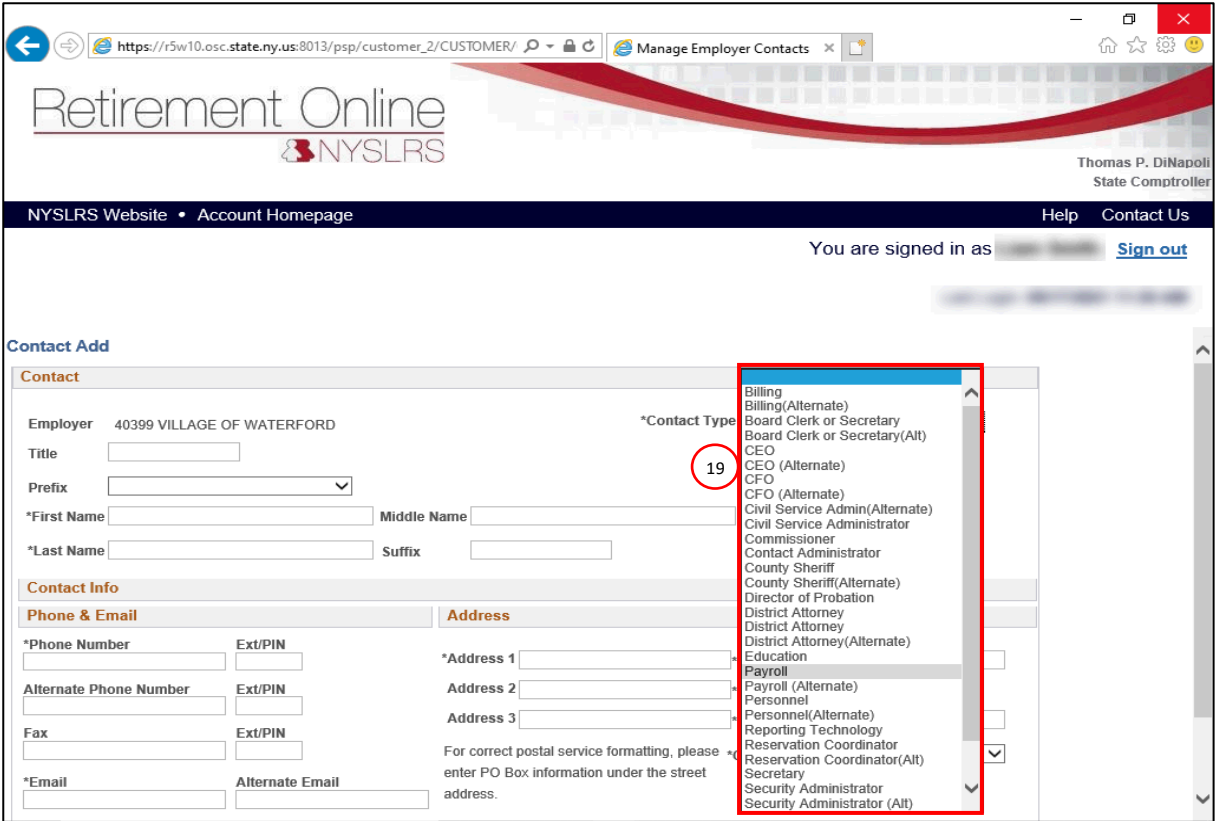
Step	Action	
12	Click in the NYSLRS ID field and enter the employer contact's NYSLRS ID.	 <p>The screenshot shows the Retirement Online NYSLRS website. The page title is "Retirement Online NYSLRS" and it identifies Thomas P. DiNapoli as the State Comptroller. The user is signed in. The main section is "Employer Contact Person Search". Below the instructions, there is a form with a "NYSLRS ID" dropdown menu. The value "R12345678" is entered in the text field next to it, which is highlighted with a red box and labeled "12".</p>
13	Use the drop-down to select the employer contact's Month of Birth .	 <p>The screenshot shows the same "Employer Contact Person Search" form. The "Month of Birth" dropdown menu is open, displaying a list of months from January to December. The dropdown menu is highlighted with a red box and labeled "13".</p>

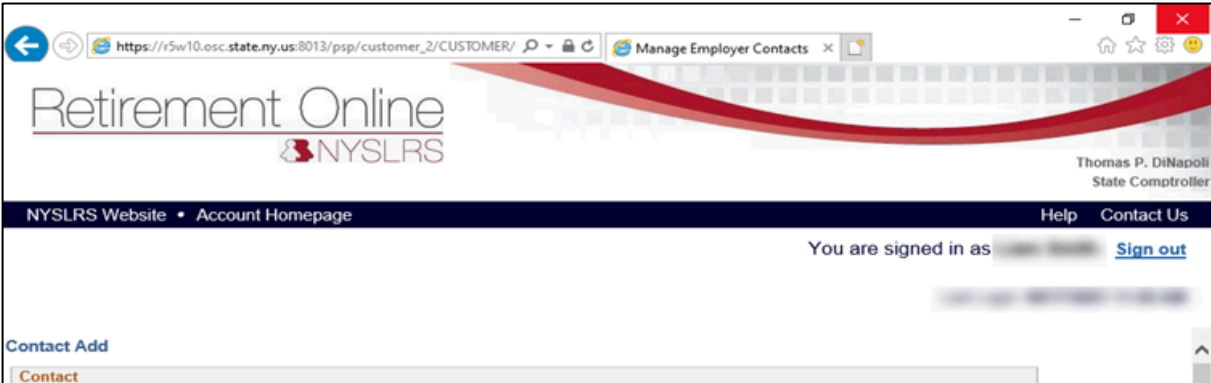
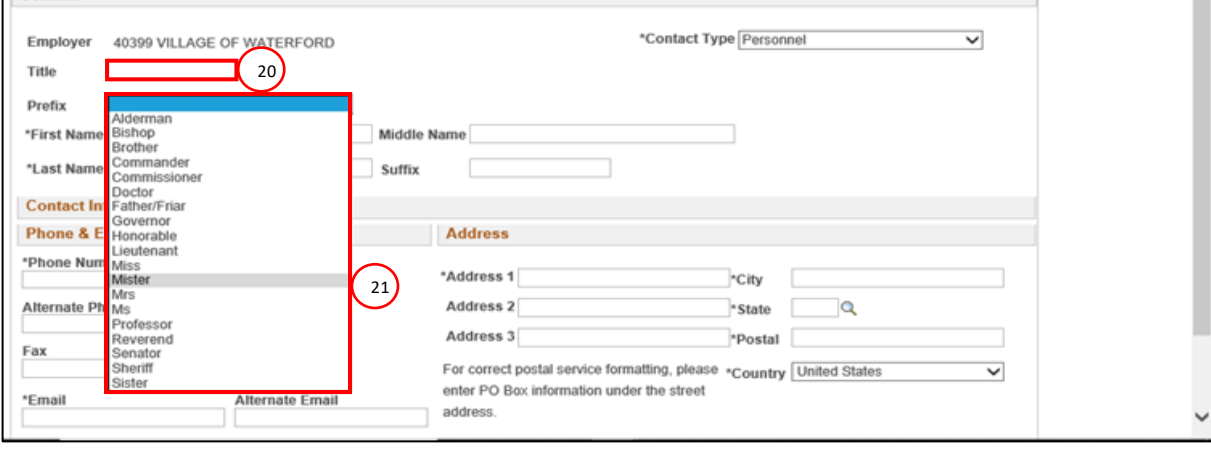
Step	Action	
14	Click in the Home Address Zip Code field and enter the employer contact's home address zip code. <input data-bbox="214 407 516 448" type="text"/>	 <p>The screenshot shows the Retirement Online website interface. The browser address bar displays the URL: https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page title is "Retirement Online" with the NYSLRS logo. The user is signed in as Thomas P. DiNapoli, State Comptroller. The page content includes a navigation bar with "NYSLRS Website" and "Account Homepage", and a "Person Search" section. The "Home Address Zip Code" field is highlighted with a red box, and a circled "14" is placed next to it.</p>
15	Once you have completed the required fields, click the Person Search button. <input data-bbox="214 792 478 833" type="button" value="Person Search"/>	 <p>The screenshot shows the same Retirement Online website interface. The "Person Search" button is highlighted with a red box, and a circled "15" is placed next to it. The "Home Address Zip Code" field is still highlighted with a red box, and a circled "14" is placed next to it. The "Person Search" button is also highlighted with a red box, and a circled "15" is placed next to it.</p>

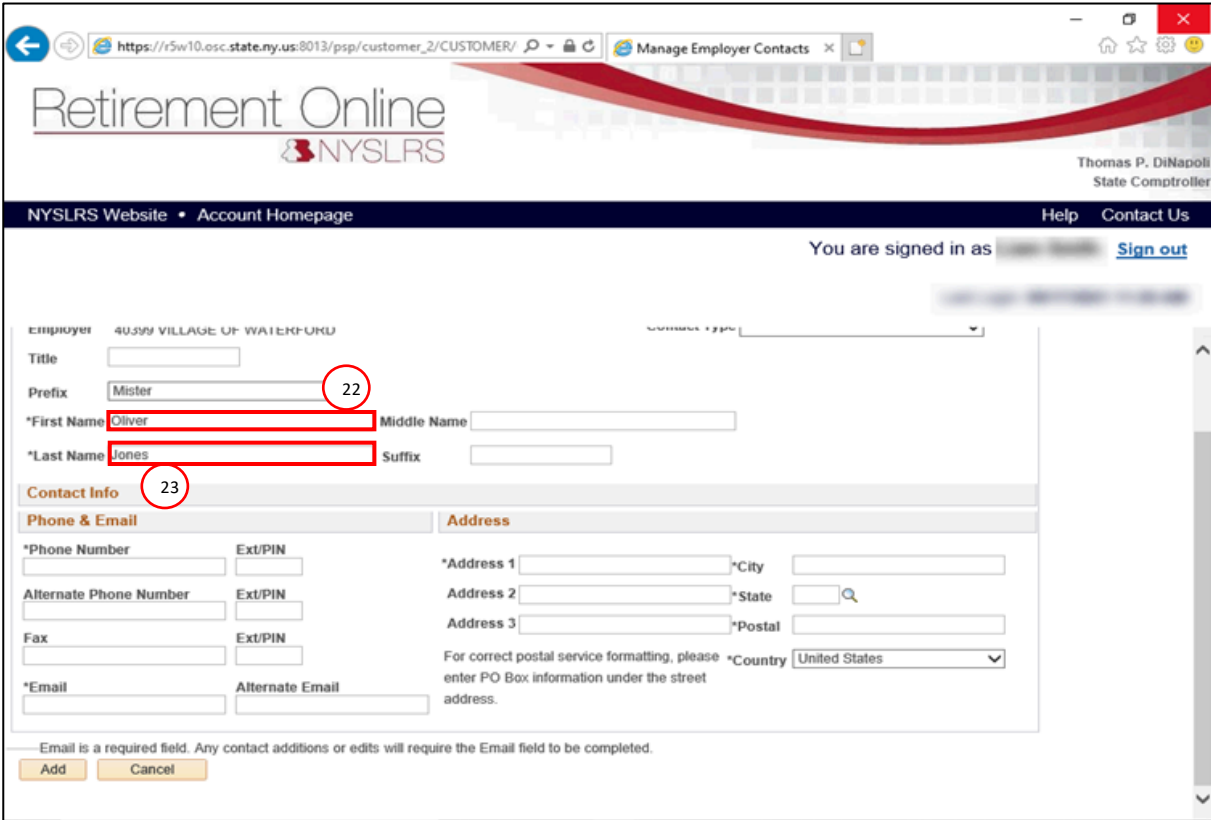
Step	Action	
<p data-bbox="113 250 159 285">16</p> <p data-bbox="210 250 621 399">If the information entered does not match NYSLRS records, a 'Message' pop-up will appear. Click OK to continue.</p> <p data-bbox="210 402 348 438">OK</p> <p data-bbox="210 483 634 630">Note: If the information is a match, you will not see this pop-up message and will proceed to Step 19.</p>		 <p>The screenshot shows a web browser window with the URL https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page title is "Retirement Online NYSLRS" and the user is signed in as "Thomas P. DiNapoli, State Comptroller". The page content includes a search form for "Employer Contact Person Search" with fields for NYSLRS ID (R12345678), Month of Birth (January), and Home Address Zip Code (12205). A "Message" pop-up is displayed in the center, stating: "No match was found. Please verify the information provided. If you are unable to find a match, please click the 'Skip Person Search' button." The "OK" button and the number "16" are circled in red.</p>

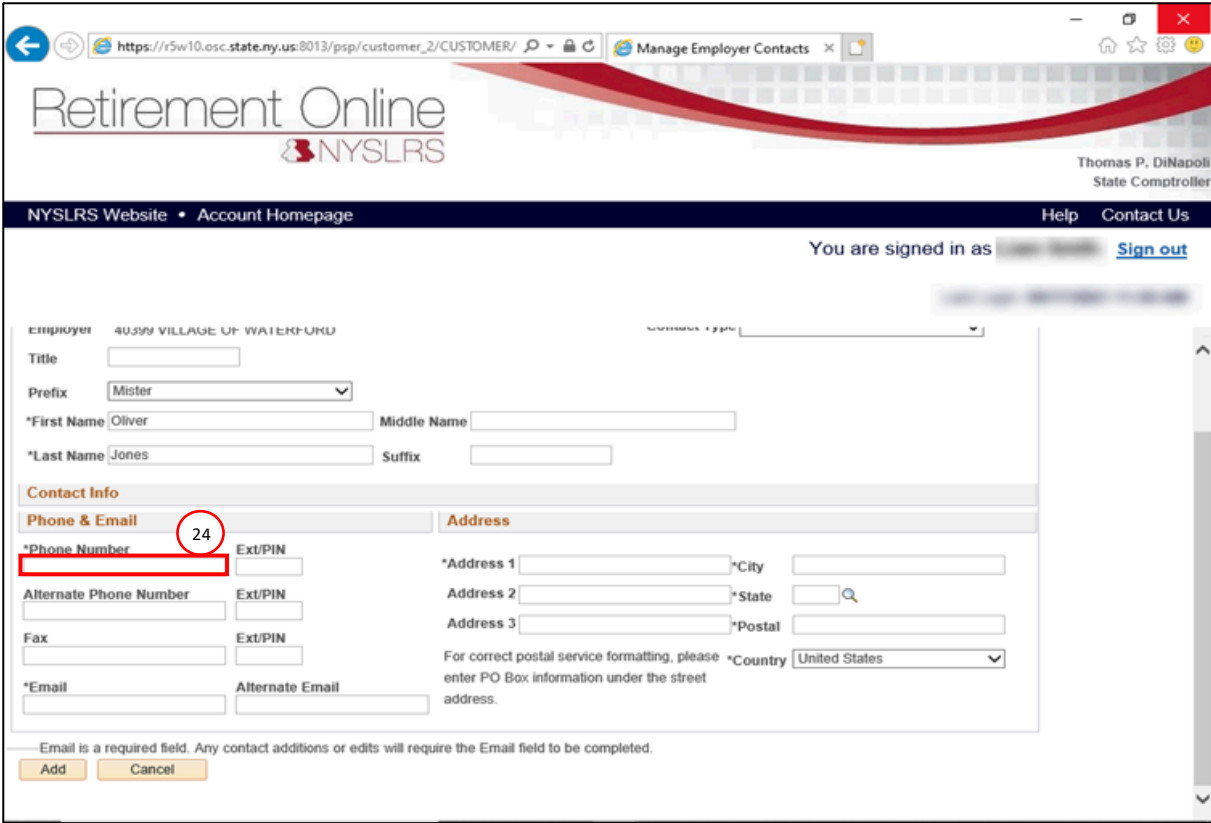
Step	Action	
<p data-bbox="113 253 159 289">17</p> <p data-bbox="212 253 632 363">This brings you back to the <i>Employer Contact Person Search</i> page.</p> <p data-bbox="212 407 579 477">Click the Skip Person Search button.</p> <div data-bbox="212 483 506 526" style="border: 1px solid black; padding: 2px; width: fit-content; margin: 5px auto;">Skip Person Search</div>		 <p>The screenshot shows a web browser window with the URL https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page title is "Retirement Online" and "NYSLRS". The user is signed in as "Thomas P. DiNapoli, State Comptroller". The page content includes a navigation bar with "NYSLRS Website" and "Account Homepage", and links for "Help" and "Contact Us". The main heading is "Employer Contact Person Search". Below this, there is a paragraph of instructions: "Please identify the person by providing the following information and clicking the 'Person Search' button. If you don't have the required information or the information provided does not match any of our records, please click the 'Skip Person Search' button to submit your request to Member & Employer Service Bureau for further processing." The form fields are: "NYSLRS ID" (dropdown menu with "R12345678" selected), "*Month of Birth" (dropdown menu with "January" selected), and "Home Address Zip Code" (text input with "12205" entered). At the bottom of the form, there are two buttons: "Skip Person Search" (highlighted with a red box and a circled "17") and "Person Search".</p>

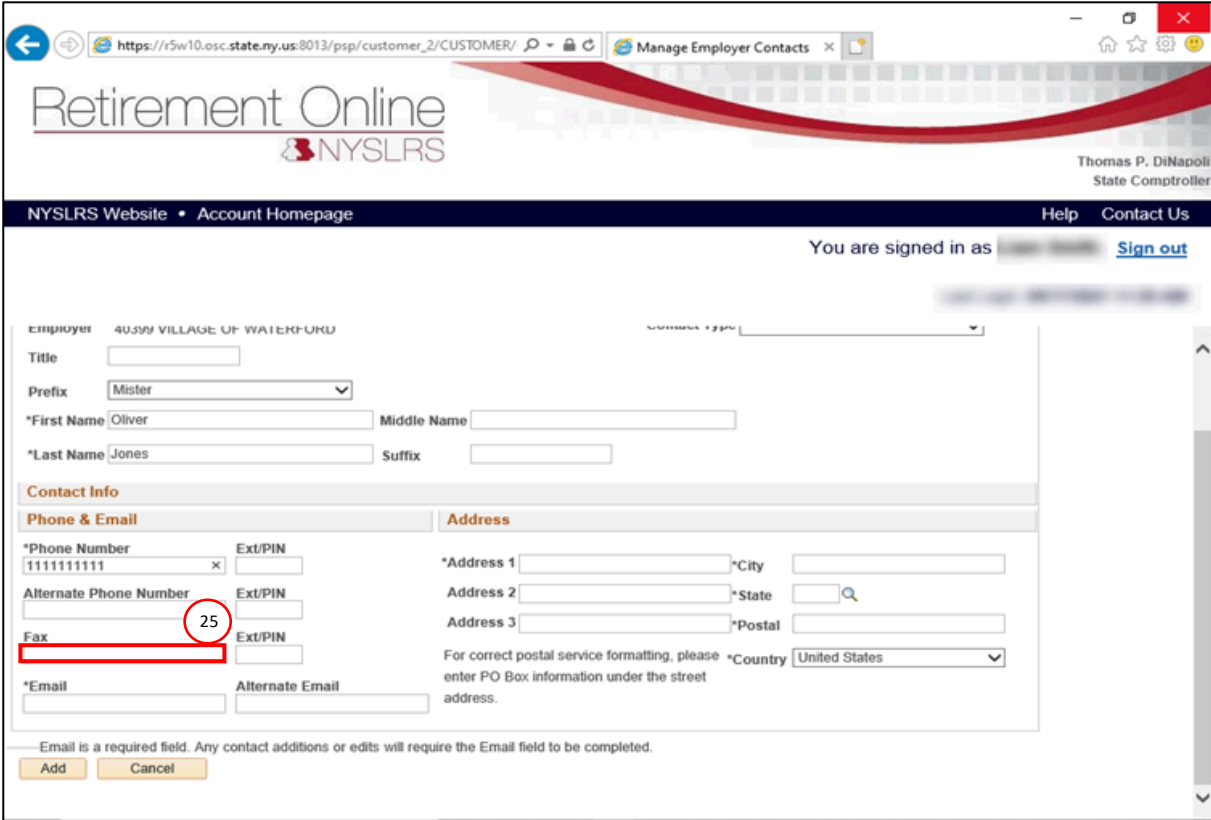
Step	Action	
<p>18</p>	<p>If you skip person search a 'Message' pop-up will appear stating that your request will require further processing by the Member & Employer Services Bureau. To proceed without searching, click the Yes button to continue.</p> <p><input type="button" value="Yes"/></p>	

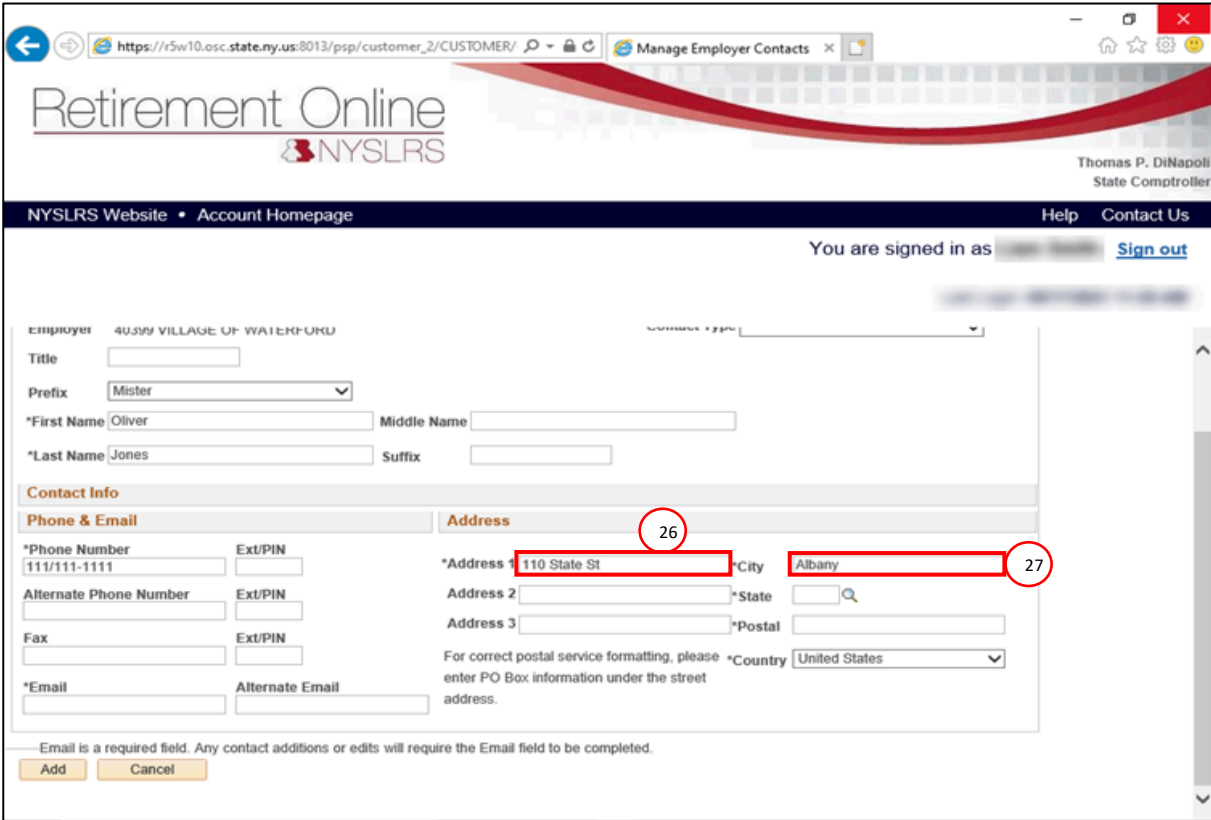
Step	Action	
<p>19</p>	<p>The <i>Contact Add</i> page will appear. Under the 'Contact' section, use the drop-down field to select the Contact Type.</p> <div data-bbox="212 407 552 440" style="border: 1px solid black; width: 150px; height: 20px; margin: 10px 0;"> ▼ </div> <p>Note: If you located the person and did not skip person search, the person's name will auto populate. The following fields will be greyed out and not editable: Prefix, First Name, Middle Name, Last Name, and Suffix.</p>	 <p>The screenshot shows the 'Retirement Online' website interface. The browser address bar indicates the URL: https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page title is 'Retirement Online' with the NYSLRS logo. The user is signed in as 'Thomas P. DiNapoli, State Comptroller'. The page content includes a navigation bar with 'NYSLRS Website', 'Account Homepage', 'Help', and 'Contact Us'. The main section is titled 'Contact Add' and contains a form with the following sections:</p> <ul style="list-style-type: none"> Contact: Fields for Employer (40399 VILLAGE OF WATERFORD), Title, Prefix (dropdown), *First Name, Middle Name, *Last Name, and Suffix. A dropdown menu for '*Contact Type' is open, showing a list of roles. The number '19' is circled next to the dropdown menu. Contact Info: Fields for *Phone Number, Ext/PIN, Alternate Phone Number, Ext/PIN, Fax, Ext/PIN, *Email, and Alternate Email. Address: Fields for *Address 1, Address 2, and Address 3. A note states: 'For correct postal service formatting, please enter PO Box information under the street address.'

