

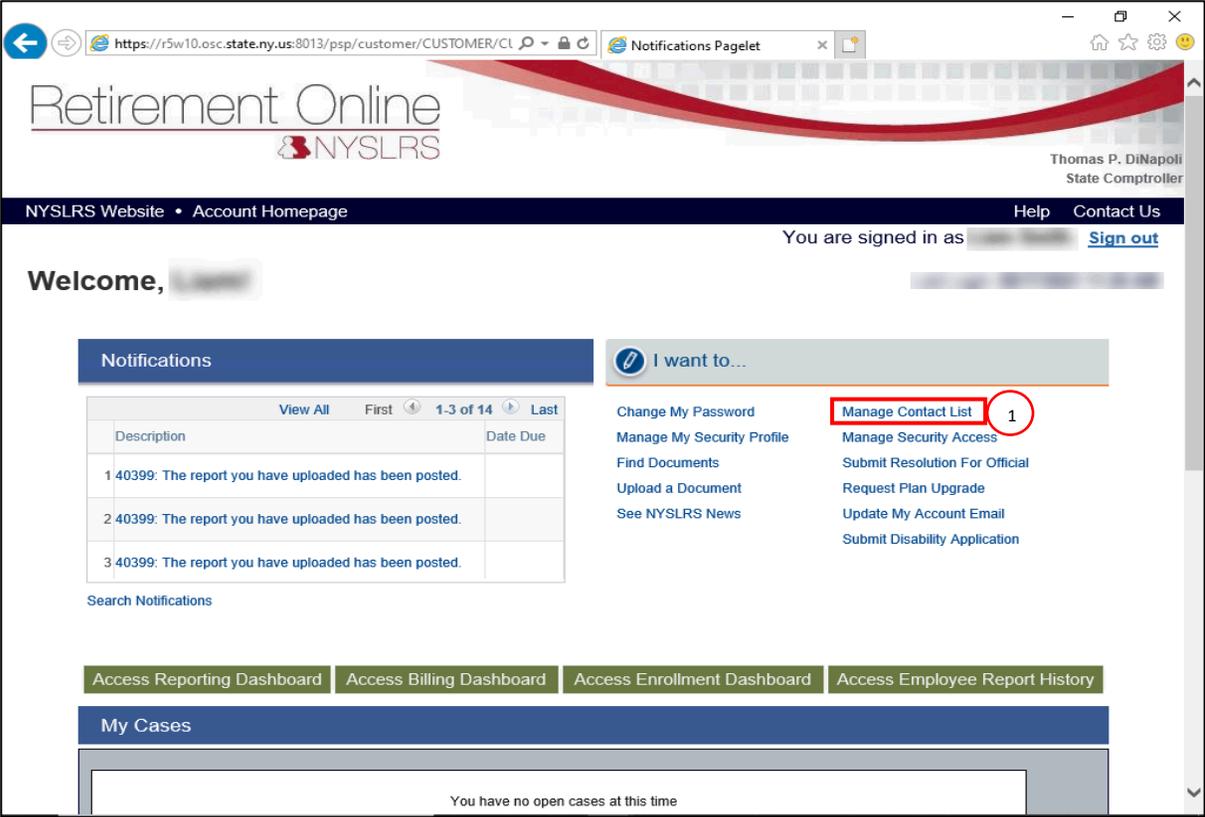
Thomas P. DiNapoli, State Comptroller

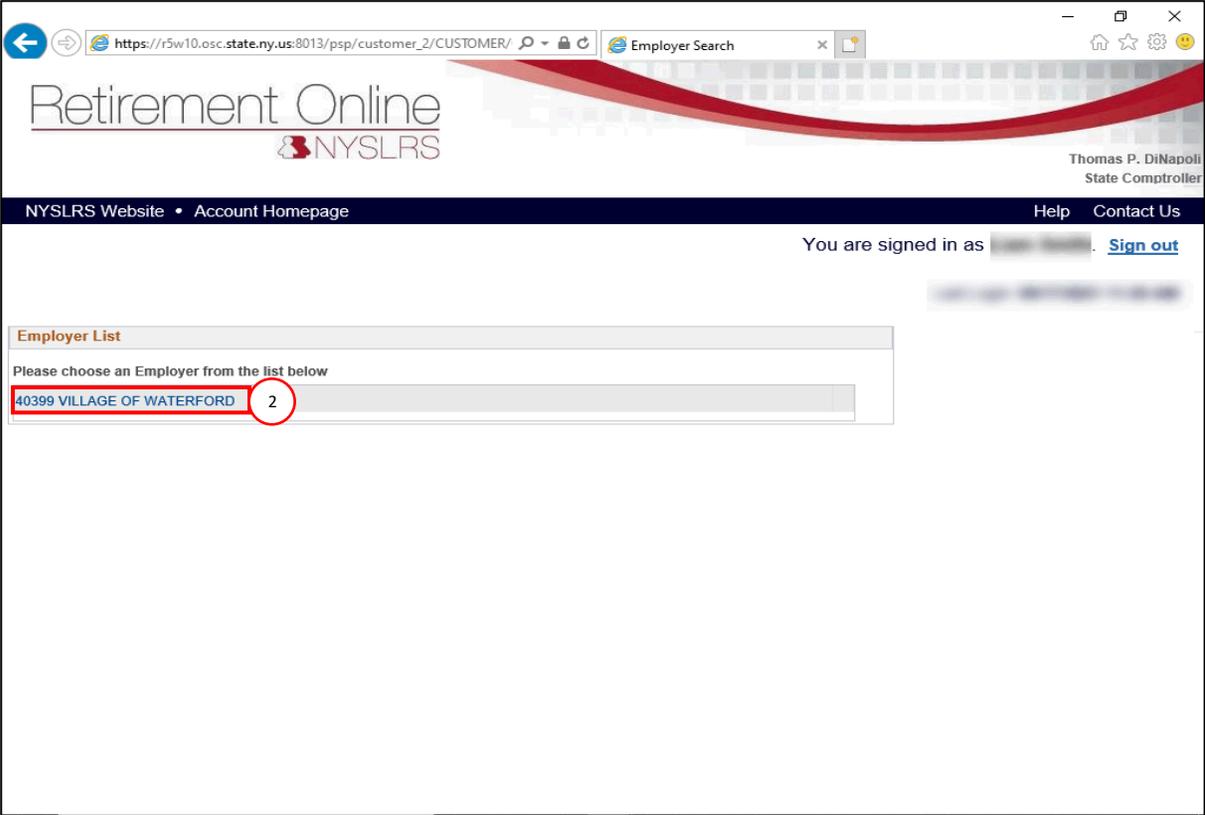