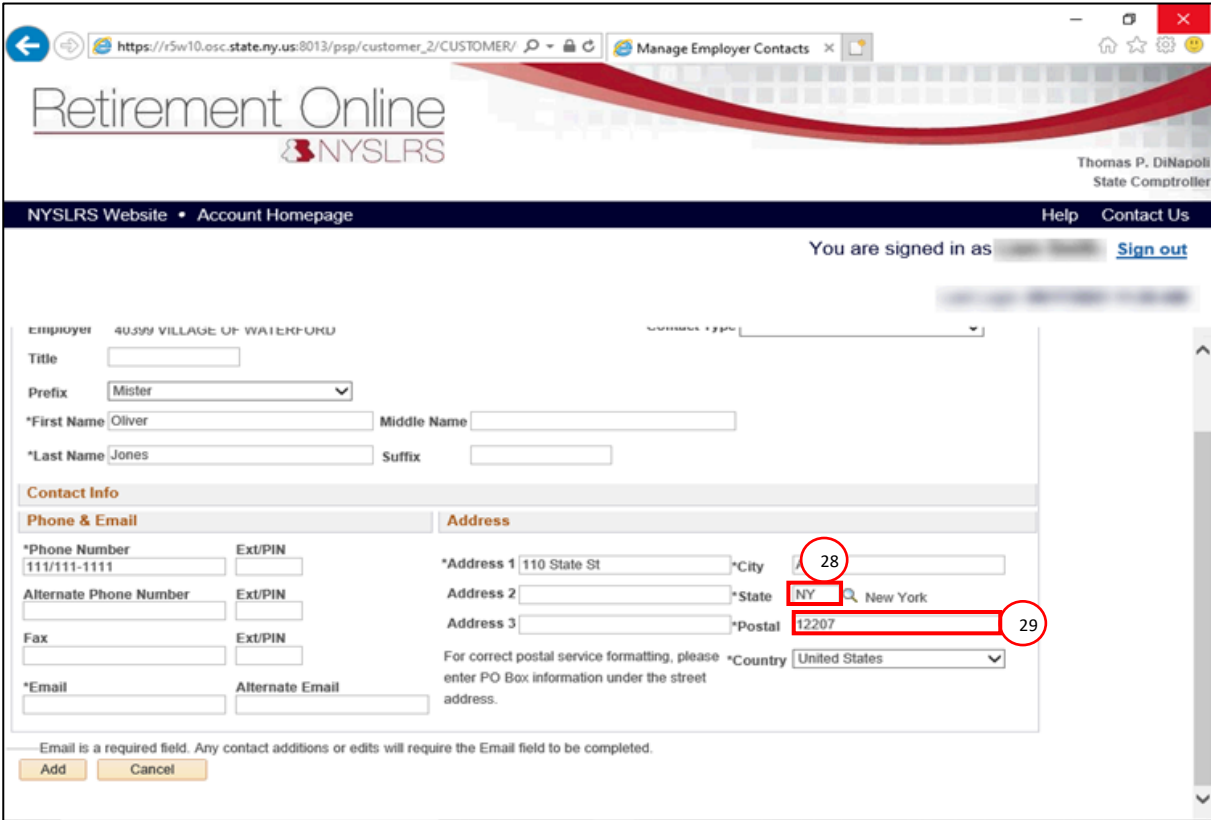
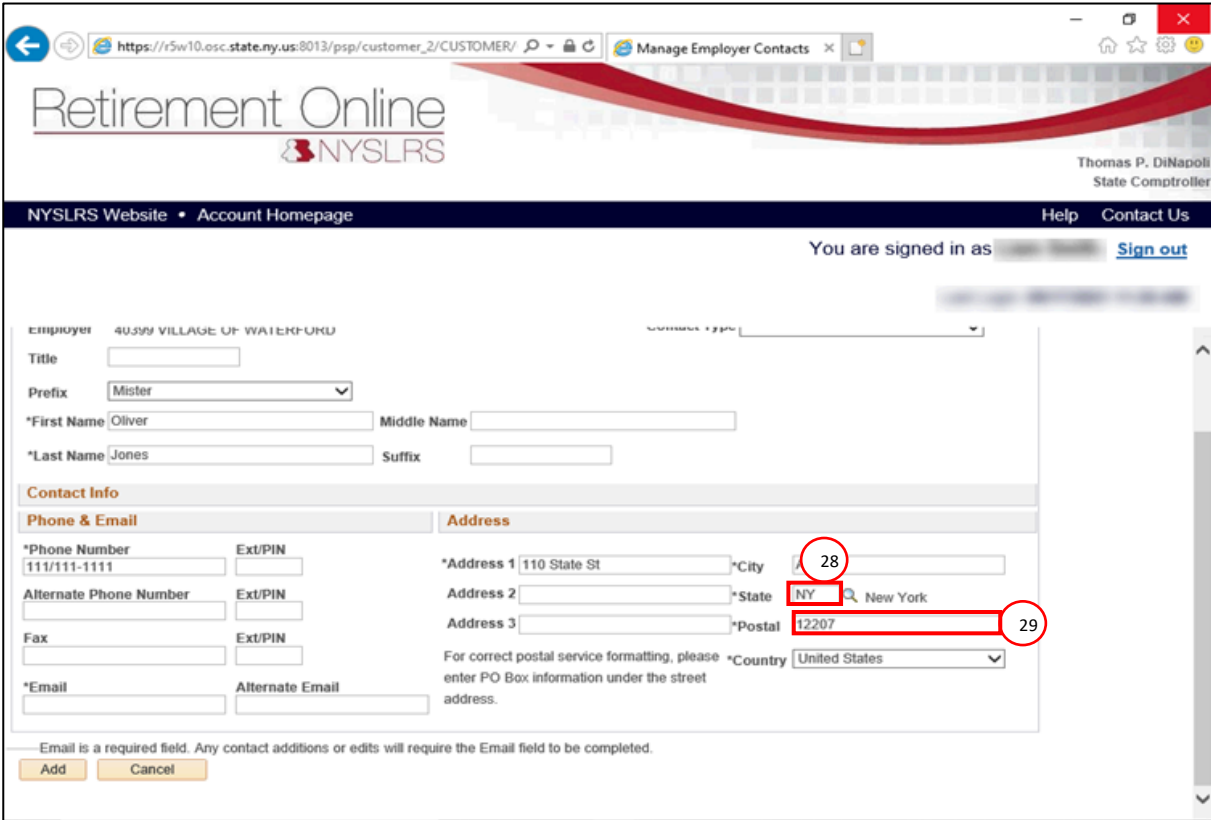
Step	Action	
20	<p>If the employee has a specific job title, you may enter it into the Title field. This is optional and not a required field.</p> <div data-bbox="212 407 514 448" style="border: 1px solid black; width: 144px; height: 25px; margin-left: 10px;"></div>	 <p>The screenshot shows the Retirement Online website interface. The browser address bar displays 'https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/'. The page title is 'Retirement Online' with the NYSLRS logo. The user is signed in as 'Thomas P. DiNapoli, State Comptroller'. The main content area is titled 'Contact Add'. The 'Contact' section includes fields for 'Employer' (40399 VILLAGE OF WATERFORD), 'Title' (highlighted with a red box and circled '20'), and '*Contact Type' (Personnel). Below the 'Title' field is a dropdown menu for 'Prefix' with a list of options: Alderman, Bishop, Brother, Commander, Commissioner, Doctor, Father/Friar, Governor, Honorable, Lieutenant, Miss, Mister, Mrs, Ms, Professor, Reverend, Senator, Sheriff, and Sister. The 'Address' section includes fields for '*Address 1', '*City', 'Address 2', '*State', 'Address 3', '*Postal', and '*Country' (United States).</p>
21	<p>Use the drop-down field to select the employer contact's Prefix.</p> <p>Note: This field will be greyed out and not editable if you located your employee and did not skip person search.</p>	 <p>This screenshot is a continuation of the previous one, focusing on the 'Prefix' dropdown menu. The dropdown is open, showing a list of job titles. The 'Prefix' field is highlighted with a red box and a circled '21'. The list includes: Alderman, Bishop, Brother, Commander, Commissioner, Doctor, Father/Friar, Governor, Honorable, Lieutenant, Miss, Mister, Mrs, Ms, Professor, Reverend, Senator, Sheriff, and Sister. The 'Address' section is also visible, with fields for '*Address 1', '*City', 'Address 2', '*State', 'Address 3', '*Postal', and '*Country' (United States).</p>

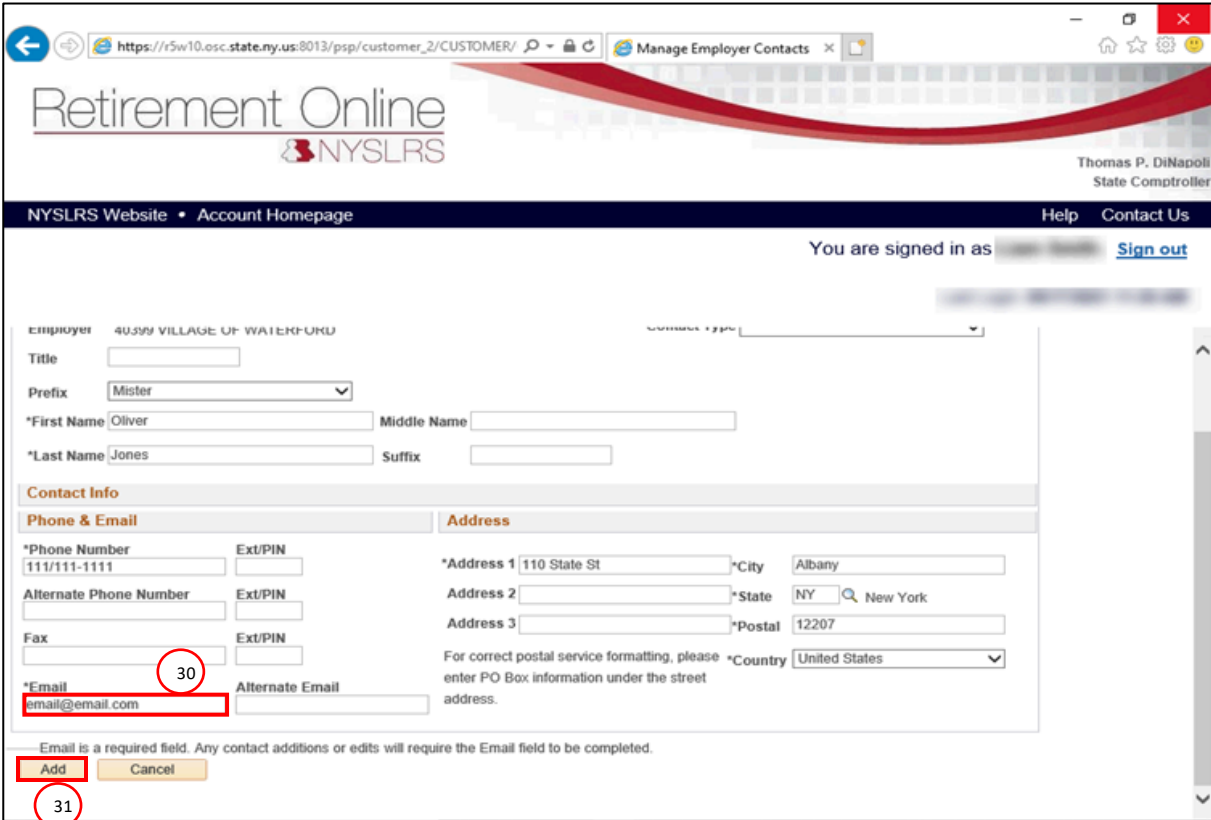
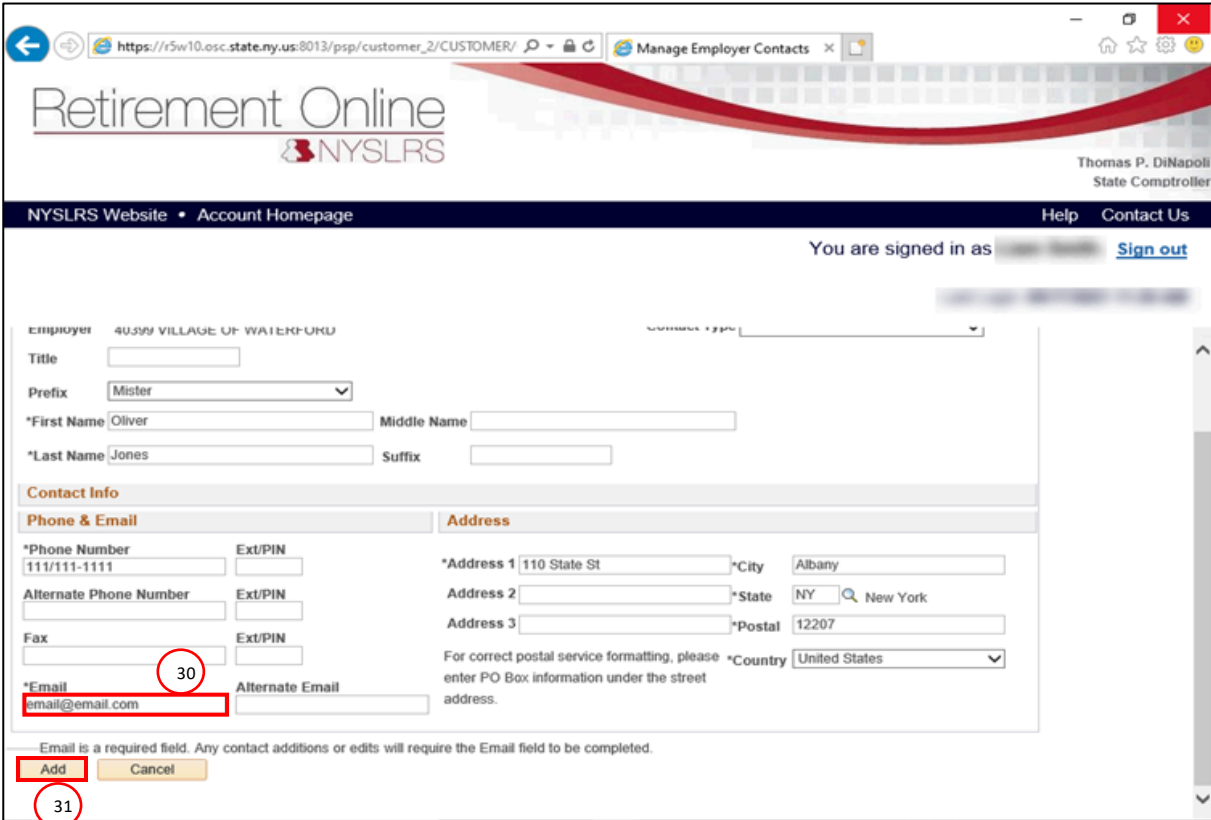
Step	Action	
22	<p>Click in the First Name field and enter the employer contact's first name.</p> <div data-bbox="212 370 546 402" style="border: 1px solid black; width: 159px; height: 20px; margin-bottom: 10px;"></div> <p>Note: This field will be greyed out and not editable if you located your employee and did not skip person search.</p>	 <p>The screenshot shows the Retirement Online NYSLRS website interface. The browser address bar displays 'https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/'. The page title is 'Retirement Online NYSLRS'. The user is signed in as 'Thomas P. DiNapoli, State Comptroller'. The main content area shows the 'Manage Employer Contacts' form. The 'First Name' field is highlighted with a red box and a circled '22'. The 'Last Name' field is also highlighted with a red box and a circled '23'. The form includes fields for Title, Prefix, First Name, Middle Name, Last Name, Suffix, Phone & Email, and Address.</p>
23	<p>Click in the Last Name field and enter the employer contact's last name.</p> <div data-bbox="212 760 539 792" style="border: 1px solid black; width: 156px; height: 20px; margin-bottom: 10px;"></div> <p>Note: This field will be greyed out and not editable if you located your employee and did not skip person search.</p>	

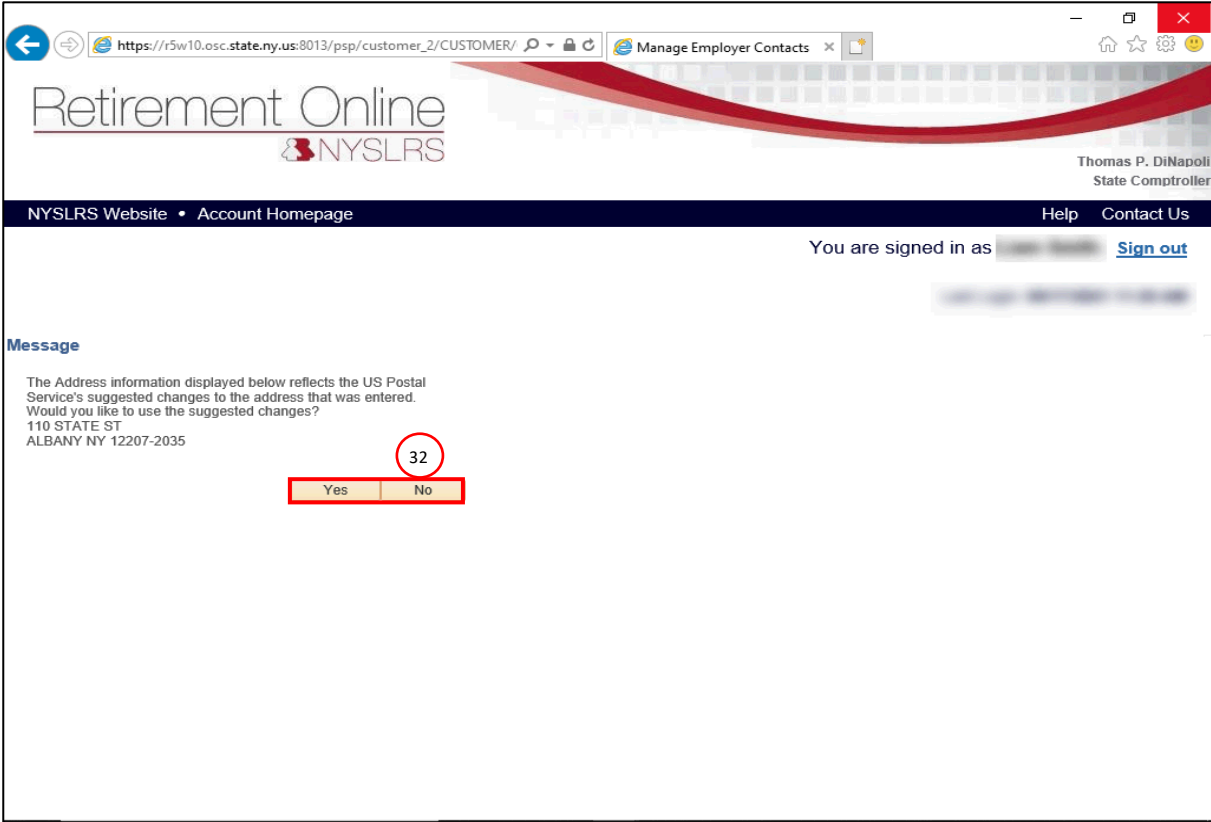
Step	Action	
<p data-bbox="113 253 159 289">24</p> <p data-bbox="212 253 659 440">Under the 'Contact Info – Phone & Email' section, click in the Phone Number field and enter the employer contact's business phone number.</p> <div data-bbox="212 444 533 483" style="border: 1px solid black; width: 150px; height: 20px; margin: 5px 0;"></div> <p data-bbox="212 526 642 789">When entering the employer contact's phone number, please do not include any parentheses [()], dashes [-], or slashes [/]. This field will format the phone number automatically after you select a different text box.</p> <p data-bbox="212 834 648 980">Note: If the employer contact has an extension or PIN, click in the Ext/PIN field and enter the extension or PIN.</p>		


Step	Action	
<p data-bbox="113 250 163 289">25</p> <p data-bbox="210 250 646 360">If applicable, click in the Fax field and enter the employer contact's fax number.</p> <div data-bbox="212 365 533 406" style="border: 1px solid black; width: 150px; height: 25px; margin: 5px 0;"></div> <p data-bbox="210 446 636 673">When entering the fax number, please do not include any parentheses [()], dashes [-], or slashes [/]. This field will format the fax number automatically after you click different text box.</p>		 <p>The screenshot shows the 'Retirement Online NYSLRS' website interface. The browser address bar displays 'https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/'. The page title is 'Manage Employer Contacts'. The user is signed in as 'Thomas P. DiNapoli, State Comptroller'. The form includes fields for 'Employer' (40599 VILLAGE OF WATERFORD), 'Title', 'Prefix' (Mister), and name fields (*First Name: Oliver, Middle Name, *Last Name: Jones, Suffix). Under the 'Contact Info' section, there are two tabs: 'Phone & Email' and 'Address'. The 'Phone & Email' tab is active, showing fields for *Phone Number (1111111111), Ext/PIN, Alternate Phone Number, Ext/PIN, Fax (highlighted with a red box and a circled '25'), Ext/PIN, *Email, and Alternate Email. The 'Address' tab shows fields for *Address 1, *City, Address 2, *State, Address 3, *Postal, and *Country (United States). A note at the bottom states: 'Email is a required field. Any contact additions or edits will require the Email field to be completed.' Buttons for 'Add' and 'Cancel' are at the bottom.</p>

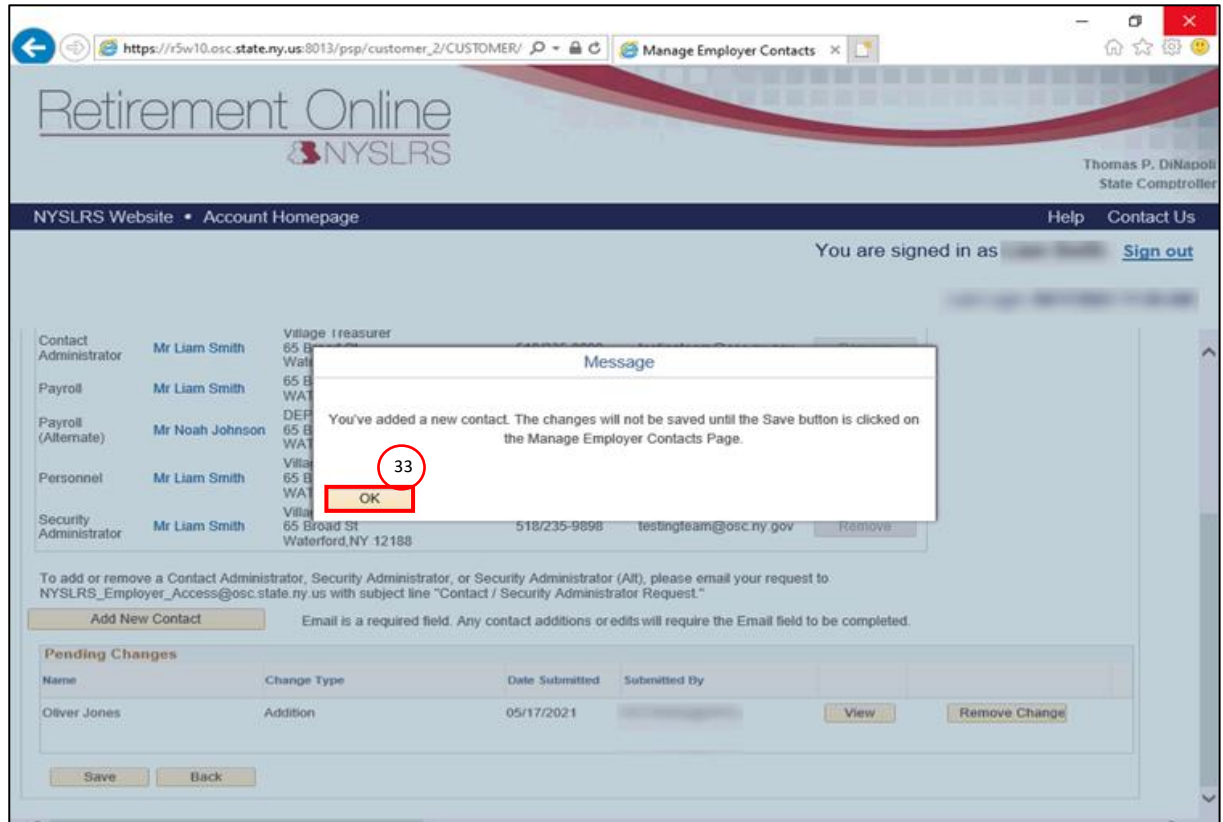
Step	Action	
26	<p>Click in the Address 1 field and enter the employer contact's address.</p> <div data-bbox="212 367 548 407" style="border: 1px solid black; width: 160px; height: 25px; margin: 10px 0;"></div> <p>Note: If applicable, enter any additional information into the Address 2 and Address 3 fields.</p>	 <p>The screenshot shows the 'Retirement Online' website for NYSLRS. The user is signed in as 'Thomas P. DiNapoli, State Comptroller'. The page title is 'Manage Employer Contacts'. The form displays contact information for '40599 VILLAGE OF WATERFORD'. The 'Address' section is active, showing 'Address 1' as '110 State St' and 'City' as 'Albany'. Both fields are highlighted with red boxes and circled with red numbers 26 and 27 respectively. Other fields include 'Phone & Email' and 'Email'.</p>
27	<p>Click in the City field and enter the employer contact's city.</p> <div data-bbox="212 675 548 716" style="border: 1px solid black; width: 160px; height: 25px; margin: 10px 0;"></div>	

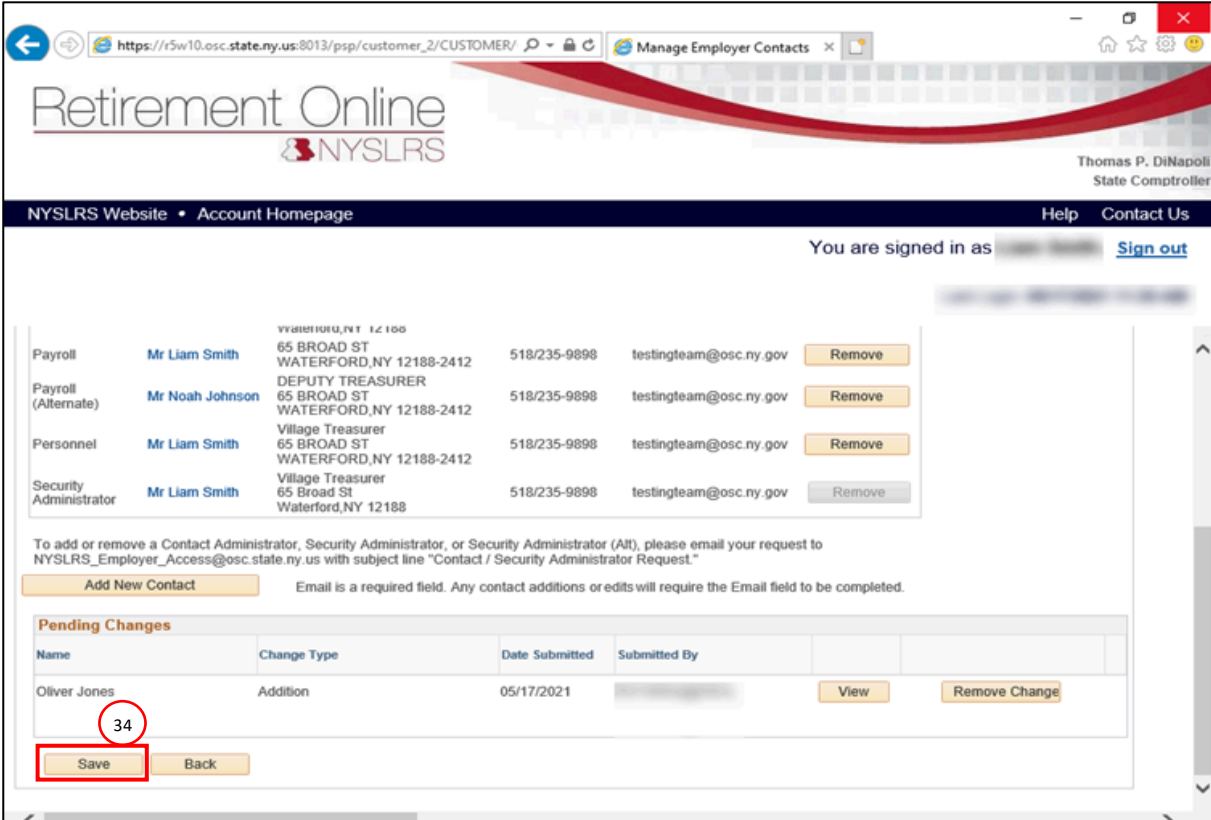
Step	Action	
28	<p>Click in the State field and enter the employer contact's state.</p> <div data-bbox="212 326 548 367" style="border: 1px solid black; width: 160px; height: 25px; margin-bottom: 10px;"></div> <p>Note: You can use the Look Up icon next to the State field to view a list of states, or you can type in the two-letter state abbreviation.</p>	 <p>The screenshot shows the Retirement Online NYSLRS website. The browser address bar displays 'https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/'. The page title is 'Retirement Online NYSLRS'. The user is signed in as 'Thomas P. DiNapoli, State Comptroller'. The page shows the 'Manage Employer Contacts' interface. The 'Address' section is expanded, showing fields for 'Address 1', 'City', 'State', and 'Postal'. The 'City' field contains '110 State St' and the 'City' dropdown is set to '28'. The 'State' dropdown is set to 'NY' and has a search icon next to it. The 'Postal' field contains '12207' and is circled with a red box labeled '29'. The 'Country' dropdown is set to 'United States'. There are 'Add' and 'Cancel' buttons at the bottom of the form.</p>
29	<p>Click in the Postal field and enter the employer contact's ZIP code.</p> <div data-bbox="212 675 548 716" style="border: 1px solid black; width: 160px; height: 25px; margin-bottom: 10px;"></div> <p>Note: Within <i>Retirement Online</i>, Postal refers to ZIP code for US addresses.</p>	 <p>The screenshot shows the Retirement Online NYSLRS website. The browser address bar displays 'https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/'. The page title is 'Retirement Online NYSLRS'. The user is signed in as 'Thomas P. DiNapoli, State Comptroller'. The page shows the 'Manage Employer Contacts' interface. The 'Address' section is expanded, showing fields for 'Address 1', 'City', 'State', and 'Postal'. The 'City' field contains '110 State St' and the 'City' dropdown is set to '28'. The 'State' dropdown is set to 'NY' and has a search icon next to it. The 'Postal' field contains '12207' and is circled with a red box labeled '29'. The 'Country' dropdown is set to 'United States'. There are 'Add' and 'Cancel' buttons at the bottom of the form.</p>

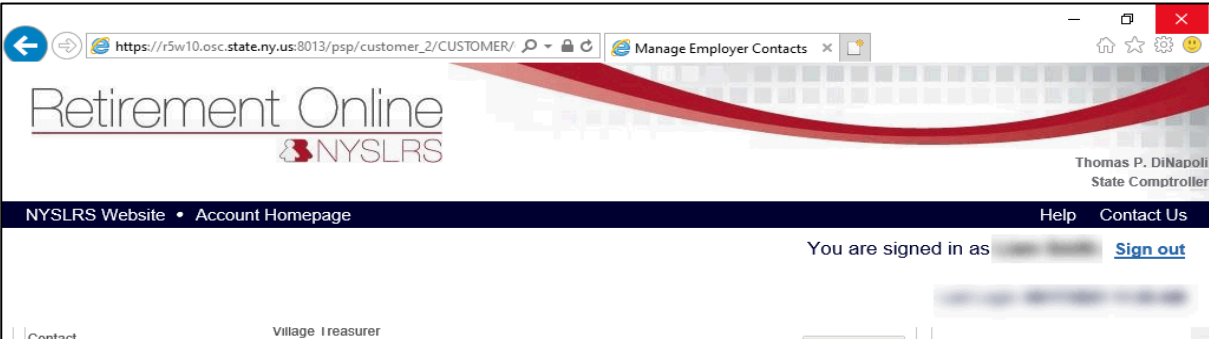
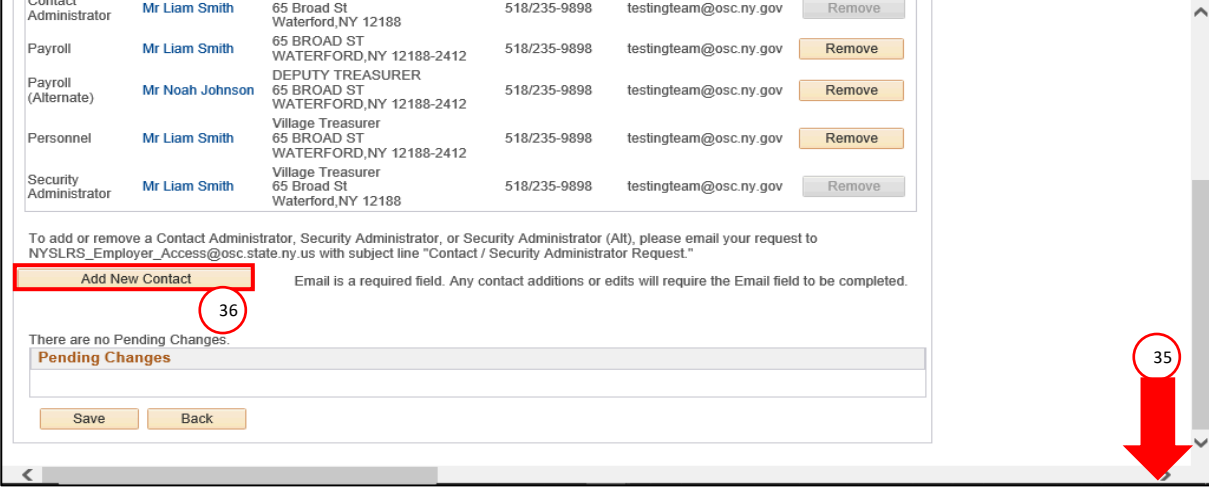
Step	Action	
30.	Click in the Email field and enter the employer contact's business email. <div data-bbox="212 367 548 407" style="border: 1px solid black; width: 160px; height: 25px; margin-top: 10px;"></div>	 <p>The screenshot shows the Retirement Online NYSLRS website. The browser address bar indicates the URL: https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page title is "Retirement Online NYSLRS". The user is signed in as "Thomas P. DiNapoli, State Comptroller". The page shows the "Manage Employer Contacts" form. The form includes fields for Employer (40599 VILLAGE OF WATERFORD), Title, Prefix (Mister), First Name (Oliver), Middle Name, Last Name (Jones), Suffix, and Contact Info. The Contact Info section is divided into "Phone & Email" and "Address". The "Phone & Email" section has fields for Phone Number, Ext/PIN, Alternate Phone Number, Ext/PIN, Fax, Ext/PIN, Email (highlighted with a red box and circled '30'), and Alternate Email. The "Address" section has fields for Address 1 (110 State St), City (Albany), Address 2, State (NY), Address 3, Postal (12207), and Country (United States). At the bottom of the form, there is a note: "Email is a required field. Any contact additions or edits will require the Email field to be completed." and two buttons: "Add" (highlighted with a red box and circled '31') and "Cancel".</p>
31.	Once all the employee's information is entered, click the Add button. <div data-bbox="212 716 323 756" style="border: 1px solid orange; padding: 2px 10px; margin-top: 10px; display: inline-block;">Add</div>	 <p>The screenshot shows the Retirement Online NYSLRS website. The browser address bar indicates the URL: https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page title is "Retirement Online NYSLRS". The user is signed in as "Thomas P. DiNapoli, State Comptroller". The page shows the "Manage Employer Contacts" form. The form includes fields for Employer (40599 VILLAGE OF WATERFORD), Title, Prefix (Mister), First Name (Oliver), Middle Name, Last Name (Jones), Suffix, and Contact Info. The Contact Info section is divided into "Phone & Email" and "Address". The "Phone & Email" section has fields for Phone Number, Ext/PIN, Alternate Phone Number, Ext/PIN, Fax, Ext/PIN, Email (highlighted with a red box and circled '30'), and Alternate Email. The "Address" section has fields for Address 1 (110 State St), City (Albany), Address 2, State (NY), Address 3, Postal (12207), and Country (United States). At the bottom of the form, there is a note: "Email is a required field. Any contact additions or edits will require the Email field to be completed." and two buttons: "Add" (highlighted with a red box and circled '31') and "Cancel".</p>

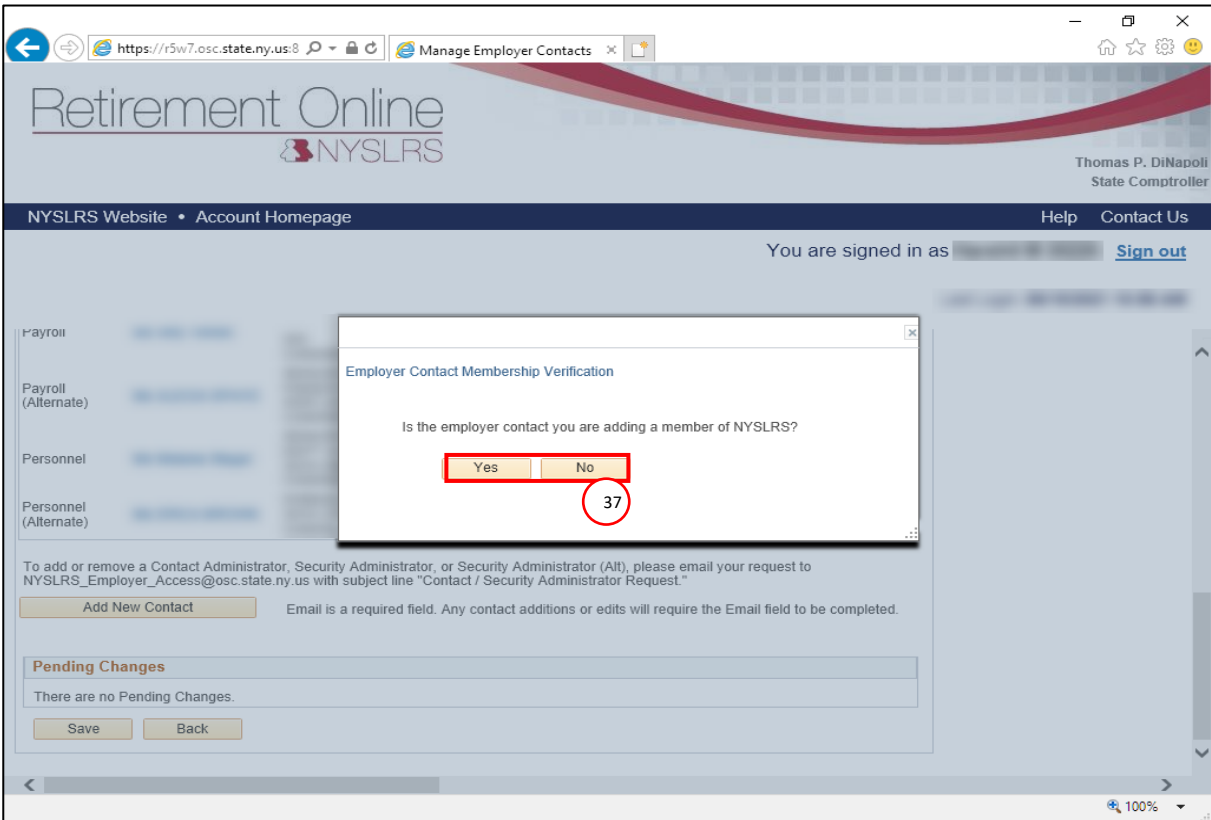
Step	Action	
<p data-bbox="113 250 163 289">32</p>	<p data-bbox="205 250 661 634">A <i>Message</i> page will appear. It will present the address in the format used by the United States Postal Service (USPS) for your approval. If you click Yes, <i>Retirement Online</i> will update the address to the suggested USPS version. If you click No, the address will stay as entered. Either selection will bring you to the next step.</p> <p data-bbox="212 639 365 675">Yes</p>	 <p>The screenshot shows a web browser window with the URL https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page title is "Retirement Online" with the NYSLRS logo. The user is signed in as "Thomas P. DiNapoli, State Comptroller". A message is displayed: "The Address information displayed below reflects the US Postal Service's suggested changes to the address that was entered. Would you like to use the suggested changes? 110 STATE ST ALBANY NY 12207-2035". Below the message are two buttons: "Yes" and "No". The number "32" is circled in red above the "No" button.</p>