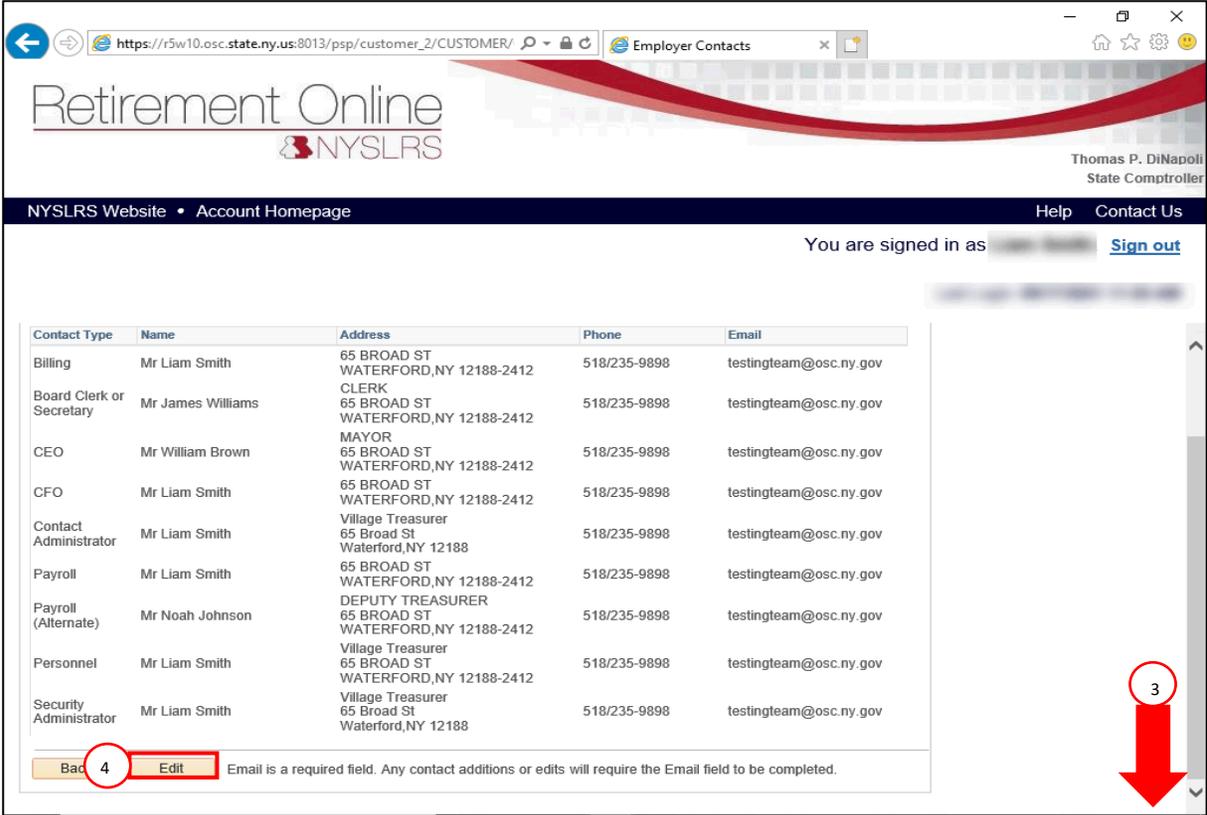
Modifying an Employer Contact Using Retirement Online

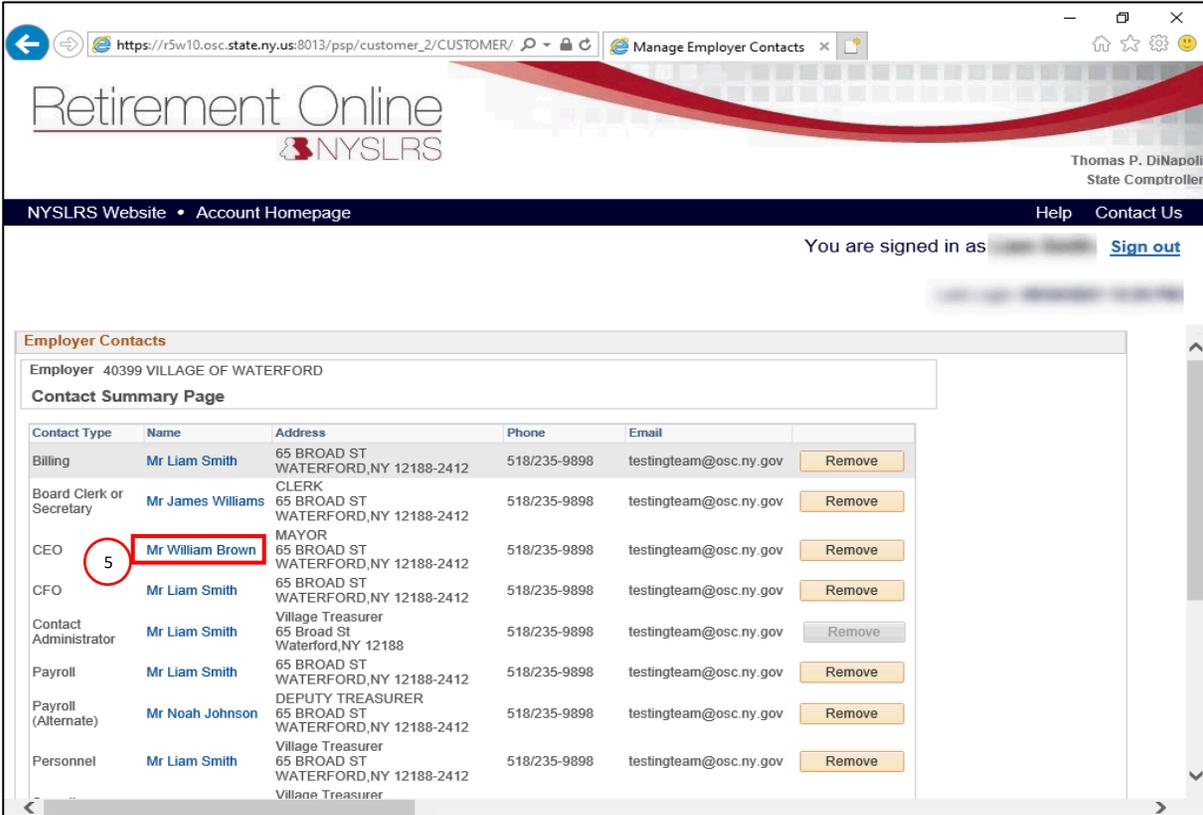
This guide shows you (as a Contact Administrator) how to update an existing employer contact's contact information.

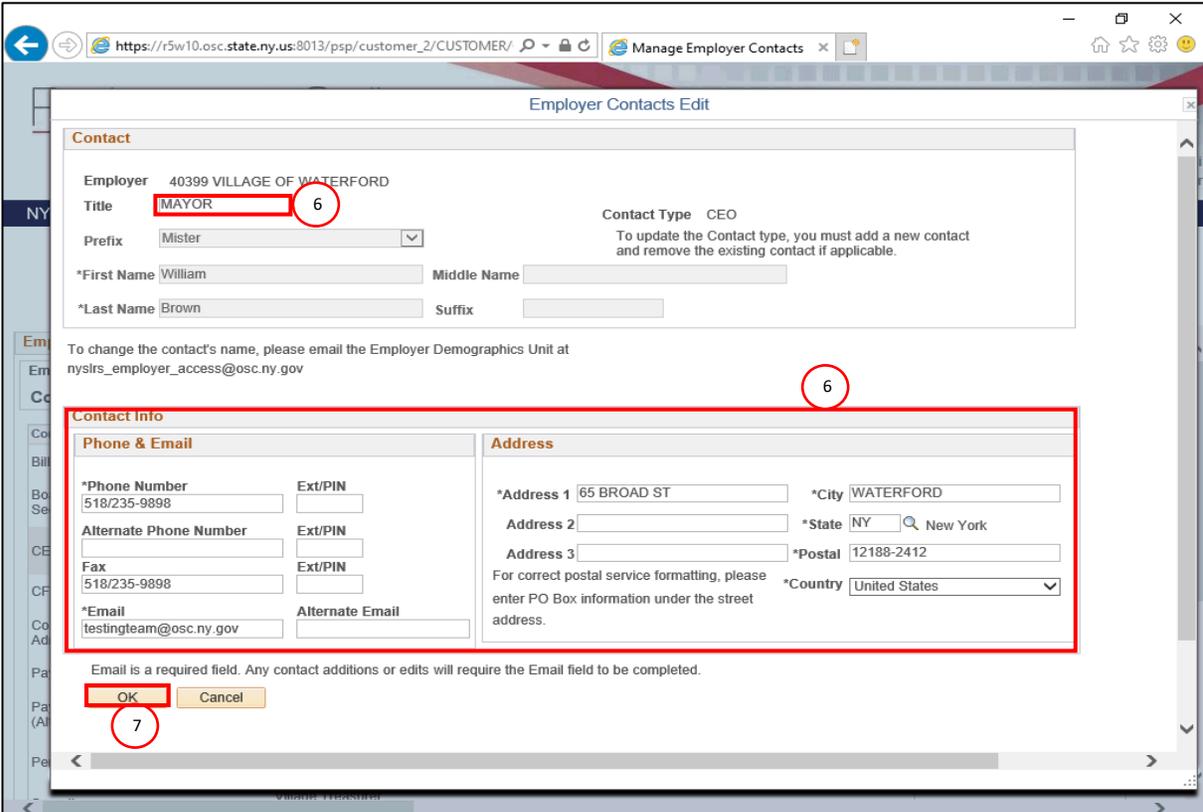
You can update an employer contact's title, phone number, email address, and mailing address, but you cannot change their name or contact type. To change the name of an employer contact, you will need to email the Employer Access Unit at NYSLRS_Employer_Access@osc.ny.gov. To update the contact type you must remove the existing contact then add the new contact.

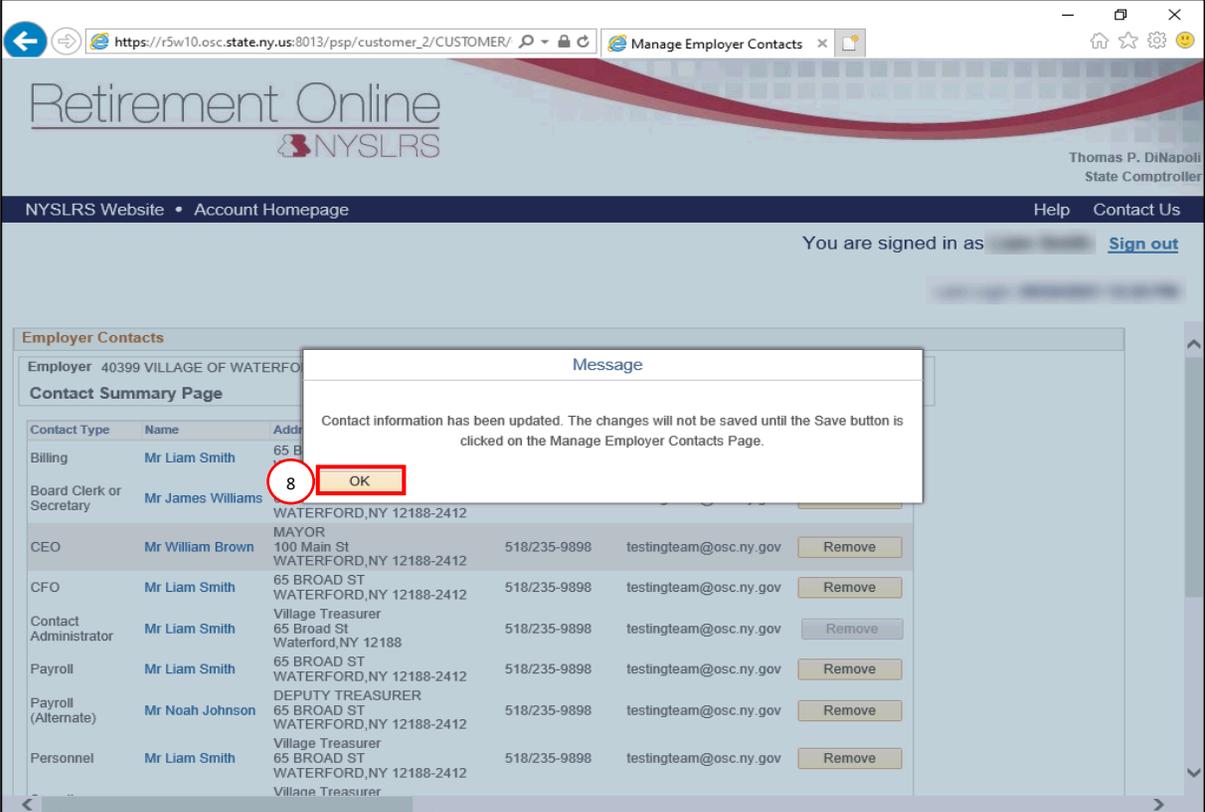
Step	Action	
<p>1.</p>	<p>On your <i>Retirement Online Account Homepage</i>, in the 'I want to...' section, click the Manage Contact List link.</p> <p>Manage Contact List</p>	 <p>The screenshot shows the Retirement Online Account Homepage. At the top, there is a navigation bar with the NYSLRS logo and the text 'Retirement Online NYSLRS'. Below this, there is a header with 'NYSLRS Website • Account Homepage' and 'You are signed in as [redacted] Sign out'. The main content area is divided into two columns. The left column contains a 'Notifications' section with a table of notifications. The right column contains an 'I want to...' menu with several options. The 'Manage Contact List' option is highlighted with a red box and a circled '1'. Below the menu, there are links for 'Access Reporting Dashboard', 'Access Billing Dashboard', 'Access Enrollment Dashboard', and 'Access Employee Report History'. At the bottom, there is a 'My Cases' section with the text 'You have no open cases at this time'.</p>

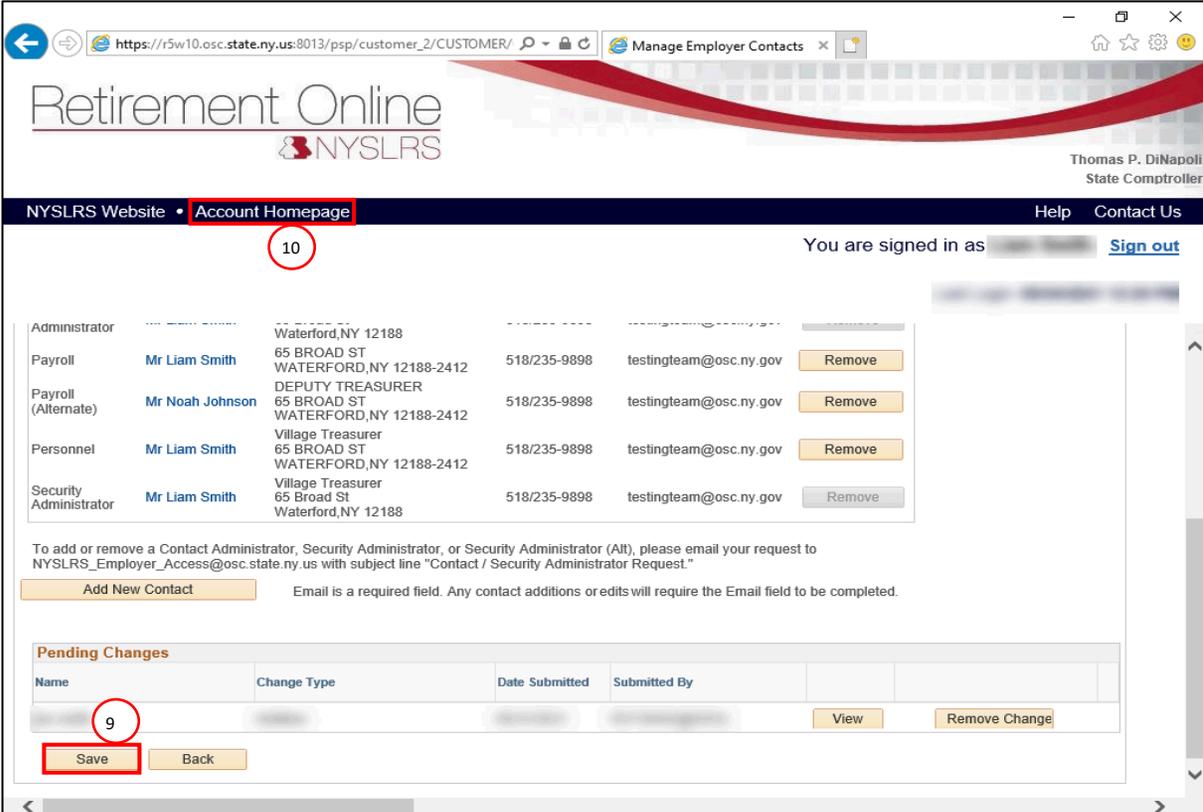
Step	Action	
2.	<p>The <i>Employer List</i> page will appear. Click the Employer link of the employer contact you are adding.</p> <p>40399 VILLAGE OF WATERFORD</p> <p>Note: You may have more than one employer location listed if you work for multiple employers.</p>	 <p>The screenshot shows a web browser window with the URL https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page 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 a "Help Contact Us" link. The main content area shows an "Employer List" section with the instruction "Please choose an Employer from the list below". A single search result, "40399 VILLAGE OF WATERFORD", is displayed and highlighted in blue. A red circle with the number "2" is drawn around the search result.</p>

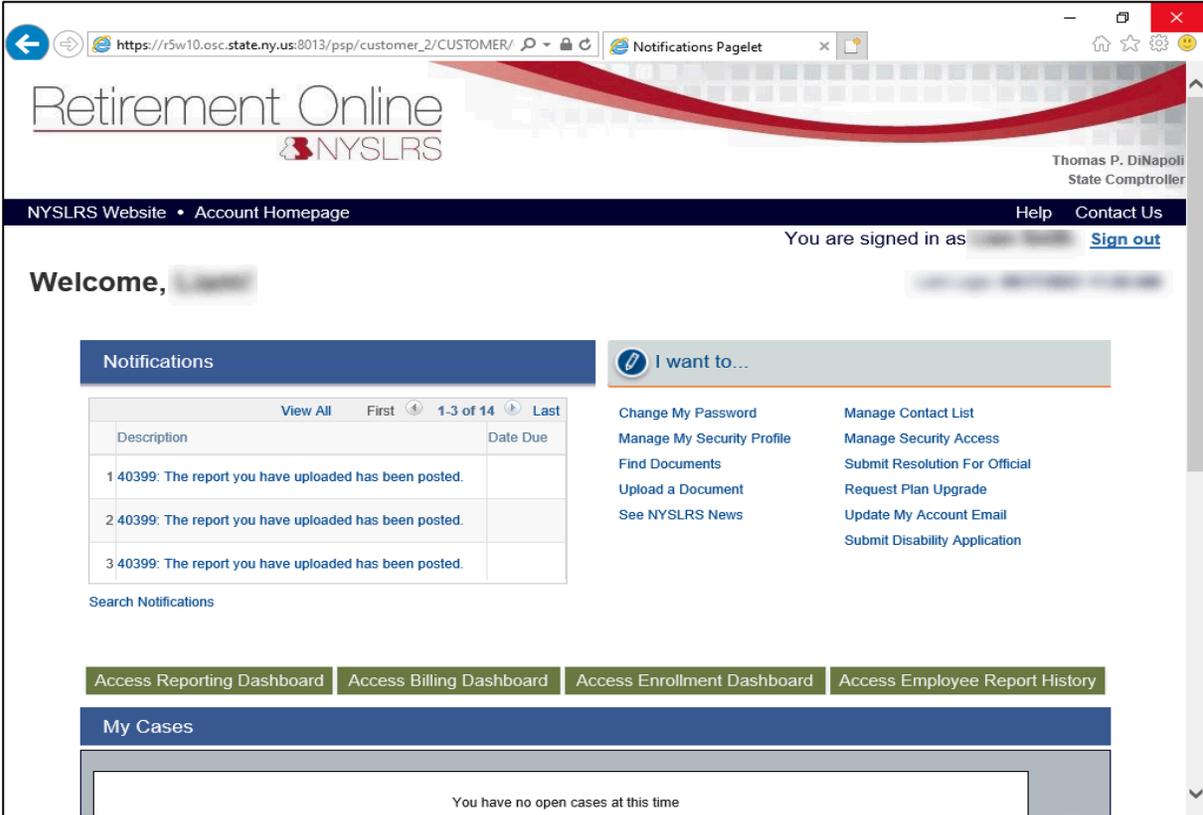
Step	Action																																																			