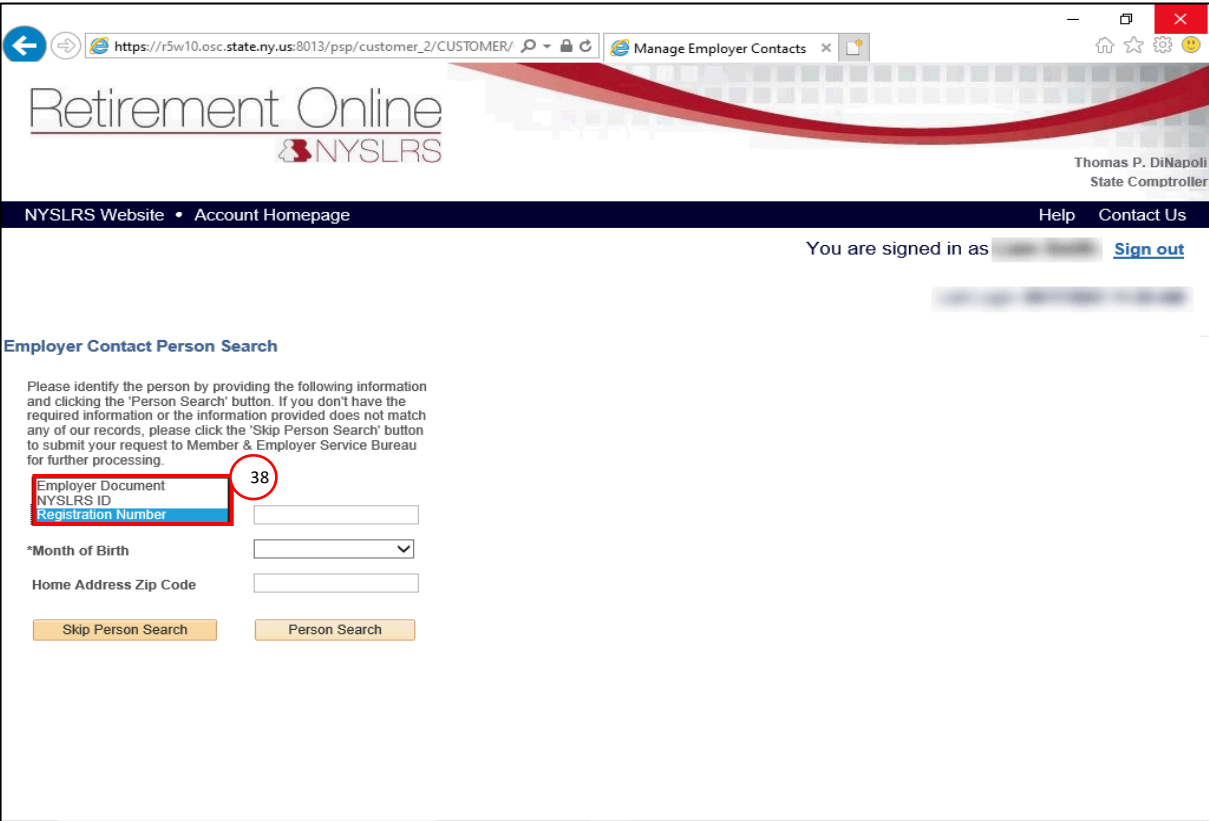
Step	Action
<p>33</p>	<p>A 'Message' pop-up will appear stating that the changes will not be saved until the Save button is clicked on the <i>Manage Employer Contacts</i> page.</p> <p>To continue, click the OK button.</p> 

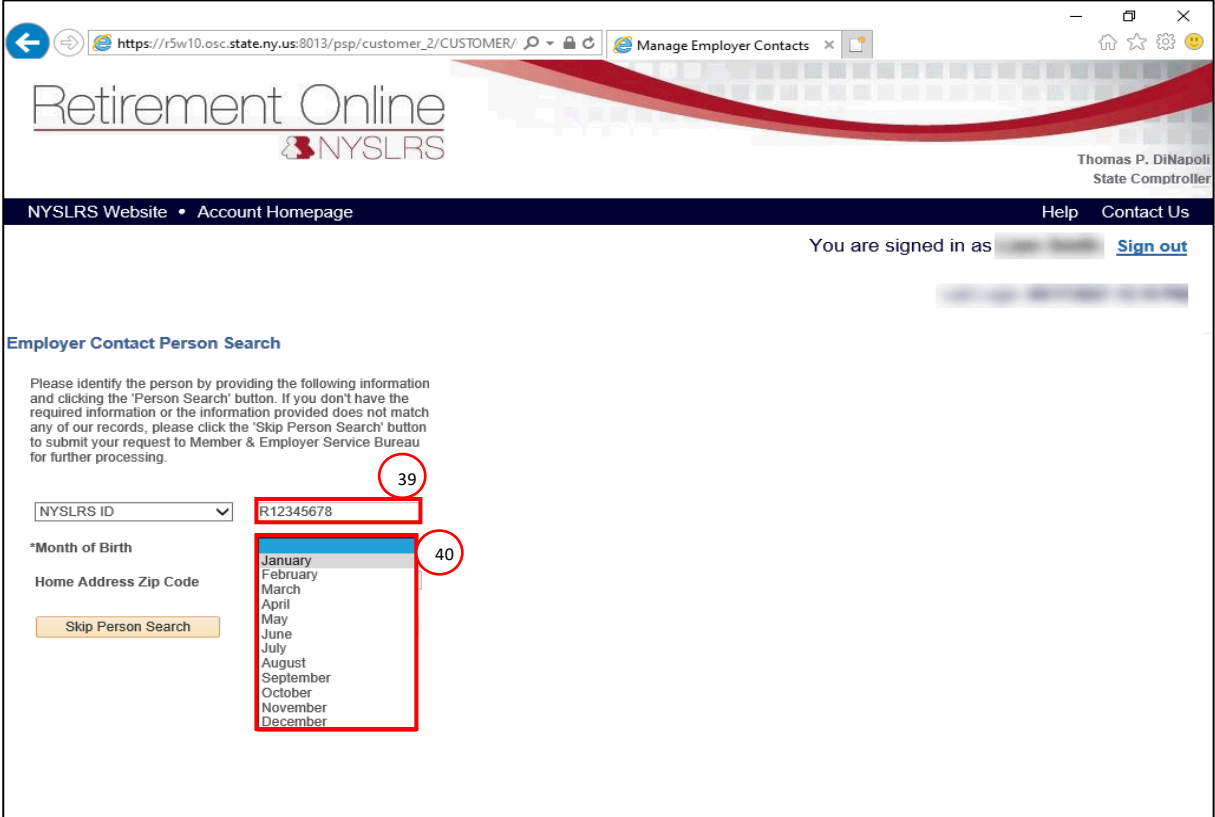


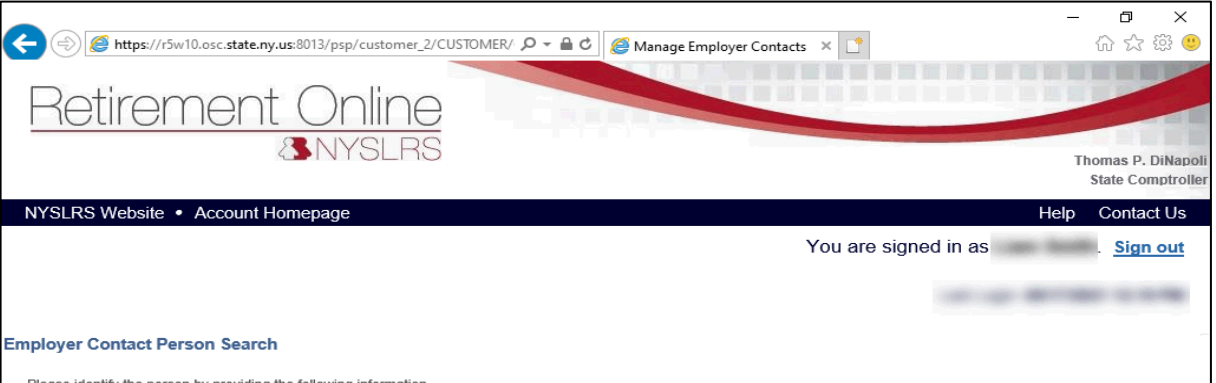
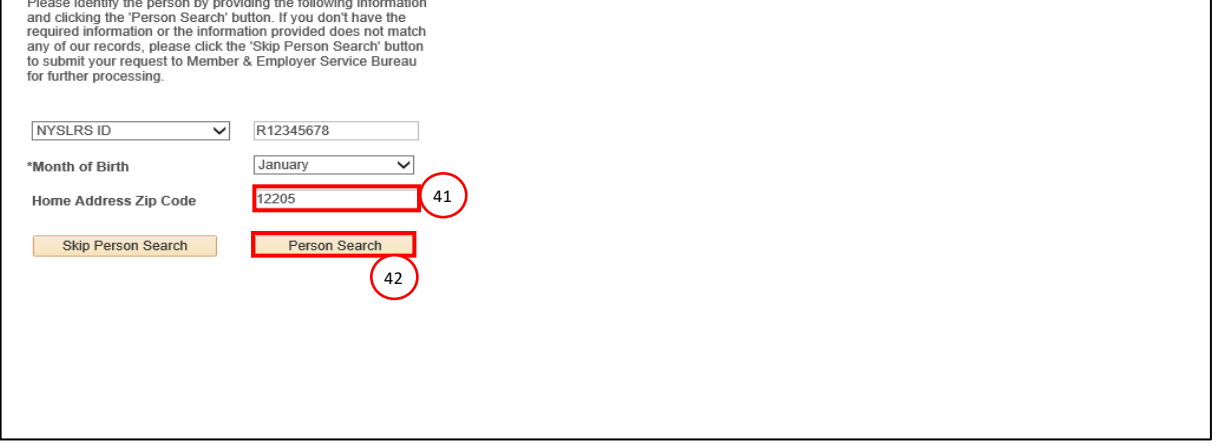
Step	Action	
<p data-bbox="113 251 163 289">34</p> <p data-bbox="210 251 493 284">Click the Save button.</p> <div data-bbox="210 289 380 329" style="border: 1px solid black; padding: 2px; width: fit-content; margin: 5px 0;">Save</div> <p data-bbox="210 406 640 592">Note: Repeat Steps 5-34 for additional updates then proceed to Step 68. If you need to update the Payroll contact, proceed to Step 35.</p>		 <p>The screenshot shows the Retirement Online NYSLRS website interface. At the top, there is a navigation bar with the NYSLRS logo and the text 'Retirement Online NYSLRS'. Below this, there is a header indicating the user is signed in as 'Thomas P. DiNapoli, State Comptroller'. The main content area displays a list of contacts with columns for Name, Address, Phone Number, and Email. Each contact has a 'Remove' button. Below the list, there is a section for 'Pending Changes' with a table containing columns for Name, Change Type, Date Submitted, and Submitted By. The table shows one entry for 'Oliver Jones' with a change type of 'Addition' and a date of '05/17/2021'. At the bottom of the page, there are 'Save' and 'Back' buttons. A red box highlights the 'Save' button, and the number '34' is circled in red above it.</p>

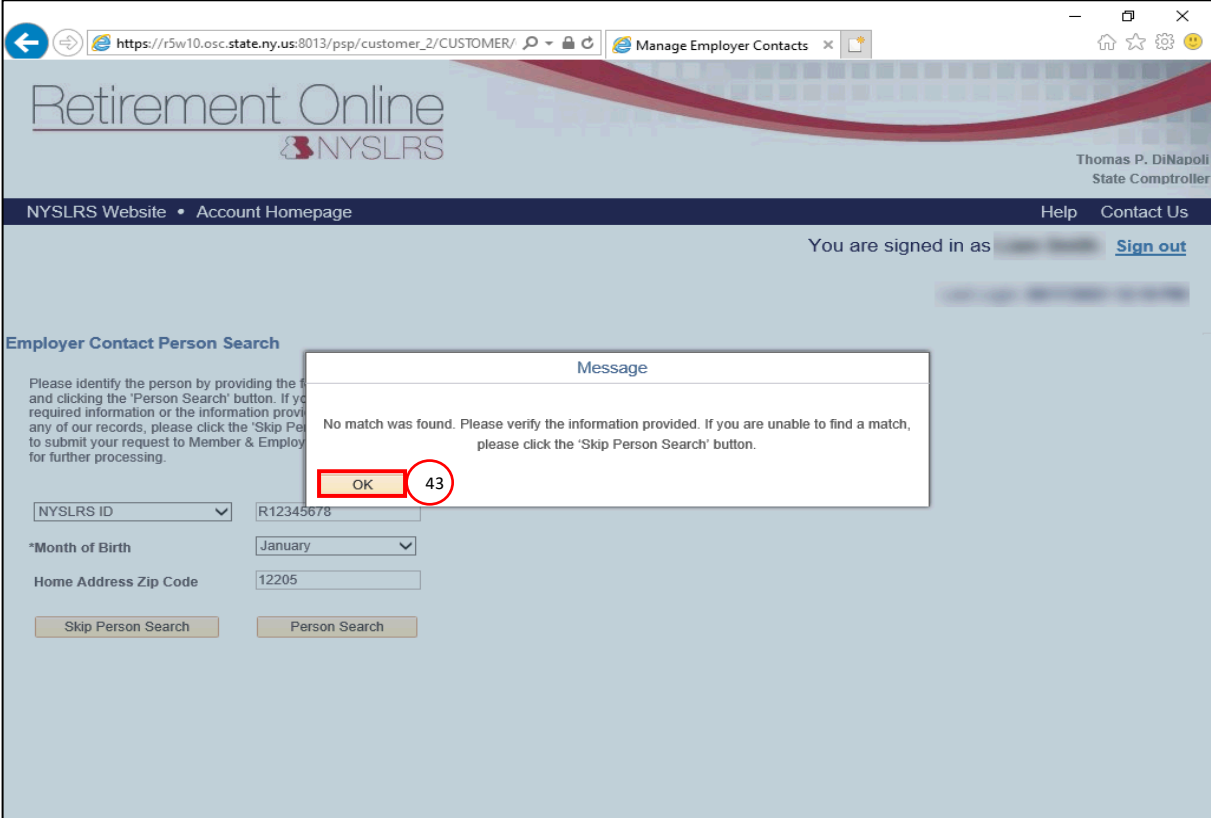
Step	Action	
35	<p>Note: Adding and Removing Payroll Employer Contacts begins here. You must complete Steps 1 – 5 first.</p> <p>Scroll down until you see the Add New Contact button.</p>	
36	<p>To add the payroll contact, click the Add New Contact button.</p> <p>Add New Contact</p>	

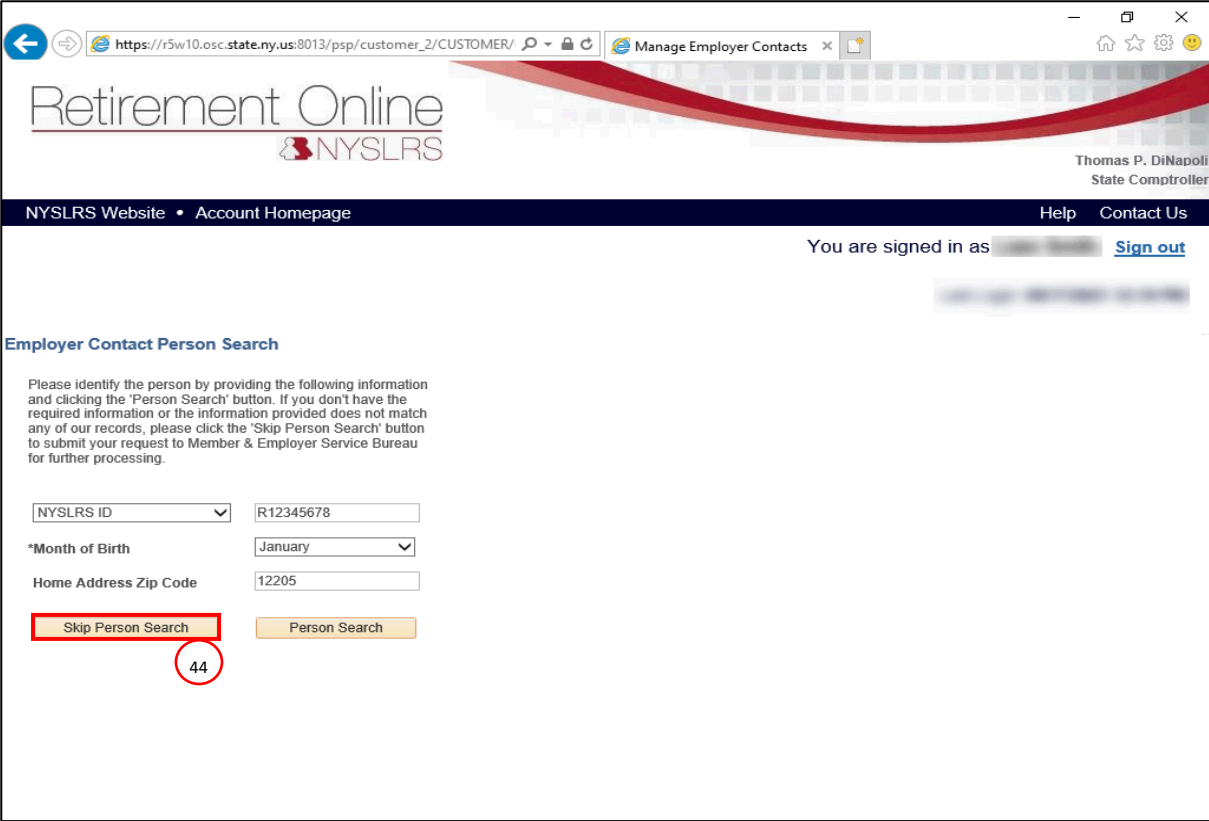
Step	Action	
<p data-bbox="111 248 163 289">37</p>	<p data-bbox="210 256 661 365">A 'Message' pop-up will appear asking if the employer contact you are adding is a member of NYSLRS.</p> <p data-bbox="210 410 661 673">Note: Both paths will direct you to the <i>Employer Contact Person Search</i> page. If the person is member of NYSLRS, you will be required to complete Steps 38-42. If the contact is not a member, proceed to Step 43.</p>	 <p>The screenshot shows a web browser window with the URL https://r15w7.osc.state.ny.us:8 and the page title 'Manage Employer Contacts'. The main content area is titled 'Retirement Online NYSLRS' and includes the name 'Thomas P. DiNapoli, State Comptroller'. A navigation bar shows 'NYSLRS Website • Account Homepage' and 'Help Contact Us'. The user is signed in as 'Thomas P. DiNapoli' with a 'Sign out' link. A central pop-up dialog box titled 'Employer Contact Membership Verification' contains the question 'Is the employer contact you are adding a member of NYSLRS?' and two buttons: 'Yes' and 'No'. The 'No' button is highlighted with a red box, and the number '37' is circled in red next to it. Below the dialog, there is a section for adding or removing contact administrators, with an 'Add New Contact' button and a note that email is a required field. At the bottom, there is a 'Pending Changes' section indicating 'There are no Pending Changes.' with 'Save' and 'Back' buttons.</p>

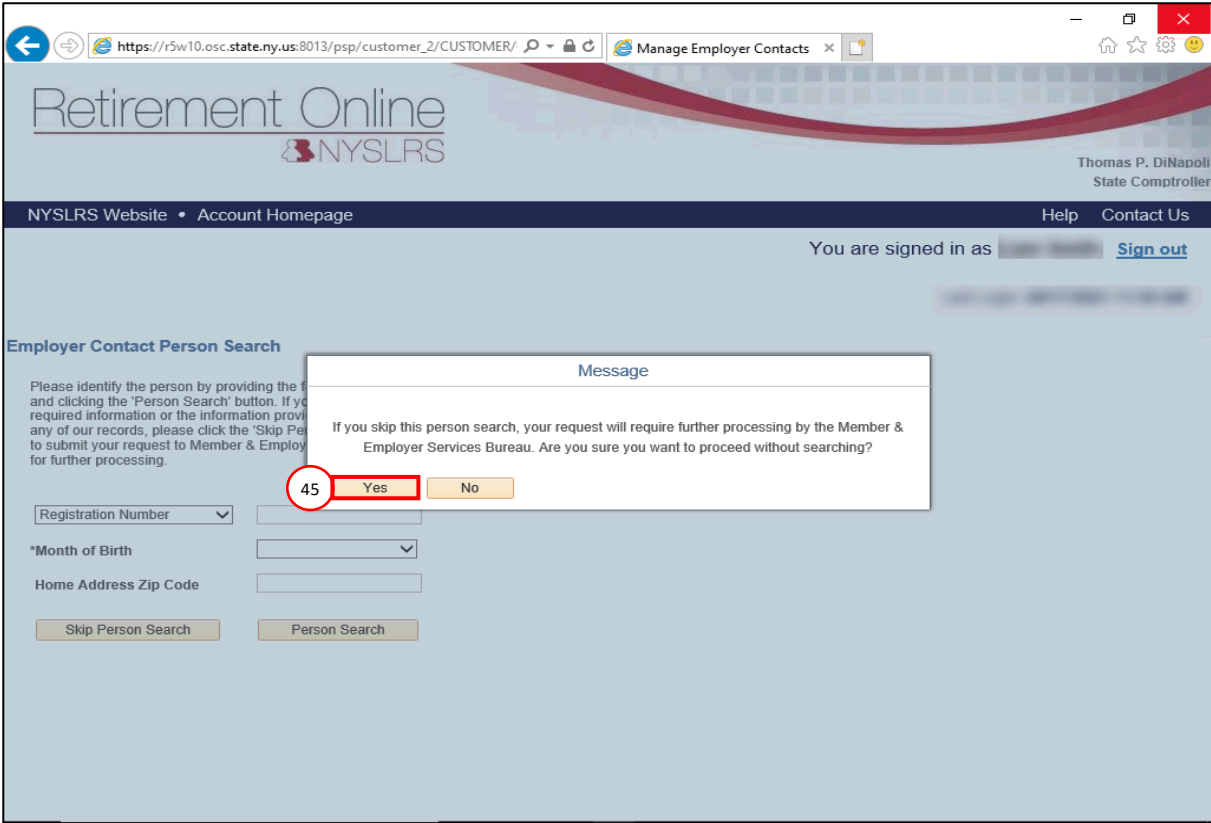
Step	Action	
<p data-bbox="111 248 163 289">38.</p>	<p data-bbox="212 256 646 402">The <i>Employer Contact Person Search</i> page will appear. Select the Employee ID drop-down field to select an ID type.</p> <div data-bbox="212 407 520 461" style="border: 1px solid black; padding: 2px; width: fit-content;"> <input type="text" value="Employee ID"/> </div> <p data-bbox="212 509 653 667">Note: If you do not know the NYSLRS ID number for the employer contact, please proceed to Step 42.</p>	 <p>The screenshot shows a web browser window with the URL <code>https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/</code>. The page title is "Retirement Online NYSLRS" and it identifies the user as "Thomas P. DiNapoli, State Comptroller". The page is titled "Employer Contact Person Search" and contains the following text: "Please identify the person by providing the following information and clicking the 'Person Search' button. If you don't have the required information or the information provided does not match any of our records, please click the 'Skip Person Search' button to submit your request to Member & Employer Service Bureau for further processing." The form includes fields for "Employer Document NYSLRS ID Registration Number" (highlighted with a red box and a circled '38'), "*Month of Birth", and "Home Address Zip Code". There are two buttons: "Skip Person Search" and "Person Search".</p>