3.	The <i>Contact Summary</i> page will appear. If necessary, scroll down until you see the Edit button.	 <p>The screenshot shows the 'Retirement Online' website with the 'Employer Contacts' page. The page header includes the NYSLRS logo and the name of the State Comptroller. A navigation bar contains 'NYSLRS Website • Account Homepage', 'Help', and 'Contact Us'. Below this, it says 'You are signed in as [username] Sign out'. The main content is a table of contacts:</p> <table border="1"> <thead> <tr> <th>Contact Type</th> <th>Name</th> <th>Address</th> <th>Phone</th> <th>Email</th> </tr> </thead> <tbody> <tr> <td>Billing</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> </tr> <tr> <td>Board Clerk or Secretary</td> <td>Mr James Williams</td> <td>CLERK 65 BROAD ST WATERFORD, NY 12188-2412</td> <td>518/235-9898</td> <td>testingteam@osc.ny.gov</td> </tr> <tr> <td>CEO</td> <td>Mr William Brown</td> <td>MAYOR 65 BROAD ST WATERFORD, NY 12188-2412</td> <td>518/235-9898</td> <td>testingteam@osc.ny.gov</td> </tr> <tr> <td>CFO</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> </tr> <tr> <td>Contact 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> </tr> <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> </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> </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> </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> </tr> </tbody> </table> <p>At the bottom of the table, there are 'Back' and 'Edit' buttons. A red circle highlights the 'Edit' button. Below the buttons, a message reads: 'Email is a required field. Any contact additions or edits will require the Email field to be completed.' A red arrow points to the bottom of the page.</p>	Contact Type	Name	Address	Phone	Email	Billing	Mr Liam Smith	65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Board Clerk or Secretary	Mr James Williams	CLERK 65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	CEO	Mr William Brown	MAYOR 65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	CFO	Mr Liam Smith	65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Contact Administrator	Mr Liam Smith	Village Treasurer 65 Broad St Waterford, NY 12188	518/235-9898	testingteam@osc.ny.gov	Payroll	Mr Liam Smith	65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Payroll (Alternate)	Mr Noah Johnson	DEPUTY TREASURER 65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Personnel	Mr Liam Smith	Village Treasurer 65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Security Administrator	Mr Liam Smith	Village Treasurer 65 Broad St Waterford, NY 12188	518/235-9898	testingteam@osc.ny.gov