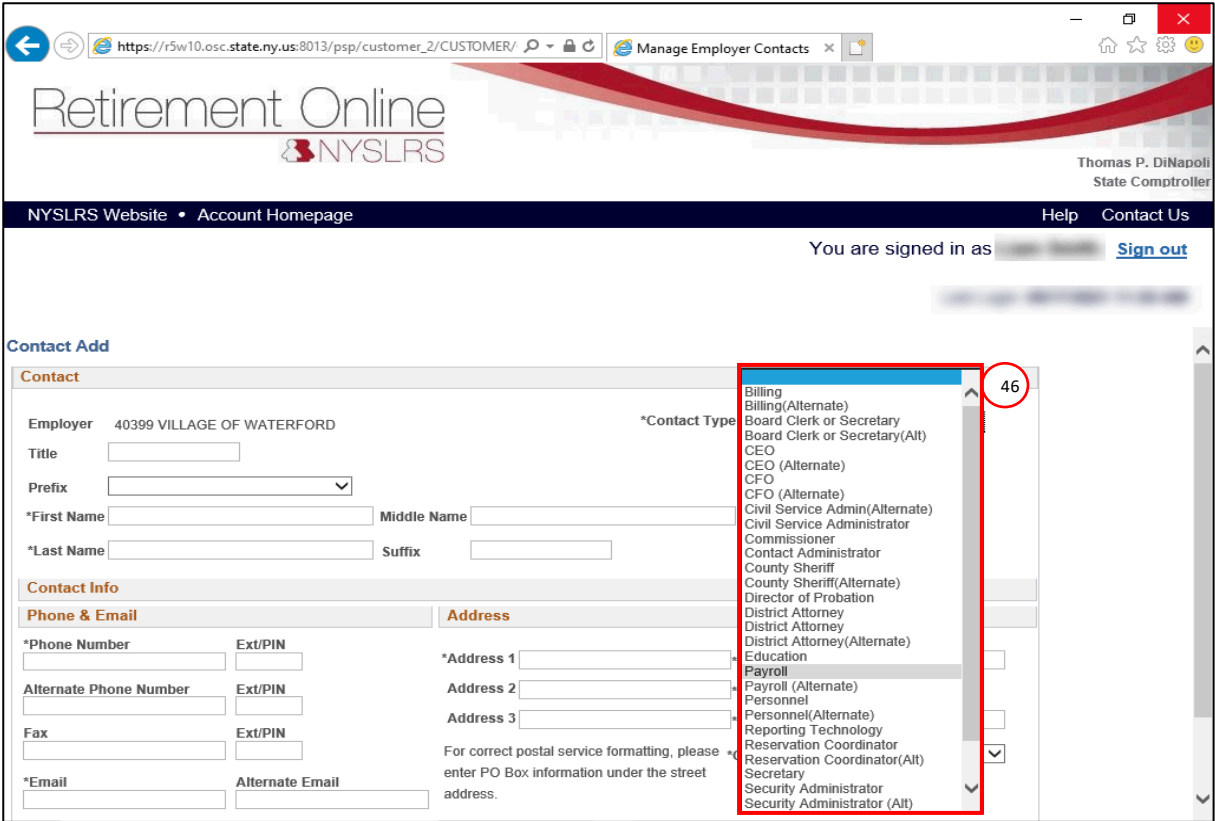
Step	Action	
39	Click in the NYSLRS ID field and enter the employer contacts NYSLRS ID.	 <p>The screenshot shows the Retirement Online NYSLRS website. The browser address bar displays the URL: https://r15w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page title is "Retirement Online NYSLRS". The user is signed in as "Thomas P. DiNapoli, State Comptroller". The main heading is "Employer Contact Person Search". Below the heading, there is a text block: "Please identify the person by providing the following information and clicking the 'Person Search' button. If you don't have the required information or the information provided does not match any of our records, please click the 'Skip Person Search' button to submit your request to Member & Employer Service Bureau for further processing." The form includes a "NYSLRS ID" dropdown menu with the value "R12345678" selected, which is highlighted with a red box and labeled "39". Below it is a "*Month of Birth" dropdown menu, which is open and shows a list of months from January to December, with "January" selected. This dropdown is also highlighted with a red box and labeled "40". Other fields include "Home Address Zip Code" and a "Skip Person Search" button.</p>
40	Use the drop-down to select the employer contact's Month of Birth .	

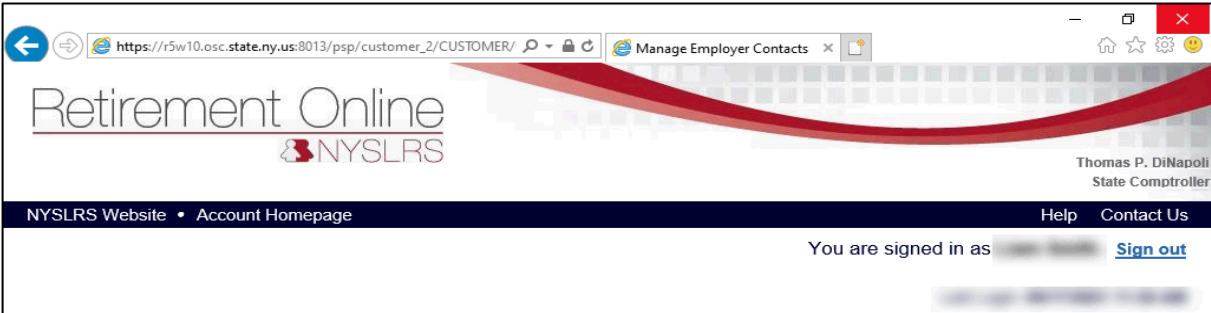
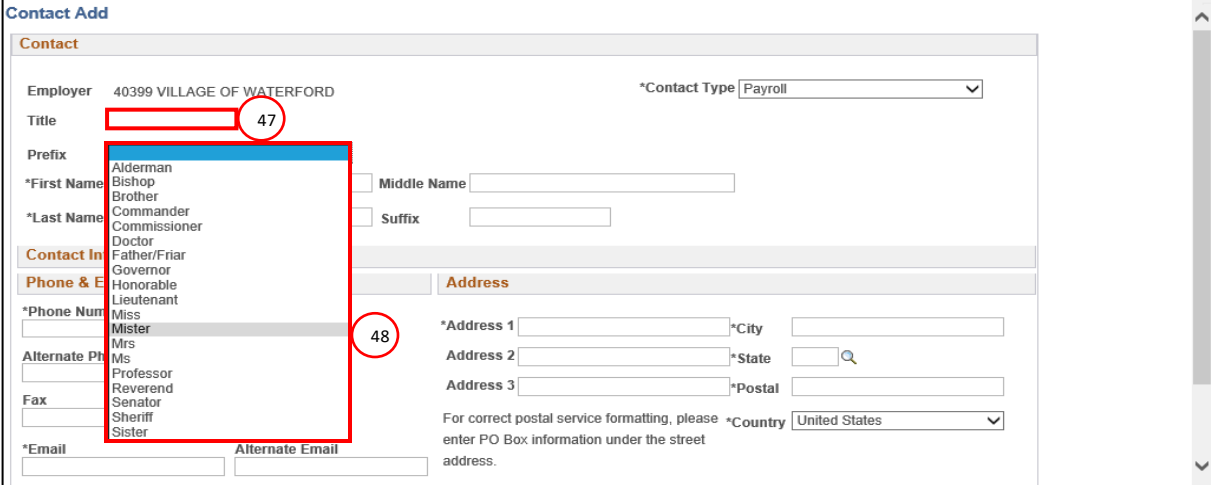
Step	Action	
41	Click in the Home Address Zip Code field and enter the employer contact's home address zip code. <input data-bbox="214 407 516 448" type="text"/>	 <p>The screenshot shows the Retirement Online website interface. The browser address bar displays the URL: https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page title is "Retirement Online" with the NYSLRS logo. The user is signed in as Thomas P. DiNapoli, State Comptroller. The page content includes a navigation bar with "NYSLRS Website" and "Account Homepage", and a "Person Search" section. The "Home Address Zip Code" field is highlighted with a red box, and a circled "41" is placed next to it.</p>
42	Once you have completed the required fields, click the Person Search button. <input data-bbox="214 792 478 833" type="button" value="Person Search"/>	 <p>The screenshot shows the Retirement Online website interface. The browser address bar displays the URL: https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page title is "Retirement Online" with the NYSLRS logo. The user is signed in as Thomas P. DiNapoli, State Comptroller. The page content includes a navigation bar with "NYSLRS Website" and "Account Homepage", and a "Person Search" section. The "Person Search" button is highlighted with a red box, and a circled "42" is placed next to it.</p>

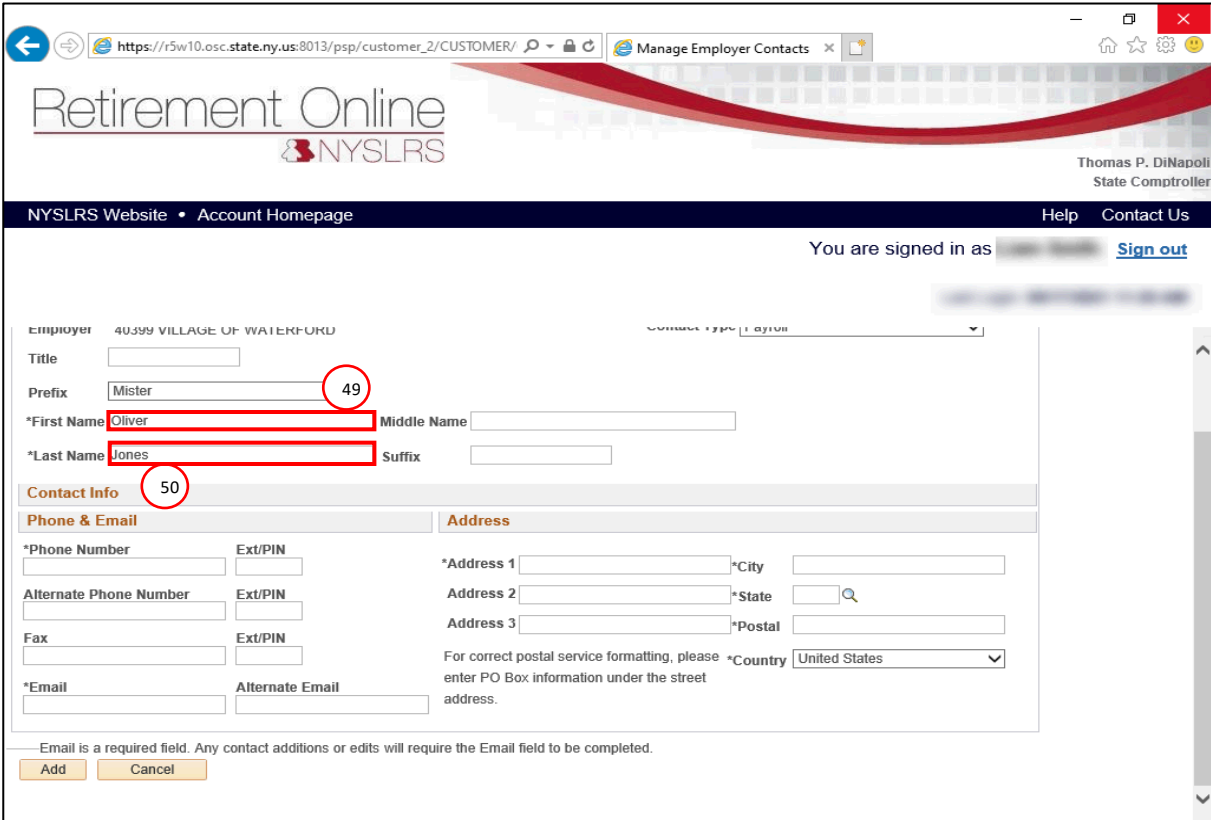
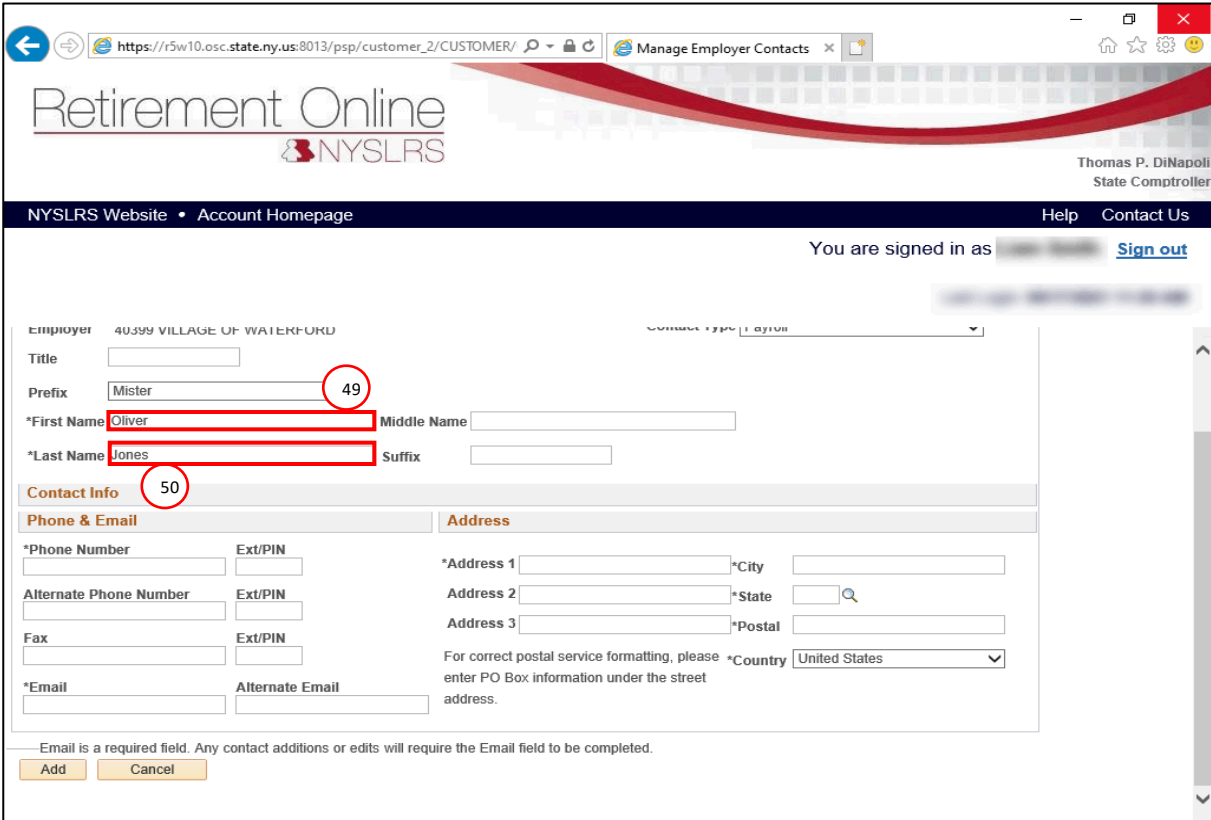
Step	Action	
<p data-bbox="113 251 163 289">43</p> <p data-bbox="210 251 621 402">If the information entered does not match NYSLRS records, a 'Message' pop-up will appear. Click OK to continue.</p> <p data-bbox="210 406 346 438">OK</p> <p data-bbox="210 483 634 633">Note: If the information is a match, you will not see this pop-up message and will proceed to Step 46.</p>		

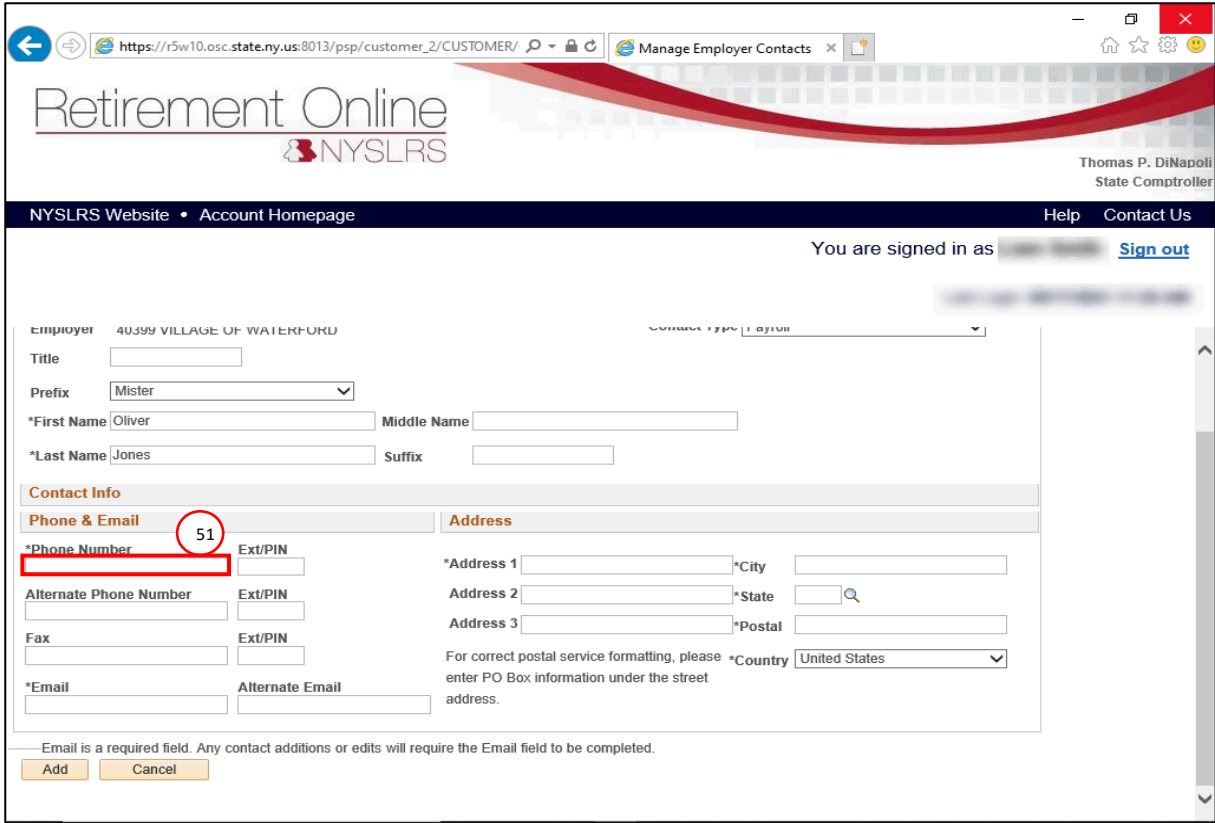
Step	Action	
<p data-bbox="113 253 159 289">44</p> <p data-bbox="212 253 632 363">This brings you back to the <i>Employer Contact Person Search</i> page.</p> <p data-bbox="212 407 579 477">Click the Skip Person Search button.</p> <div data-bbox="212 483 506 526" style="border: 1px solid black; padding: 2px; display: inline-block;">Skip Person Search</div>		 <p>The screenshot shows a web browser window with the URL <code>https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/</code>. The page title is "Retirement Online" and "NYSLRS". The user is signed in as "Thomas P. DiNapoli, State Comptroller". The page content includes a navigation bar with "NYSLRS Website" and "Account Homepage", and links for "Help" and "Contact Us". The main heading is "Employer Contact Person Search". Below this, there is a paragraph of instructions: "Please identify the person by providing the following information and clicking the 'Person Search' button. If you don't have the required information or the information provided does not match any of our records, please click the 'Skip Person Search' button to submit your request to Member & Employer Service Bureau for further processing." The form fields are: "NYSLRS ID" (dropdown menu), "R12345678" (text input), "*Month of Birth" (dropdown menu), "January" (text input), and "Home Address Zip Code" (text input), "12205" (text input). At the bottom of the form, there are two buttons: "Skip Person Search" (highlighted with a red box) and "Person Search". A red circle with the number "44" is positioned below the "Skip Person Search" button.</p>

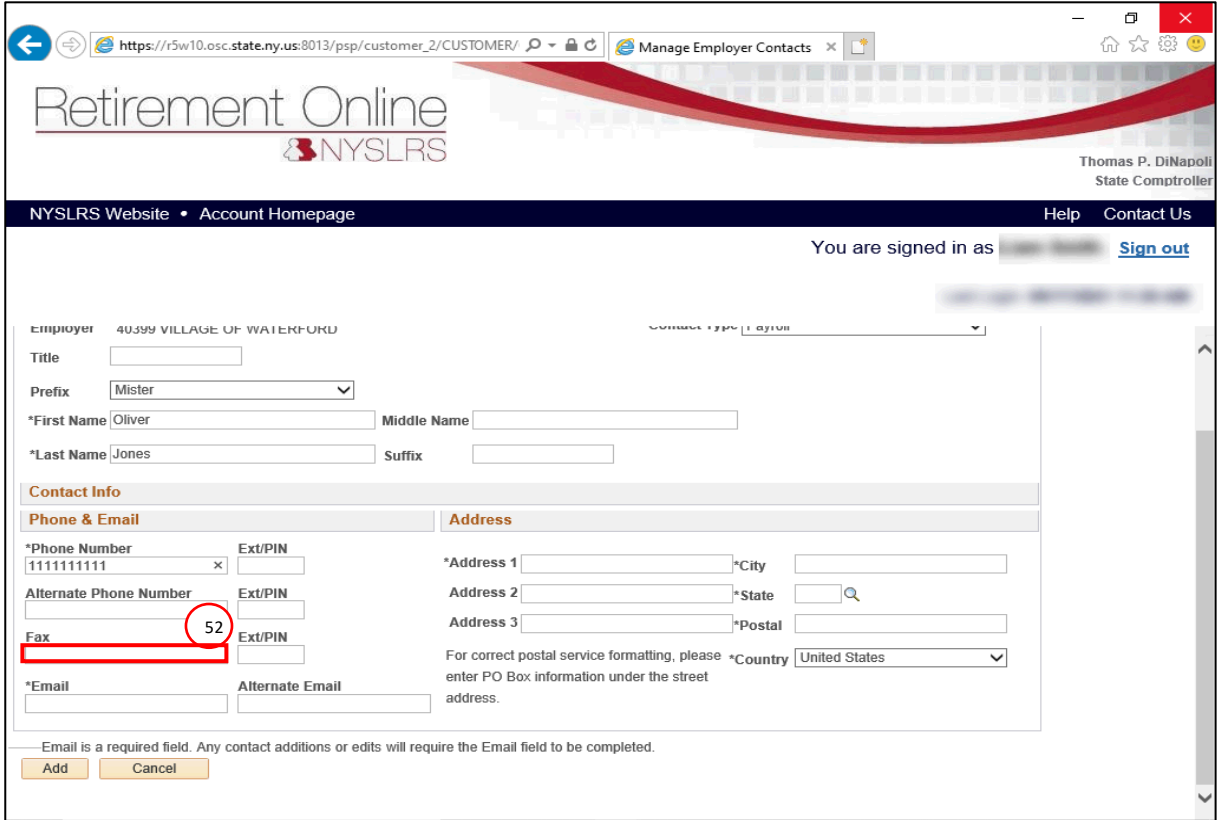
Step	Action	
<p>45</p>	<p>If you skip person search a 'Message' pop-up will appear stating that your request will require further processing by the Member & Employer Services Bureau. To proceed without searching, click the Yes button to continue.</p> <p>Yes</p>	 <p>The screenshot shows the Retirement Online website interface. At the top, there's a navigation bar with 'Retirement Online' and 'NYSLRS' logo, and 'Thomas P. DiNapoli, State Comptroller'. Below that, a dark blue bar contains 'NYSLRS Website • Account Homepage' and 'Help Contact Us'. The main content area is titled 'Employer Contact Person Search' and contains a form with fields for 'Registration Number', '*Month of Birth', and 'Home Address Zip Code'. A 'Skip Person Search' button and a 'Person Search' button are at the bottom of the form. A white 'Message' dialog box is overlaid on the form, containing the text: 'If you skip this person search, your request will require further processing by the Member & Employer Services Bureau. Are you sure you want to proceed without searching?'. Below the text are two buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a red box, and the number '45' is circled in red next to it.</p>