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4.	Click the Edit button. 																																																			

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5.	<p>Next, click the Name of the employer contact for whom you are changing contact information.</p> <p>Mr William Brown</p>	 <p>The screenshot shows the Retirement Online NYSLRS website. The page title is "Retirement Online NYSLRS". The user is signed in as "Thomas P. DiNapoli, State Comptroller". The page displays the "Employer Contacts" section for "40399 VILLAGE OF WATERFORD". Below this is a "Contact Summary Page" table with the following data:</p> <table border="1"> <thead> <tr> <th>Contact Type</th> <th>Name</th> <th>Address</th> <th>Phone</th> <th>Email</th> <th></th> </tr> </thead> <tbody> <tr> <td>Billing</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>Board Clerk or Secretary</td> <td>Mr James Williams</td> <td>CLERK 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>CEO</td> <td>Mr William Brown</td> <td>MAYOR 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>CFO</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>Contact 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> <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> </tbody> </table>	Contact Type	Name	Address	Phone	Email		Billing	Mr Liam Smith	65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Remove	Board Clerk or Secretary	Mr James Williams	CLERK 65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Remove	CEO	Mr William Brown	MAYOR 65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Remove	CFO	Mr Liam Smith	65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Remove	Contact Administrator	Mr Liam Smith	Village Treasurer 65 Broad St Waterford, NY 12188	518/235-9898	testingteam@osc.ny.gov	Remove	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
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6.	<p>The 'Employer Contacts Edit' pop-up will appear.</p> <p>Make edits as necessary. All fields with an asterisk are required and must be populated.</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 'Manage Employer Contacts'. The main content is the 'Employer Contacts Edit' form. The form is divided into several sections:</p> <ul style="list-style-type: none"> Contact: Employer: 40399 VILLAGE OF WATERFORD; Title: MAYOR (circled with a red '6'); Prefix: Mister; Contact Type: CEO. A note states: 'To update the Contact type, you must add a new contact and remove the existing contact if applicable.' Personal Information: *First Name: William; Middle Name: ; *Last Name: Brown; Suffix: . A note below states: 'To change the contact's name, please email the Employer Demographics Unit at nysirs_employer_access@osc.ny.gov' (circled with a red '6'). Contact Info: <ul style="list-style-type: none"> Phone & Email: *Phone Number: 518/235-9898; Ext/PIN: ; Alternate Phone Number: ; Ext/PIN: ; Fax: 518/235-9898; Ext/PIN: ; *Email: testingteam@osc.ny.gov; Alternate Email: . Address: *Address 1: 65 BROAD ST; *City: WATERFORD; Address 2: ; *State: NY (with a search icon and 'New York' text); Address 3: ; *Postal: 12188-2412; *Country: United States. A note states: 'For correct postal service formatting, please enter PO Box information under the street address.' <p>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.' Below this note are 'OK' and 'Cancel' buttons. The 'OK' button is circled with a red '7'.</p>
7.	<p>Once you are finished entering the employer contact's new contact information, click OK.</p> <p>OK</p>	

Step	Action																																																							
<p data-bbox="107 256 159 297">8.</p>	<p data-bbox="207 256 638 480">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. Click the OK button.</p> <div data-bbox="214 488 363 529" style="border: 1px solid black; padding: 2px; display: inline-block; margin-top: 10px;">OK</div>	 <p data-bbox="722 256 1927 1068">The screenshot shows the Retirement Online NYSLRS website. A 'Message' pop-up is displayed in the center, with the text: 'Contact information has been updated. The changes will not be saved until the Save button is clicked on the Manage Employer Contacts Page.' The 'OK' button in the pop-up is circled in red. The background shows the 'Employer Contacts' section for '40399 VILLAGE OF WATERFORD'. The table below is a representation of the data visible in the screenshot.</p> <table border="1" data-bbox="743 613 1640 1068"> <thead> <tr> <th>Contact Type</th> <th>Name</th> <th>Address</th> <th>Phone</th> <th>Email</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Billing</td> <td>Mr Liam Smith</td> <td>65 B...</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Board Clerk or Secretary</td> <td>Mr James Williams</td> <td>8</td> <td></td> <td></td> <td>OK</td> </tr> <tr> <td>CEO</td> <td>Mr William Brown</td> <td>MAYOR 100 Main St WATERFORD, NY 12188-2412</td> <td>518/235-9898</td> <td>testingteam@osc.ny.gov</td> <td>Remove</td> </tr> <tr> <td>CFO</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>Contact 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> <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> </tbody> </table>	Contact Type	Name	Address	Phone	Email	Action	Billing	Mr Liam Smith	65 B...				