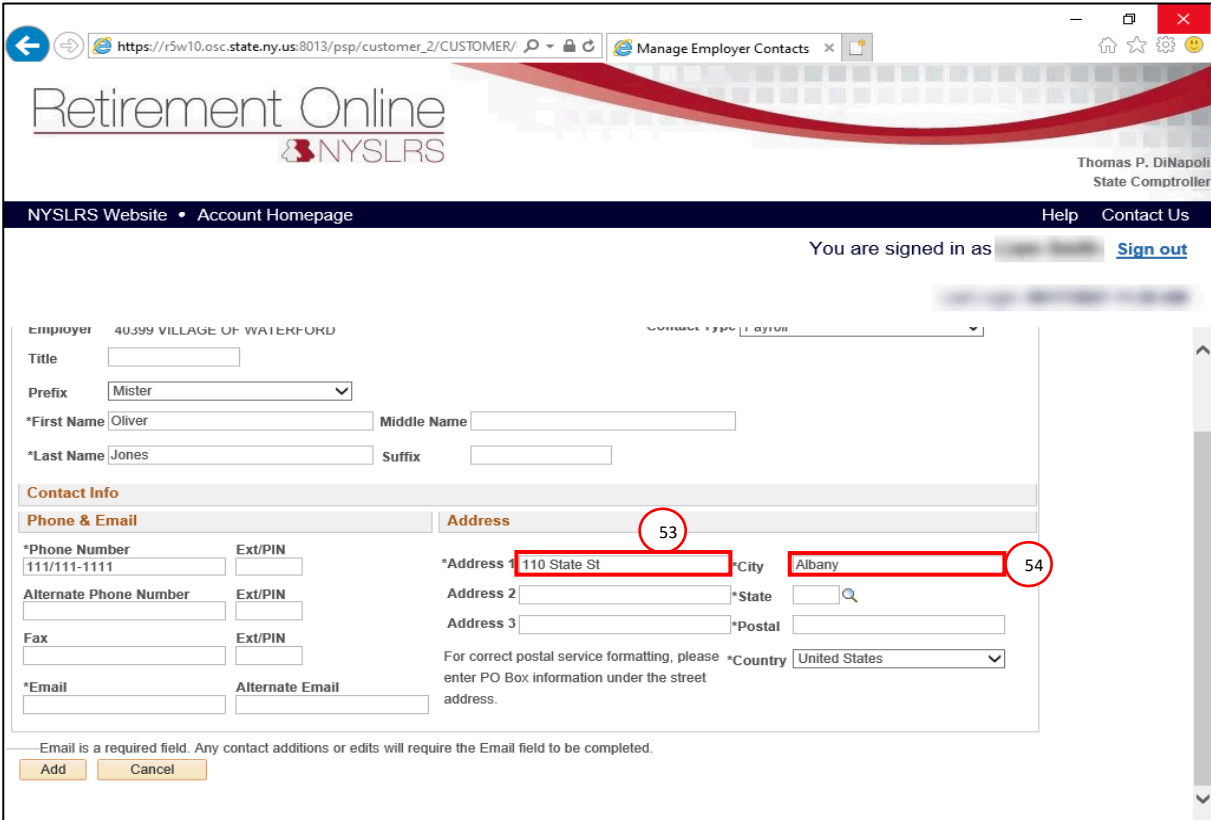
Step	Action	
<p>46</p>	<p>The <i>Contact Add</i> page will appear. Under the 'Contact' section, use the Contact Type drop-down field and select Payroll.</p> <div data-bbox="212 407 552 440" style="border: 1px solid black; width: 150px; height: 20px; margin: 10px 0;"></div> <p>Note: If you located the person and did not skip person search, the person's name will auto populate. The following fields will be greyed out and not editable: Prefix, First Name, Middle Name, Last Name, and Suffix.</p>	

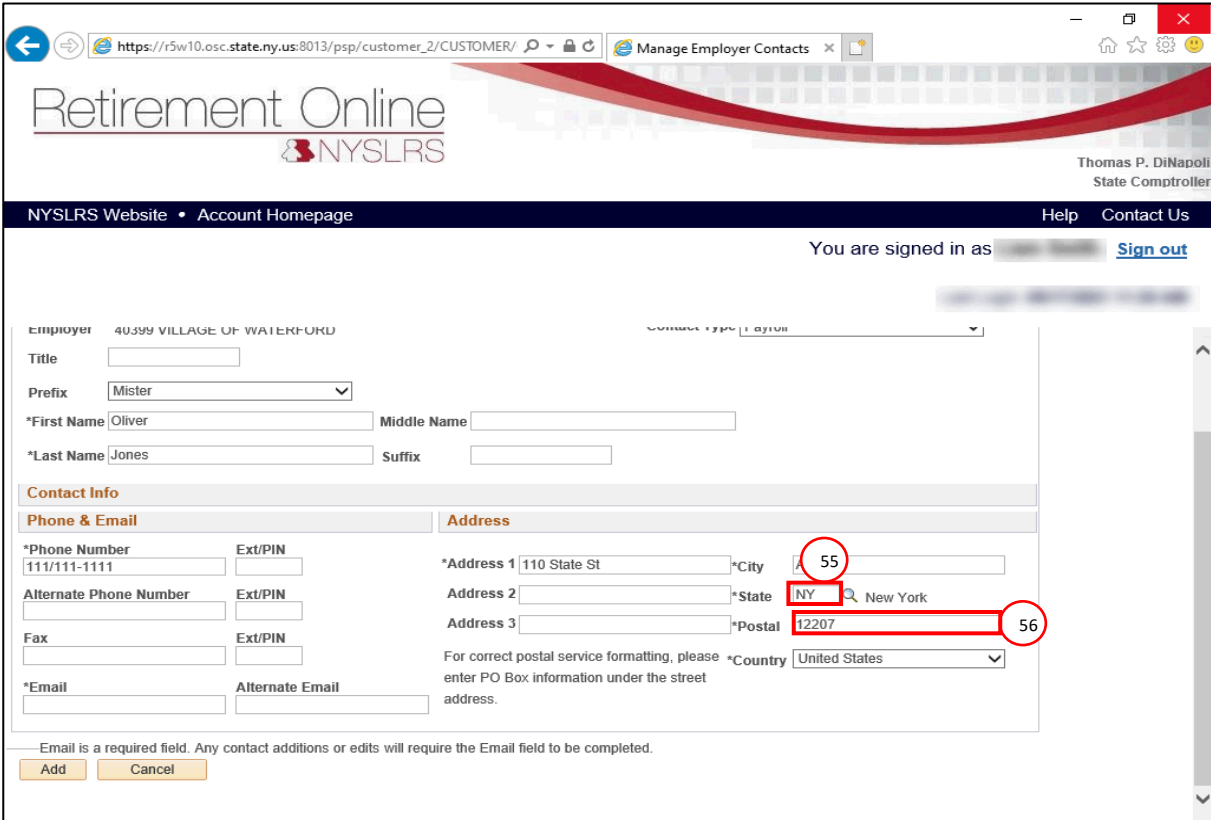
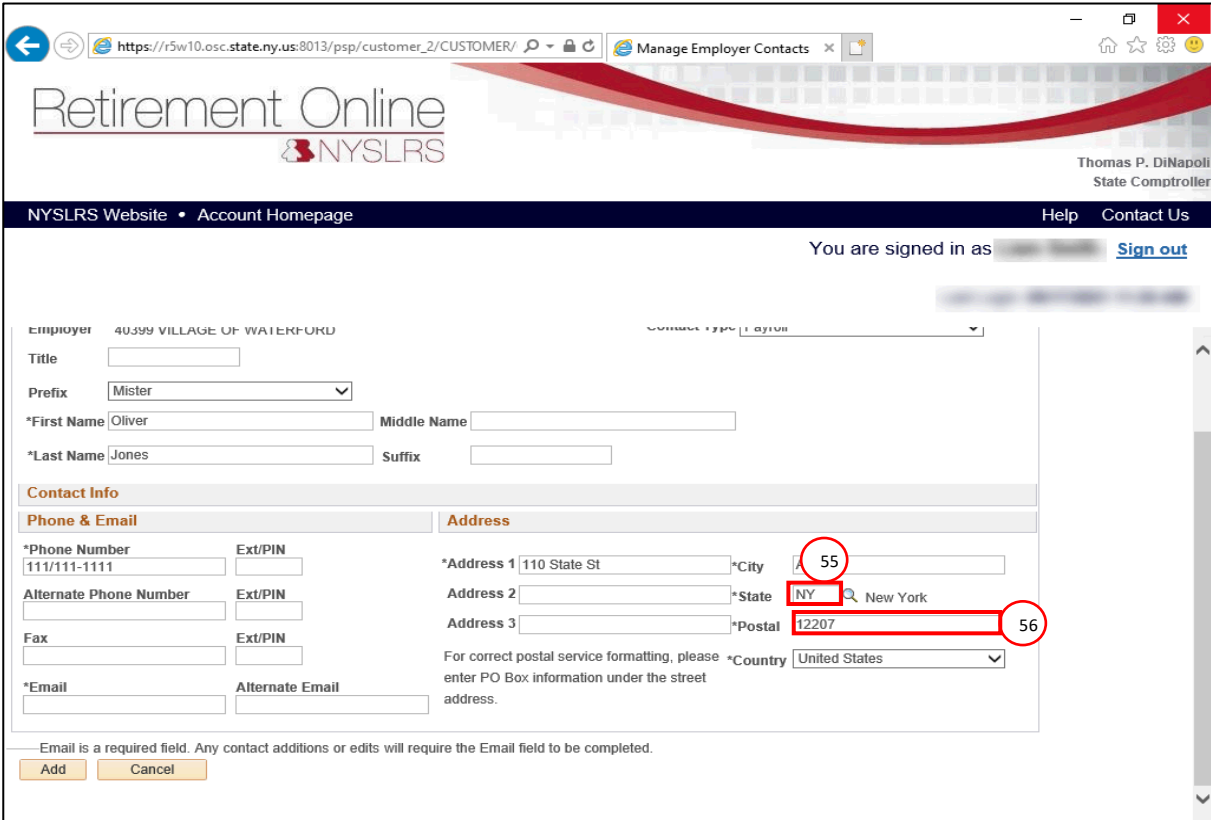
Step	Action	
47.	<p>If the employee has a specific job title, you may enter it into the Title field. This is optional and not a required field.</p> <div data-bbox="212 407 514 448" style="border: 1px solid black; width: 144px; height: 25px; margin-left: 10px;"></div>	 <p>The screenshot shows the Retirement Online NYSLRS website. The browser address bar displays 'https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/'. The page title is 'Retirement Online NYSLRS'. The user is signed in as 'Thomas P. DiNapoli, State Comptroller'. The 'Contact Add' form is visible, with the 'Title' field highlighted by a red box and a circled '47'.</p>
48.	<p>Use the drop-down field to select the employer contact's Prefix.</p> <p>Note: This field will be greyed out and not editable if you located your employee and did not skip person search.</p>	 <p>The screenshot shows the Retirement Online NYSLRS website. The 'Contact Add' form is visible, with the 'Prefix' dropdown menu open. The dropdown menu is highlighted by a red box and a circled '48'. The dropdown menu contains the following options: Alderman, Bishop, Brother, Commander, Commissioner, Doctor, Father/Friar, Governor, Honorable, Lieutenant, Miss, Mister, Mrs, Ms, Professor, Reverend, Senator, Sheriff, Sister.</p>

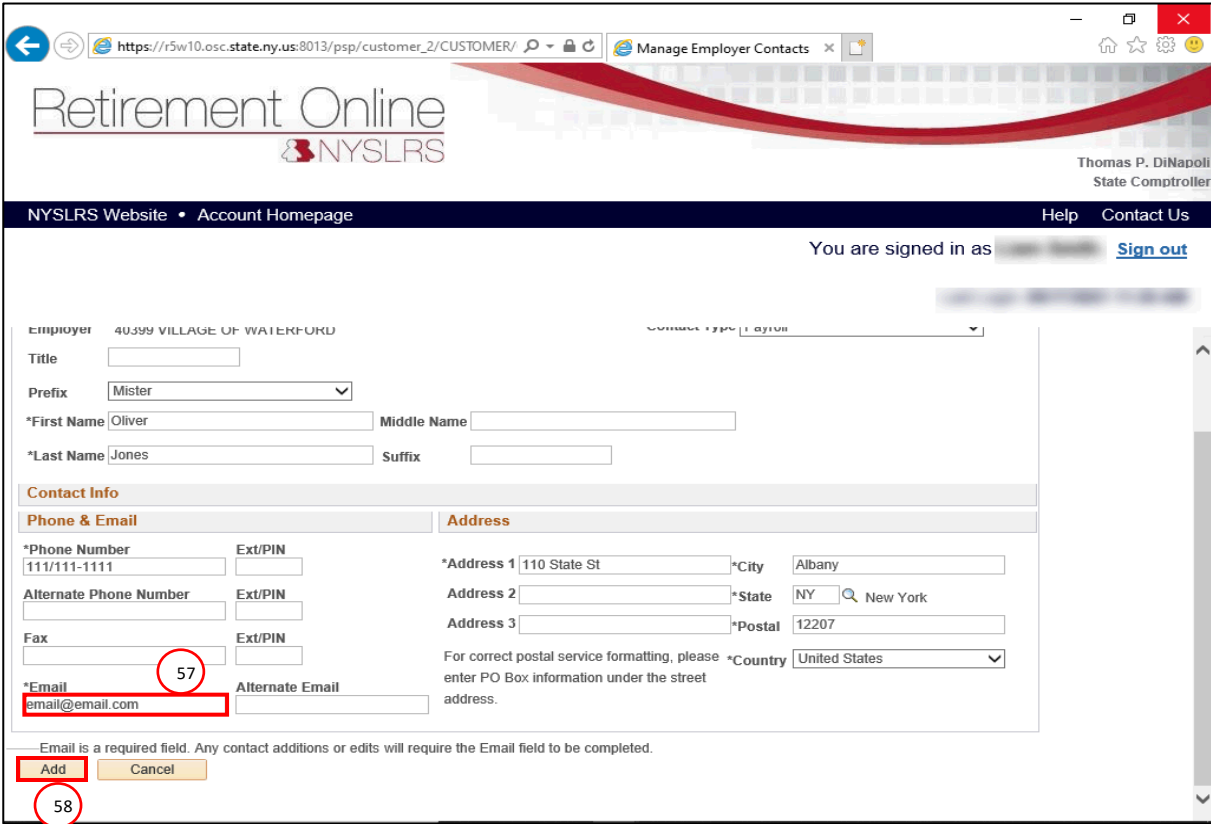
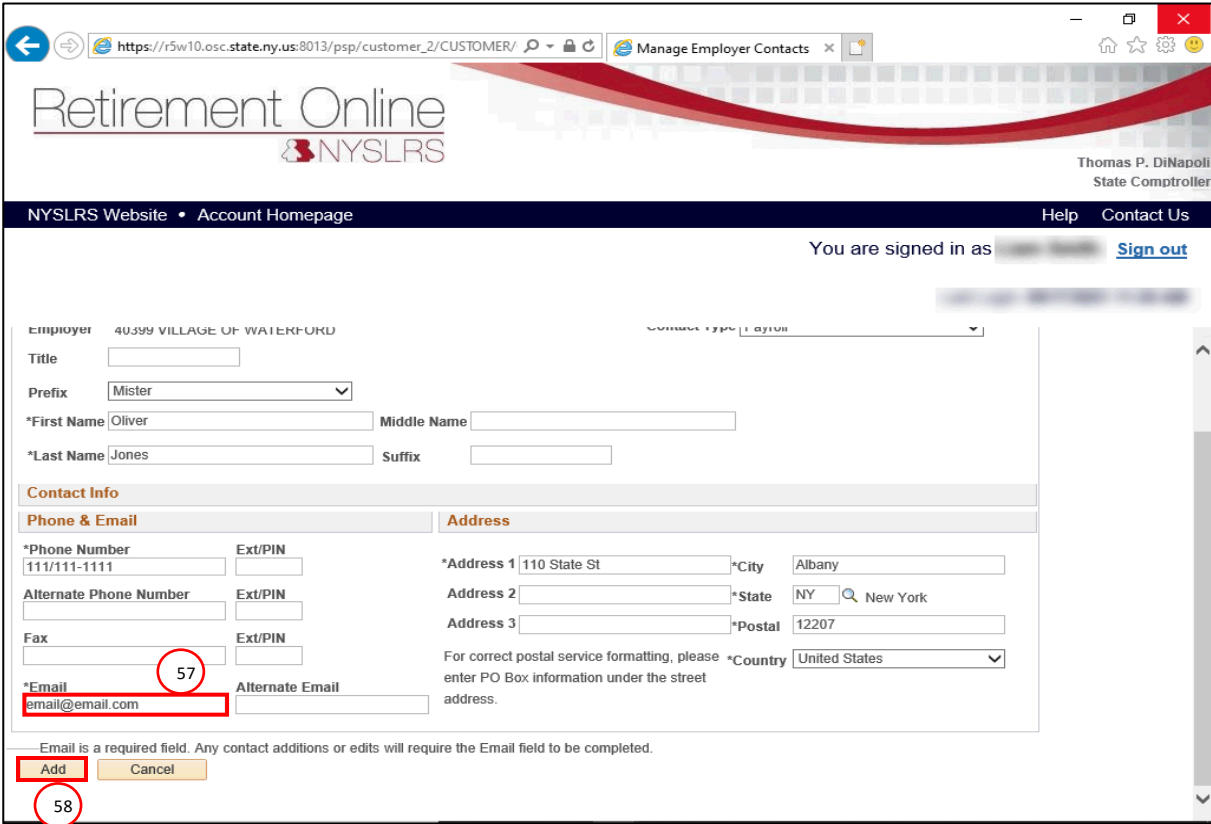
Step	Action	
<p>49</p>	<p>Click in the First Name field and enter the employer contact's first name.</p> <p><input type="text"/></p> <p>Note: This field will be greyed out and not editable if you located your employee and did not skip person search.</p>	 <p>The screenshot shows the Retirement Online NYSLRS website. The browser address bar displays 'https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/'. The page title is 'Retirement Online NYSLRS'. The user is signed in as 'Thomas P. DiNapoli, State Comptroller'. The page content includes a navigation bar with 'NYSLRS Website' and 'Account Homepage'. The main content area shows a form for managing employer contacts. The 'First Name' field is highlighted with a red box and a circled '49'. The 'Last Name' field is also highlighted with a red box and a circled '50'. The form includes fields for Title, Prefix, Middle Name, Suffix, Phone & Email, and Address. The 'Add' and 'Cancel' buttons are visible at the bottom of the form.</p>
<p>50</p>	<p>Click in the Last Name field and enter the employer contact's last name.</p> <p><input type="text"/></p> <p>Note: This field will be greyed out and not editable if you located your employee and did not skip person search.</p>	 <p>The screenshot shows the Retirement Online NYSLRS website. The browser address bar displays 'https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/'. The page title is 'Retirement Online NYSLRS'. The user is signed in as 'Thomas P. DiNapoli, State Comptroller'. The page content includes a navigation bar with 'NYSLRS Website' and 'Account Homepage'. The main content area shows a form for managing employer contacts. The 'Last Name' field is highlighted with a red box and a circled '50'. The form includes fields for Title, Prefix, Middle Name, Suffix, Phone & Email, and Address. The 'Add' and 'Cancel' buttons are visible at the bottom of the form.</p>