Board Clerk or Secretary	Mr James Williams	8			OK	CEO	Mr William Brown	MAYOR 100 Main St WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Remove	CFO	Mr Liam Smith	65 BROAD ST WATERFORD, NY 12188-2412	518/235-9898	testingteam@osc.ny.gov	Remove	Contact Administrator	Mr Liam Smith	Village Treasurer 65 Broad St Waterford, NY 12188	518/235-9898	testingteam@osc.ny.gov	Remove	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
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9.	<p>The <i>Employer Contacts</i> page will appear. If necessary, scroll down until you see the Save button.</p> <p>Once you have completed changing the employer contact's information, click the Save button.</p> <p style="text-align: center;">Save</p>	 <p>The screenshot shows the Retirement Online Account Homepage. At the top, there is a navigation bar with 'Account Homepage' highlighted. Below this, a table lists various contacts with columns for Role, Name, Address, Phone, and Email. A 'Save' button is highlighted with a red box at the bottom of the page. A 'Pending Changes' table is also visible, with a '9' circled in red next to a row.</p>
10.	<p>Click the Account Homepage link to return to your <i>Retirement Online Account Homepage</i>.</p> <p style="text-align: center;">Account Homepage</p>	

Step	Action	
<p>11</p>	<p>The <i>Retirement Online Account Homepage</i> will appear.</p> <p>You have successfully completed modifying an employer contact in <i>Retirement Online</i>.</p>	 <p>The screenshot shows the Retirement Online Account Homepage. At the top, there is a navigation bar with 'NYSLRS Website • Account Homepage' and 'You are signed in as [redacted] Sign out'. Below this, a 'Welcome, [redacted]' message is displayed. The main content area is divided into two columns. The left column contains a 'Notifications' section with a table of three entries, each stating 'The report you have uploaded has been posted.' The right column contains a 'I want to...' section with a list of links: '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 four buttons: 'Access Reporting Dashboard', 'Access Billing Dashboard', 'Access Enrollment Dashboard', and 'Access Employee Report History'. Below these is a 'My Cases' section with the message 'You have no open cases at this time'.</p>