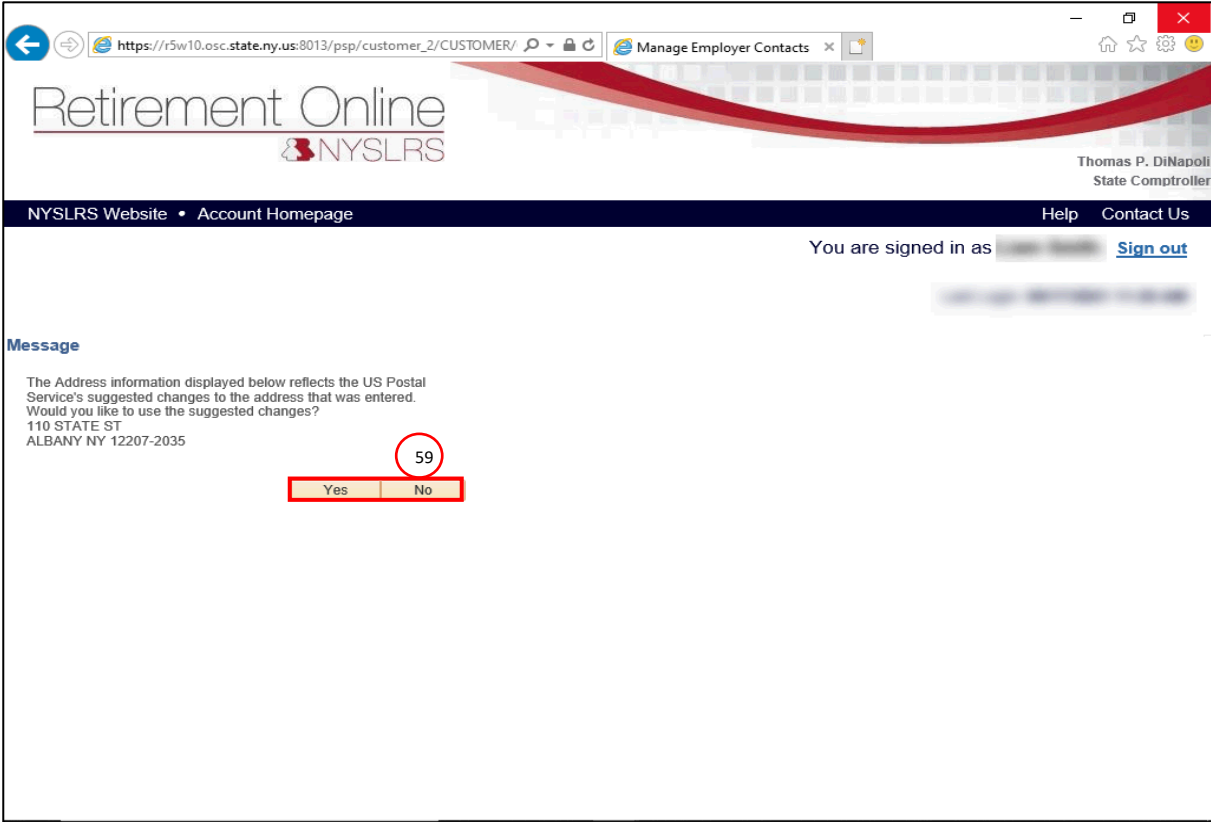
Step	Action	
<p data-bbox="113 250 159 285">51</p> <p data-bbox="210 250 661 440">Under the 'Contact Info – Phone & Email' section, click in the Phone Number field and enter the employer contact's business phone number.</p> <div data-bbox="212 443 531 483" style="border: 1px solid black; width: 150px; height: 25px; margin: 5px 0;"></div> <p data-bbox="210 524 642 789">When entering the employer contact's phone number, please do not include any parentheses [()], dashes [-], or slashes [/]. This field will format the phone number automatically after you select a different text box.</p> <p data-bbox="210 833 646 980">Note: If the employer contact has an extension or PIN, click in the Ext/PIN field and enter the extension or PIN.</p>		 <p>The screenshot shows the 'Retirement Online' website for NYSLRS. The user is logged in as 'John Smith'. The 'Contact Info' section is active, with two tabs: 'Phone & Email' and 'Address'. The 'Phone & Email' tab is selected, and the '*Phone Number' field is highlighted with a red box. The number '51' is circled in red above the field. Other fields include 'Employer' (40399 VILLAGE OF WATERFORD), 'Title', 'Prefix' (Mister), 'First Name' (Oliver), 'Middle Name', 'Last Name' (Jones), 'Suffix', 'Alternate Phone Number', 'Ext/PIN', 'Fax', 'Ext/PIN', '*Email', and 'Alternate Email'. The 'Address' section includes fields for 'Address 1', 'City', 'Address 2', 'State', 'Address 3', 'Postal', and 'Country' (United States). A note at the bottom states: 'Email is a required field. Any contact additions or edits will require the Email field to be completed.' There are 'Add' and 'Cancel' buttons at the bottom of the form.</p>

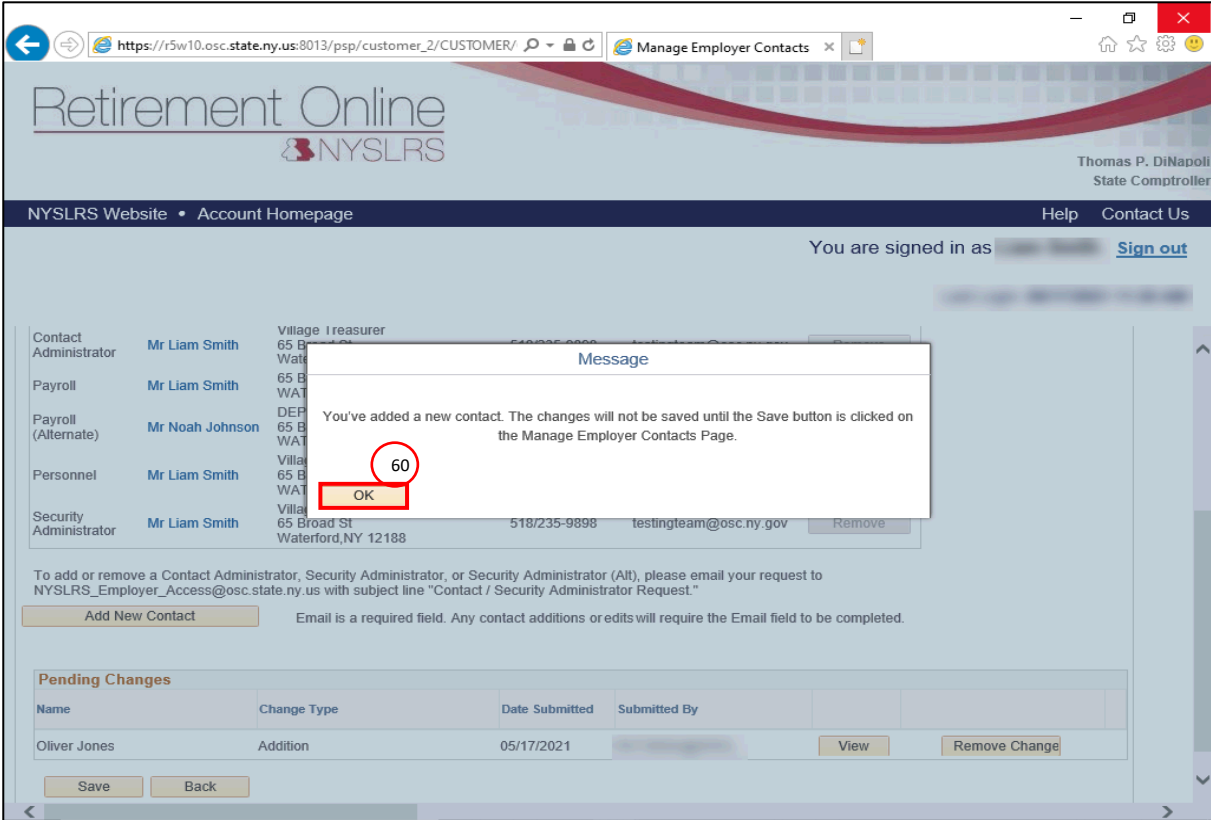
Step	Action	
<p data-bbox="113 250 163 289">52.</p> <p data-bbox="205 250 646 360">If applicable, click in the Fax field and enter the employer contact's fax number.</p> <div data-bbox="212 367 533 406" style="border: 1px solid black; width: 153px; height: 24px; margin: 5px 0;"></div> <p data-bbox="205 448 636 675">When entering the fax number, please do not include any parentheses [()], dashes [-], or slashes [/]. This field will format the fax number automatically after you click different text box.</p>		 <p>The screenshot shows the 'Retirement Online NYSLRS' website interface. The browser address bar displays 'https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/'. The page title is 'Manage Employer Contacts'. The user is signed in as 'Thomas P. DiNapoli, State Comptroller'. The main content area is titled 'Contact Info' and is divided into two sections: 'Phone & Email' and 'Address'. In the 'Phone & Email' section, the 'Fax' field is highlighted with a red box, and the number '52' is circled in red next to it. The 'Address' section includes fields for 'Address 1', 'Address 2', 'Address 3', 'City', 'State', 'Postal', and 'Country'. At the bottom of the form, there are 'Add' and 'Cancel' buttons.</p>

Step	Action	
53	<p>Click in the Address 1 field and enter the employer contact's address.</p> <div data-bbox="212 367 548 407" style="border: 1px solid black; height: 25px; width: 160px; margin: 10px 0;"></div> <p>Note: If applicable, enter any additional information into the Address 2 and Address 3 fields.</p>	
54	<p>Click in the City field and enter the employer contact's city.</p> <div data-bbox="212 675 548 716" style="border: 1px solid black; height: 25px; width: 160px; margin: 10px 0;"></div>	

Step	Action	
55	<p>Click in the State field and enter the employer contact's state.</p> <div data-bbox="212 326 548 367" style="border: 1px solid black; height: 25px; width: 160px; margin-bottom: 10px;"></div> <p>Note: You can use the Look Up icon next to the State field to view a list of states, or you can type in the two-letter state abbreviation.</p>	 <p>The screenshot shows the Retirement Online interface. The 'State' field in the address section is highlighted with a red circle and the number 55. The browser address bar shows 'https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/'. The page title is 'Retirement Online' and 'NYSLRS'. The user is signed in as 'Thomas P. DiNapoli, State Comptroller'. The form includes fields for Employer, Title, Prefix, First Name, Middle Name, Last Name, Suffix, Phone & Email, and Address. The 'City' field is also highlighted with a red circle and the number 55.</p>
56	<p>Click in the Postal field and enter the employer contact's ZIP code.</p> <div data-bbox="212 678 548 719" style="border: 1px solid black; height: 25px; width: 160px; margin-bottom: 10px;"></div> <p>Note: Within <i>Retirement Online</i>, Postal refers to ZIP code for US addresses.</p>	 <p>The screenshot shows the Retirement Online interface. The 'Postal' field in the address section is highlighted with a red circle and the number 56. The 'City' field is also highlighted with a red circle and the number 55. The 'State' field is set to 'NY' and 'New York'. The 'Postal' field contains '12207'. The 'Country' field is set to 'United States'. The form includes fields for Employer, Title, Prefix, First Name, Middle Name, Last Name, Suffix, Phone & Email, and Address. The 'City' field is also highlighted with a red circle and the number 55.</p>

Step	Action	
57.	Click in the Email field and enter the employer contact's business email. <div data-bbox="212 367 548 407" style="border: 1px solid black; width: 160px; height: 25px; margin-top: 10px;"></div>	 <p>The screenshot shows the 'Retirement Online' website for NYSLRS. The user is signed in as 'John Smith'. The page displays the 'Manage Employer Contacts' form for the employer '40399 VILLAGE OF WATERFORD'. The form includes fields for Title, Prefix (Mister), First Name (Oliver), Middle Name, Last Name (Jones), and Suffix. Below these are sections for 'Contact Info' and 'Address'. The 'Phone & Email' section has fields for Phone Number, Ext/PIN, Alternate Phone Number, Fax, and Email. The 'Email' field contains 'email@email.com' and is highlighted with a red box and a circled '57'. The 'Address' section has fields for Address 1 (110 State St), City (Albany), Address 2, State (NY), Address 3, Postal (12207), and Country (United States). At the bottom, there is a note: 'Email is a required field. Any contact additions or edits will require the Email field to be completed.' and two buttons: 'Add' (highlighted with a red box and a circled '58') and 'Cancel'.</p>
58.	Once all the employee's information is entered, click the Add button. <div data-bbox="212 716 323 756" style="border: 1px solid black; background-color: #f4a460; padding: 2px 10px; margin-top: 10px; display: inline-block;">Add</div>	 <p>This section shows the continuation of the screenshot from the previous step. The 'Add' button at the bottom of the form is highlighted with a red box and a circled '58'.</p>

Step	Action	
<p data-bbox="113 250 163 289">59</p>	<p data-bbox="205 250 661 634">A <i>Message</i> page will appear. It will present the address in the format used by the United States Postal Service (USPS) for your approval. If you click Yes, <i>Retirement Online</i> will update the address to the suggested USPS version. If you click No, the address will stay as entered. Either selection will bring you to the next step.</p> <p data-bbox="212 639 365 675">Yes</p>	 <p>The screenshot shows a web browser window with the URL https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page title is "Retirement Online" with the NYSLRS logo. The user is signed in as "Thomas P. DiNapoli, State Comptroller". A message is displayed: "The Address information displayed below reflects the US Postal Service's suggested changes to the address that was entered. Would you like to use the suggested changes? 110 STATE ST ALBANY NY 12207-2035". Below the message are two buttons: "Yes" and "No". The number "59" is circled in red above the "No" button.</p>

Step	Action	
60	<p>A 'Message' pop-up will appear stating that the changes will not be saved until the Save button is clicked on the <i>Manage Employer Contacts</i> page. To continue, click the OK button.</p> <p>OK</p>	 <p>The screenshot shows the Retirement Online NYSLRS website. A modal message box is displayed in the center, containing the text: "You've added a new contact. The changes will not be saved until the Save button is clicked on the Manage Employer Contacts Page." The "OK" button in the message box is highlighted with a red circle and a red box. The background shows a list of contacts with columns for Name, Change Type, Date Submitted, and Submitted By. A "Pending Changes" table is also visible at the bottom.</p>

Step	Action
61	<p>The <i>Employer Contacts</i> page will appear. If you skipped the person search, the request to add the employer contact will appear with the Change Type designation of “Addition” in your ‘Pending Changes’ section. This request will need to be reviewed and approved by NYSLRS before the changes are finalized.</p>

Retirement Online NYSLRS

Thomas P. DiNapoli
State Comptroller

NYSLRS Website • Account Homepage

You are signed in as [redacted] [Sign out](#)

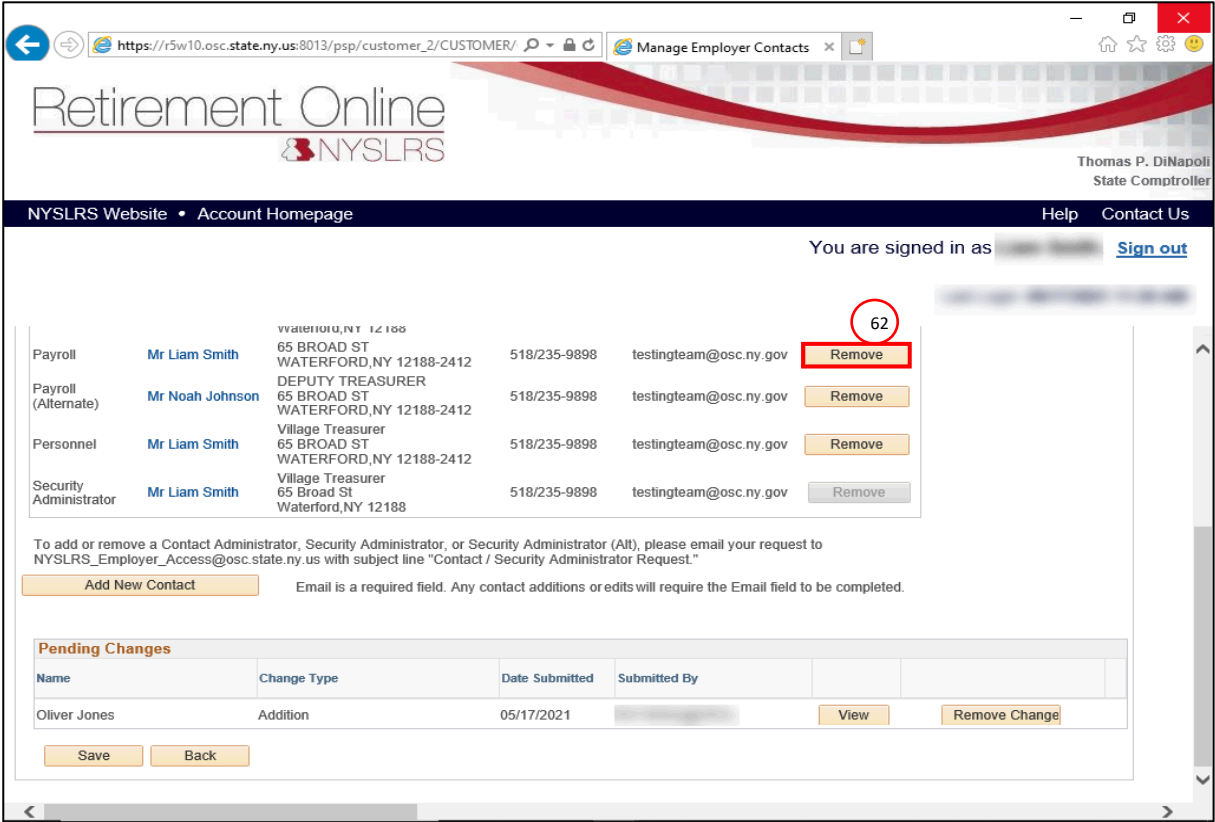
Payroll	Mr Liam Smith	65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Remove
Payroll (Alternate)	Mr Noah Johnson	DEPUTY TREASURER 65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Remove
Personnel	Mr Liam Smith	Village Treasurer 65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Remove
Security Administrator	Mr Liam Smith	Village Treasurer 65 Broad St Waterford, NY 12188	518/235-9898	testingteam@osc.ny.gov	Remove


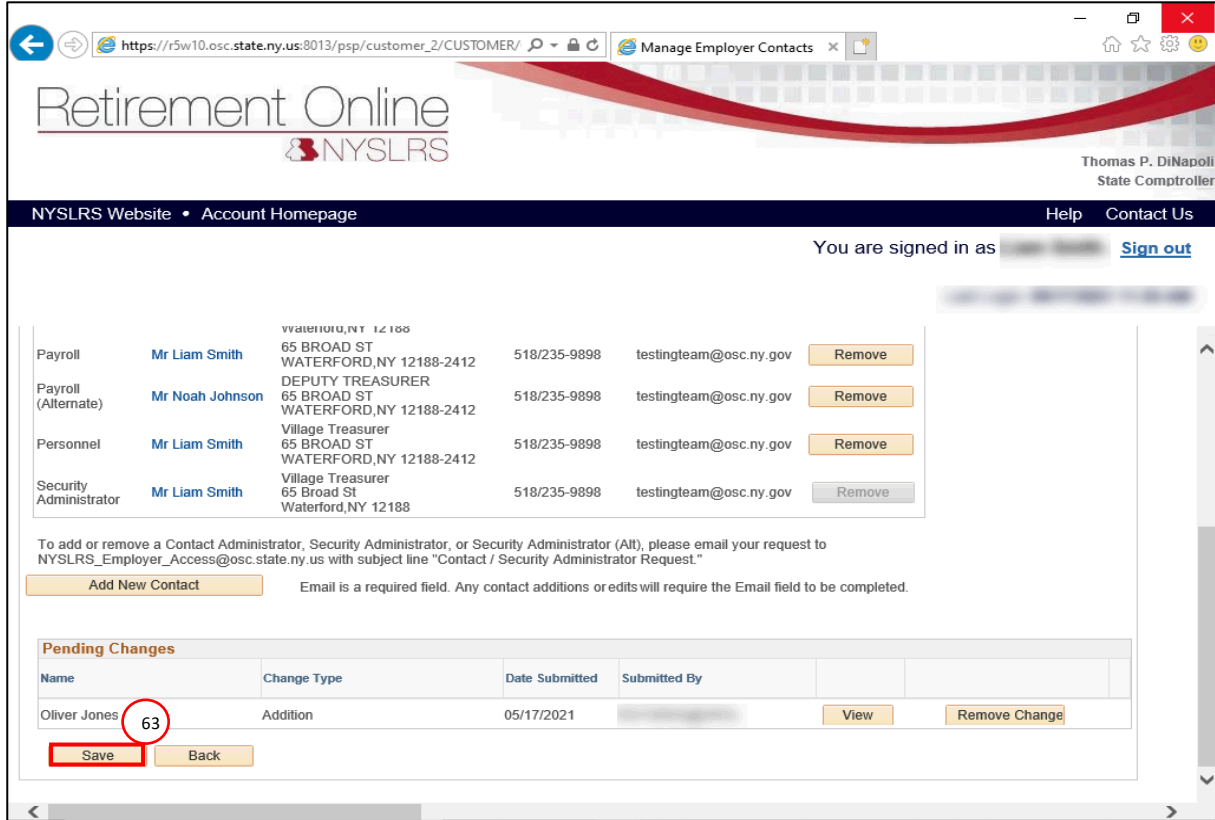
To add or remove a Contact Administrator, Security Administrator, or Security Administrator (Alt), please email your request to NYSLRS_Employer_Access@osc.state.ny.us with subject line "Contact / Security Administrator Request."

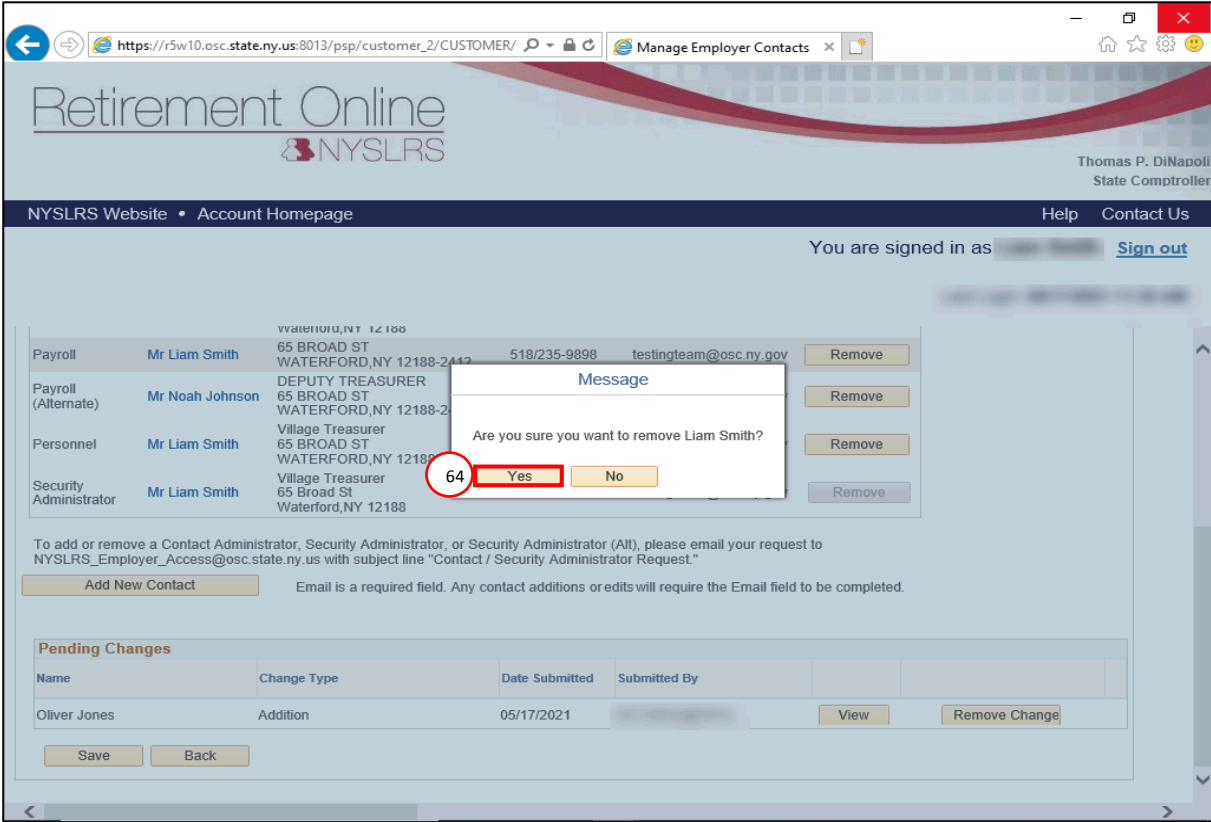
[Add New Contact](#) Email is a required field. Any contact additions or edits will require the Email field to be completed.

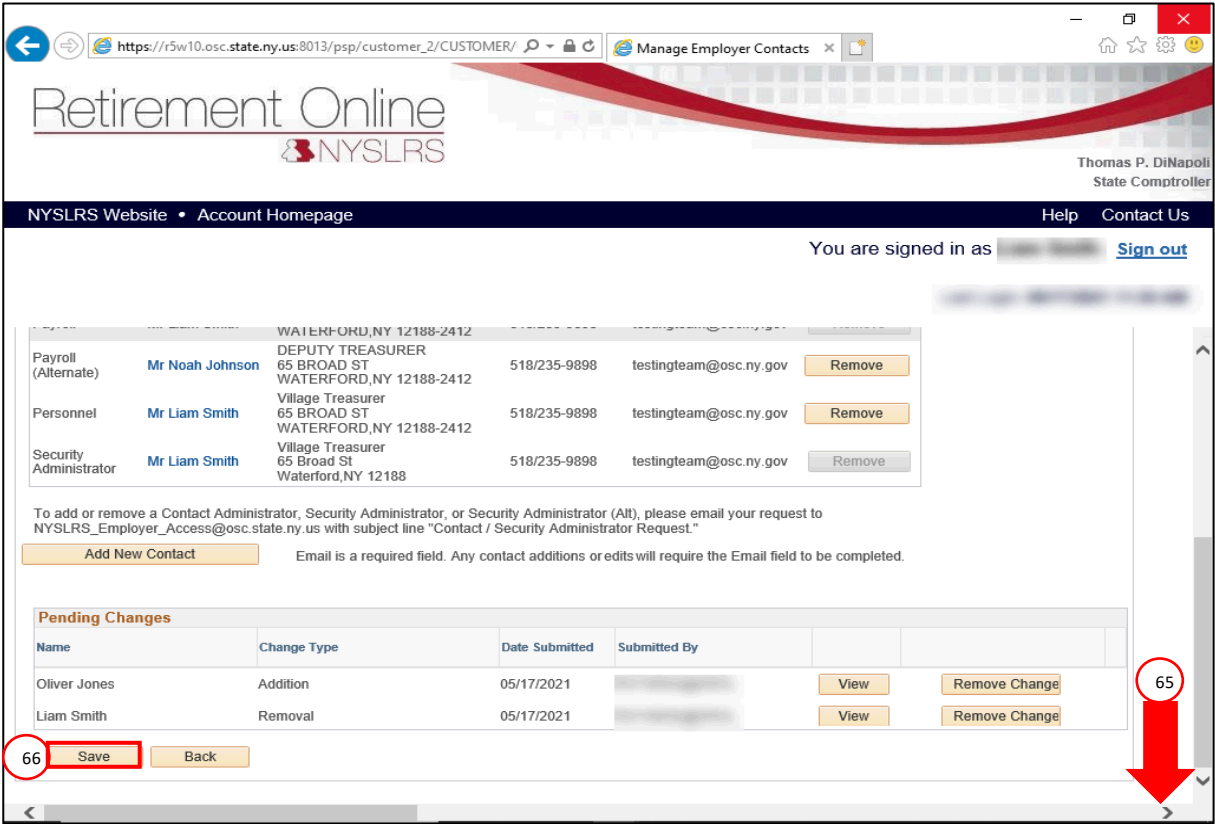
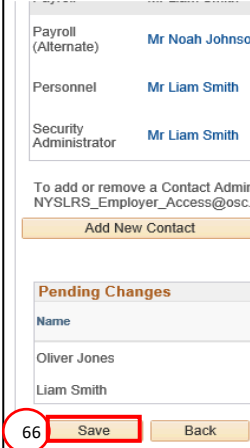
Pending Changes					
Name	Change Type	Date Submitted	Submitted By		
Oliver Jones	Addition	05/17/2021	[redacted]	View	Remove Change

[Save](#) [Back](#)

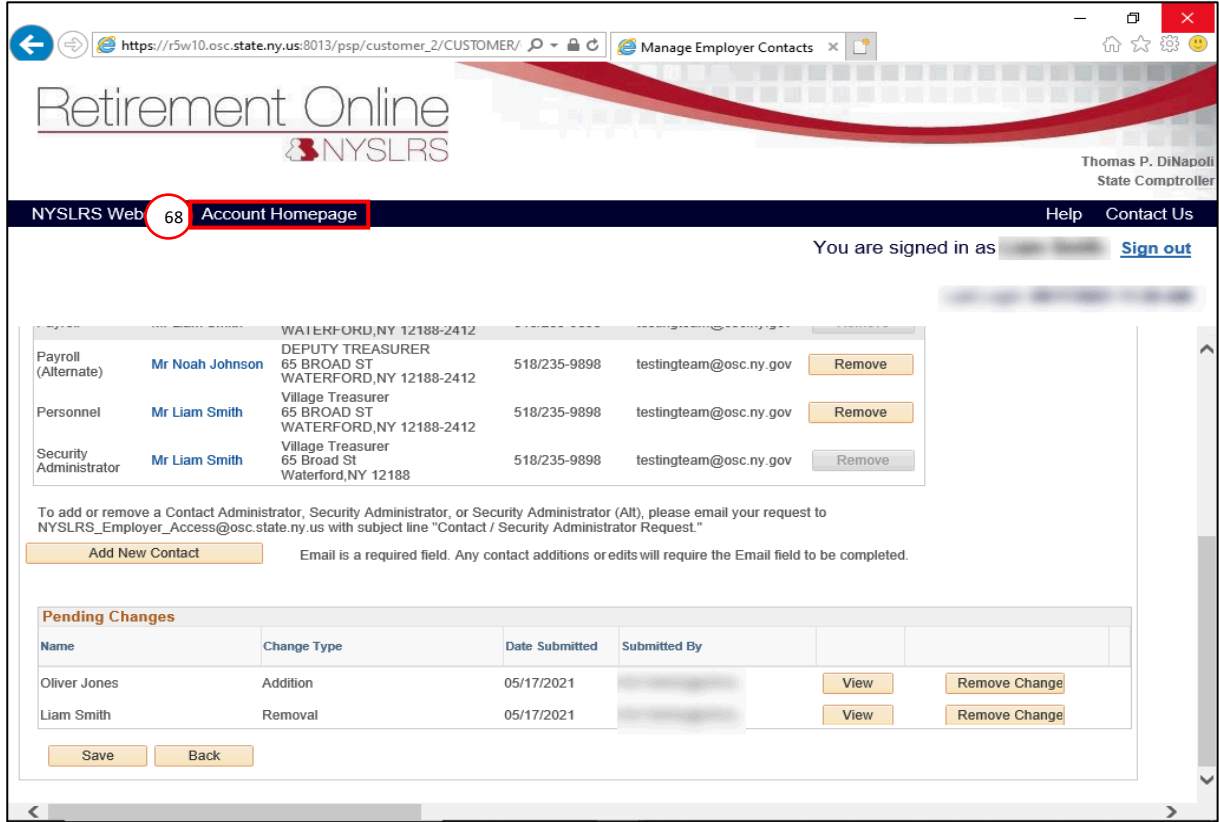
Step	Action																														
<p>62</p> <p>You will need to remove the outdated payroll contact prior to clicking Save.</p> <p>This only removes the employer contact's association as a contact for the employer. It does not affect their NYSLRS membership information.</p> <p>If the employee has left your location, the Security Administrator must remove all security roles associated with the employee prior to you removing them as a contact.</p> <p>Click the Remove button next to the payroll contact you are removing.</p> <p>Remove</p>	 <p>The screenshot shows the 'Manage Employer Contacts' page in the Retirement Online NYSLRS system. The page lists several contacts with their roles, names, addresses, phone numbers, and email addresses. A red circle highlights the 'Remove' button next to the contact for Mr. Liam Smith, who is listed as a Payroll contact. Below the list, there is a section for 'Pending Changes' and an 'Add New Contact' button.</p> <table border="1"> <thead> <tr> <th>Role</th> <th>Name</th> <th>Address</th> <th>Phone</th> <th>Email</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Payroll</td> <td>Mr Liam Smith</td> <td>65 BROAD ST WATERFORD, NY 12188-2412</td> <td>518/235-9898</td> <td>testingteam@osc.ny.gov</td> <td>Remove</td> </tr> <tr> <td>Payroll (Alternate)</td> <td>Mr Noah Johnson</td> <td>DEPUTY TREASURER 65 BROAD ST WATERFORD, NY 12188-2412</td> <td>518/235-9898</td> <td>testingteam@osc.ny.gov</td> <td>Remove</td> </tr> <tr> <td>Personnel</td> <td>Mr Liam Smith</td> <td>Village Treasurer 65 BROAD ST WATERFORD, NY 12188-2412</td> <td>518/235-9898</td> <td>testingteam@osc.ny.gov</td> <td>Remove</td> </tr> <tr> <td>Security Administrator</td> <td>Mr Liam Smith</td> <td>Village Treasurer 65 Broad St Waterford, NY 12188</td> <td>518/235-9898</td> <td>testingteam@osc.ny.gov</td> <td>Remove</td> </tr> </tbody> </table>	Role	Name	Address	Phone	Email	Action	Payroll	Mr Liam Smith	65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Remove	Payroll (Alternate)	Mr Noah Johnson	DEPUTY TREASURER 65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Remove	Personnel	Mr Liam Smith	Village Treasurer 65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Remove	Security Administrator	Mr Liam Smith	Village Treasurer 65 Broad St Waterford, NY 12188	518/235-9898	testingteam@osc.ny.gov	Remove
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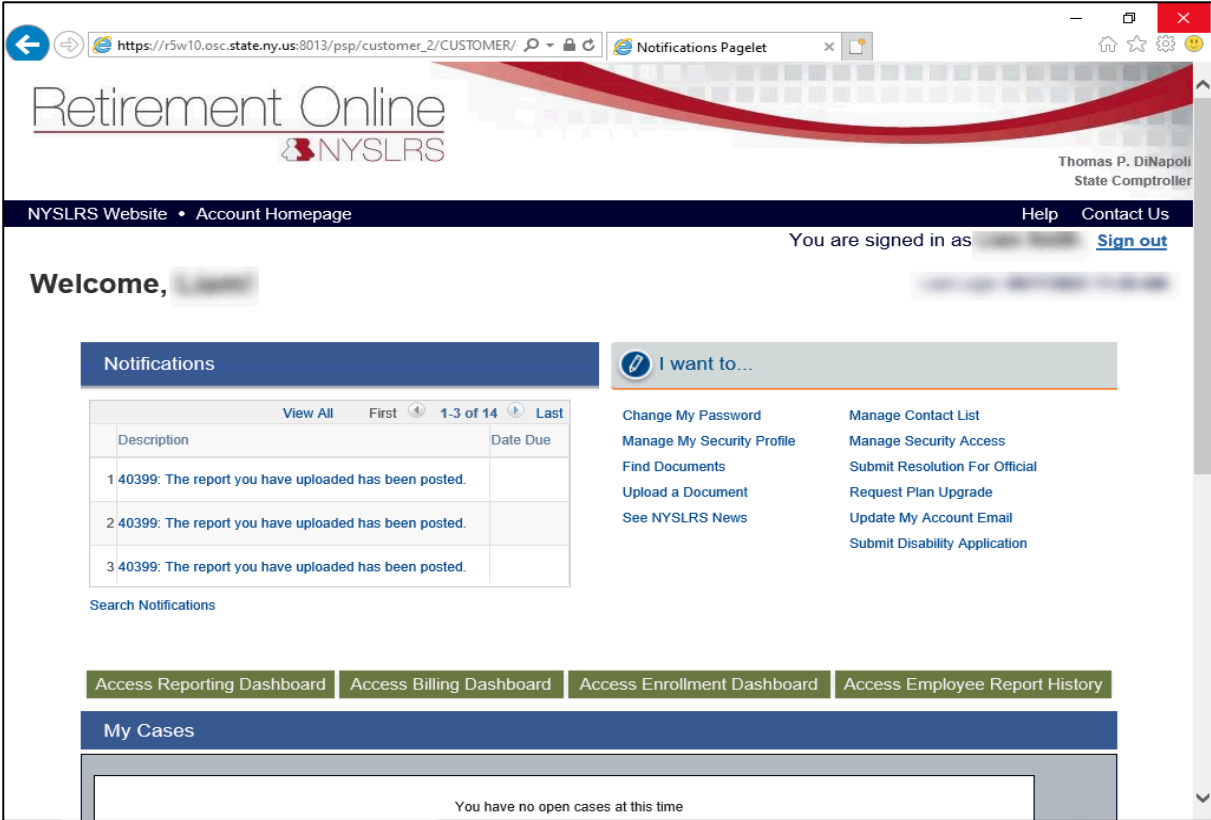
Step	Action																																									
<p>63</p>	<p>Click the Save button.</p> <p></p> <p>Note: Your changes will not take effect until you click Save.</p>	 <p>The screenshot shows the Retirement Online interface for NYSLRS. At the top, it says "Retirement Online NYSLRS" and "Thomas P. DiNapoli State Comptroller". The user is signed in as "testingt...". Below this is a list of contacts:</p> <table border="1"> <thead> <tr> <th>Role</th> <th>Name</th> <th>Address</th> <th>Phone</th> <th>Email</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Payroll</td> <td>Mr Liam Smith</td> <td>65 BROAD ST WATERFORD, NY 12188-2412</td> <td>518/235-9898</td> <td>testingt...@osc.ny.gov</td> <td>Remove</td> </tr> <tr> <td>Payroll (Alternate)</td> <td>Mr Noah Johnson</td> <td>DEPUTY TREASURER 65 BROAD ST WATERFORD, NY 12188-2412</td> <td>518/235-9898</td> <td>testingt...@osc.ny.gov</td> <td>Remove</td> </tr> <tr> <td>Personnel</td> <td>Mr Liam Smith</td> <td>Village Treasurer 65 BROAD ST WATERFORD, NY 12188-2412</td> <td>518/235-9898</td> <td>testingt...@osc.ny.gov</td> <td>Remove</td> </tr> <tr> <td>Security Administrator</td> <td>Mr Liam Smith</td> <td>Village Treasurer 65 Broad St Waterford, NY 12188</td> <td>518/235-9898</td> <td>testingt...@osc.ny.gov</td> <td>Remove</td> </tr> </tbody> </table> <p>Below the list is a section for "Pending Changes":</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Change Type</th> <th>Date Submitted</th> <th>Submitted By</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Oliver Jones</td> <td>Addition</td> <td>05/17/2021</td> <td>testingt...@osc.ny.gov</td> <td>View Remove Change</td> </tr> </tbody> </table> <p>At the bottom of the pending changes section, there are "Save" and "Back" buttons. The "Save" button is highlighted with a red box, and the number "63" is circled in red next to the "Oliver Jones" entry in the table above it.</p>	Role	Name	Address	Phone	Email	Action	Payroll	Mr Liam Smith	65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingt...@osc.ny.gov	Remove	Payroll (Alternate)	Mr Noah Johnson	DEPUTY TREASURER 65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingt...@osc.ny.gov	Remove	Personnel	Mr Liam Smith	Village Treasurer 65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingt...@osc.ny.gov	Remove	Security Administrator	Mr Liam Smith	Village Treasurer 65 Broad St Waterford, NY 12188	518/235-9898	testingt...@osc.ny.gov	Remove	Name	Change Type	Date Submitted	Submitted By	Action	Oliver Jones	Addition	05/17/2021	testingt...@osc.ny.gov	View Remove Change
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Step	Action	
<p data-bbox="113 253 159 289">64</p> <p data-bbox="210 253 653 363">A 'Message' pop-up will appear to confirm that you wish to remove the employer contact.</p> <p data-bbox="210 410 537 440">Click the Yes to continue.</p> <div data-bbox="210 443 354 483" style="border: 1px solid black; padding: 2px; width: fit-content;"> <p data-bbox="260 449 306 475">Yes</p> </div>		 <p>The screenshot shows the 'Manage Employer Contacts' page in the Retirement Online NYSLRS system. A modal window titled 'Message' is displayed, asking 'Are you sure you want to remove Liam Smith?'. The 'Yes' button is highlighted with a red circle and the number '64'. The background shows a list of contacts with columns for Name, Role, Address, Phone, and Email, and a 'Remove' button for each entry. Below the list is a 'Pending Changes' table and an 'Add New Contact' button.</p>

Step	Action	
65	If necessary, scroll down until you see the Save button.	
66	Click the Save button.	

Step	Action
<p data-bbox="113 250 163 289">67</p> <p data-bbox="210 250 653 521">A 'Message' pop-up will appear to inform you that your changes have been saved and may need NYSLRS' approval. If you located the member and did not skip person search, you will not see this pop-up message.</p> <p data-bbox="210 565 470 597">Click the OK button.</p> <div data-bbox="212 602 361 639" style="border: 1px solid black; padding: 2px; width: fit-content; margin-left: 20px;">OK</div>	<p data-bbox="722 277 1923 1094"> The screenshot shows the Retirement Online NYSLRS website interface. A modal message box is displayed in the center, containing the text: "The changes have been saved. If any of your changes are in the Pending Changes panel, they will require approval from NYSLRS before they take effect." The "OK" button within this message box is highlighted with a red circle and labeled "67". Below the message box, there is a "Pending Changes" section with a table listing changes. The table has columns for Name, Change Type, Date Submitted, and Submitted By. Two entries are visible: Oliver Jones (Addition) and Liam Smith (Removal), each with "View" and "Remove Change" buttons. At the bottom of the page, there are "Save" and "Back" buttons. </p>

Step	Action																																								
<p>68</p>	<p>Click the Account Homepage link to return to your <i>Retirement Online Account Homepage</i>.</p> <p>Account Homepage</p>	 <p>The screenshot shows the Retirement Online interface for NYSLRS. The browser address bar displays the URL: https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page header includes the NYSLRS logo and the name of the State Comptroller, Thomas P. DiNapoli. A navigation bar contains the text 'NYSLRS Web' and 'Account Homepage', with the number '68' circled in red. The user is signed in, and there is a 'Sign out' link. A table lists three contacts:</p> <table border="1"> <thead> <tr> <th>Role</th> <th>Name</th> <th>Address</th> <th>Phone</th> <th>Email</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Payroll (Alternate)</td> <td>Mr Noah Johnson</td> <td>DEPUTY TREASURER 65 BROAD ST WATERFORD, NY 12188-2412</td> <td>518/235-9898</td> <td>testingteam@osc.ny.gov</td> <td>Remove</td> </tr> <tr> <td>Personnel</td> <td>Mr Liam Smith</td> <td>Village Treasurer 65 BROAD ST WATERFORD, NY 12188-2412</td> <td>518/235-9898</td> <td>testingteam@osc.ny.gov</td> <td>Remove</td> </tr> <tr> <td>Security Administrator</td> <td>Mr Liam Smith</td> <td>Village Treasurer 65 Broad St Waterford, NY 12188</td> <td>518/235-9898</td> <td>testingteam@osc.ny.gov</td> <td>Remove</td> </tr> </tbody> </table> <p>Below the table, there is an 'Add New Contact' button and a note: 'Email is a required field. Any contact additions or edits will require the Email field to be completed.' A 'Pending Changes' section contains a table:</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Change Type</th> <th>Date Submitted</th> <th>Submitted By</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Oliver Jones</td> <td>Addition</td> <td>05/17/2021</td> <td>[Redacted]</td> <td>View Remove Change</td> </tr> <tr> <td>Liam Smith</td> <td>Removal</td> <td>05/17/2021</td> <td>[Redacted]</td> <td>View Remove Change</td> </tr> </tbody> </table> <p>At the bottom of the pending changes section are 'Save' and 'Back' buttons.</p>	Role	Name	Address	Phone	Email	Action	Payroll (Alternate)	Mr Noah Johnson	DEPUTY TREASURER 65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Remove	Personnel	Mr Liam Smith	Village Treasurer 65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Remove	Security Administrator	Mr Liam Smith	Village Treasurer 65 Broad St Waterford, NY 12188	518/235-9898	testingteam@osc.ny.gov	Remove	Name	Change Type	Date Submitted	Submitted By	Action	Oliver Jones	Addition	05/17/2021	[Redacted]	View Remove Change	Liam Smith	Removal	05/17/2021	[Redacted]	View Remove Change
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Oliver Jones	Addition	05/17/2021	[Redacted]	View Remove Change																																					
Liam Smith	Removal	05/17/2021	[Redacted]	View Remove Change																																					

Step	Action	
69	<p>The <i>Retirement Online Account Homepage</i> will appear.</p> <p>You have successfully completed adding and removing an employer contact in <i>Retirement Online</i>.</p>	 <p>The screenshot displays the Retirement Online Account Homepage. At the top, the browser address bar shows the URL: https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page features the Retirement Online NYSLRS logo and the name of the State Comptroller, Thomas P. DiNapoli. A navigation bar includes links for 'NYSLRS Website', 'Account Homepage', 'Help', and 'Contact Us'. The user is signed in, with a 'Sign out' link. The main content area is divided into several sections: a 'Welcome' message, a 'Notifications' table, a 'My Cases' section, and a list of actions under the heading 'I want to...'. The 'Notifications' table contains three entries, all stating 'The report you have uploaded has been posted.' with a 'Date Due' column. The 'My Cases' section indicates 'You have no open cases at this time'. The 'I want to...' section lists various actions such as 'Change My Password', 'Manage My Security Profile', 'Find Documents', 'Upload a Document', 'See NYSLRS News', 'Manage Contact List', 'Manage Security Access', 'Submit Resolution For Official', 'Request Plan Upgrade', 'Update My Account Email', and 'Submit Disability Application'. At the bottom, there are links to 'Access Reporting Dashboard', 'Access Billing Dashboard', 'Access Enrollment Dashboard', and 'Access Employee Report History'.</p>