

Thomas P. DiNapoli, State Comptroller

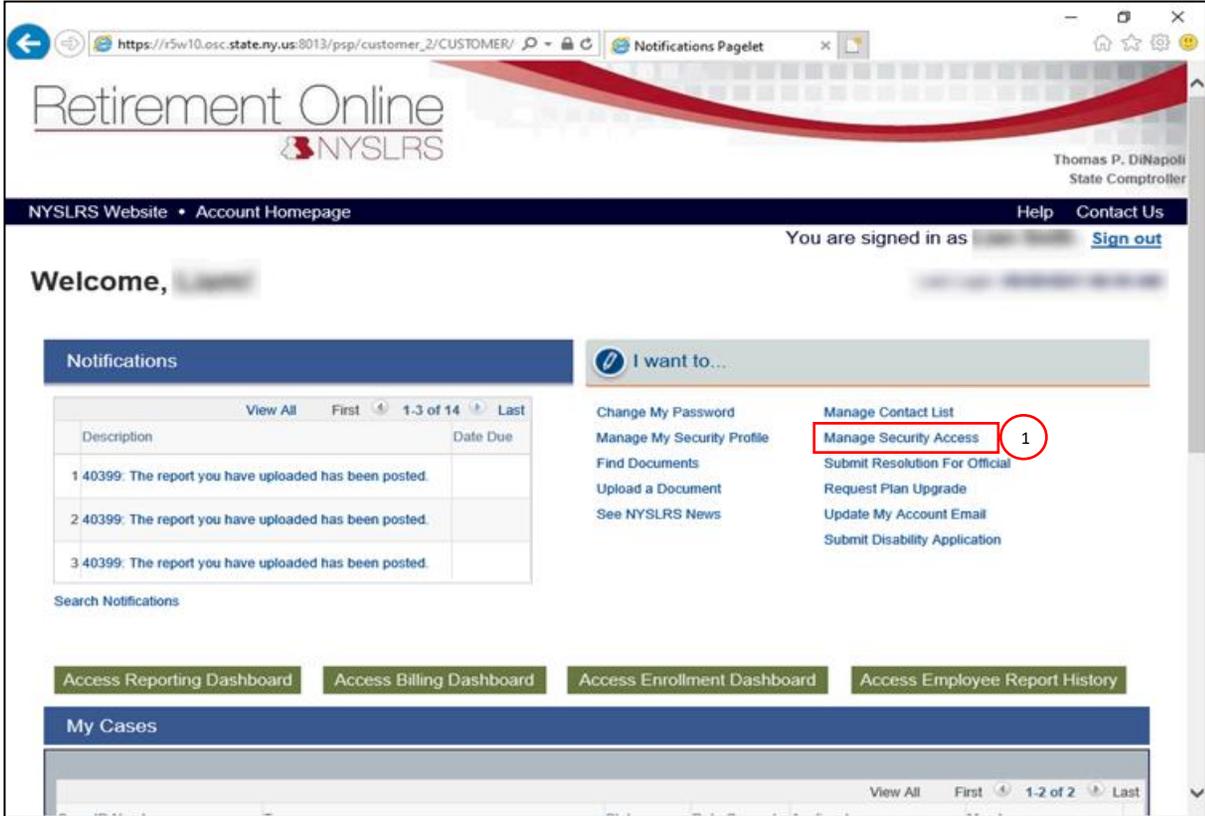


## Request Access and Assign Security Roles to Retirement Online

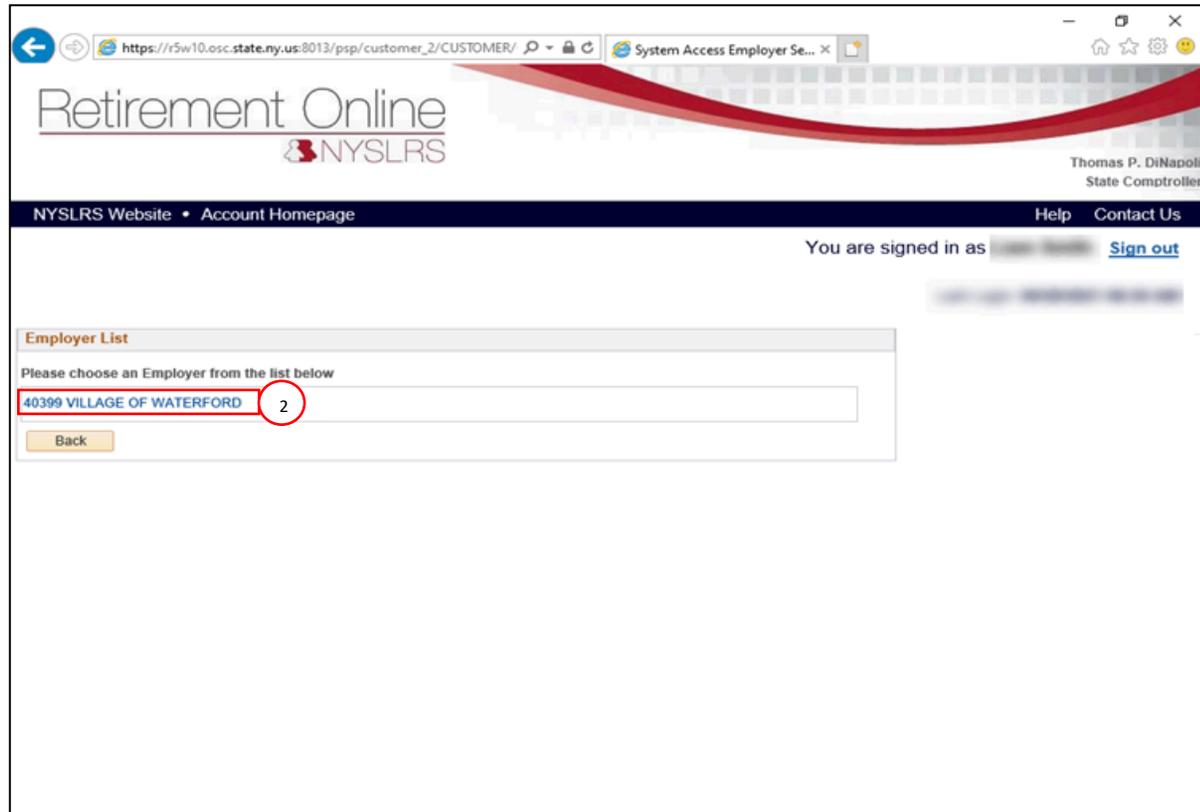
This simulation shows you (as an employer security administrator) how to request access and assign security roles for an employer contact who does not have access to *Retirement Online*. Before requesting access for a contact, make sure your employer contact administrator has added them as an employer contact. They are the only individuals allowed to add employer contacts.

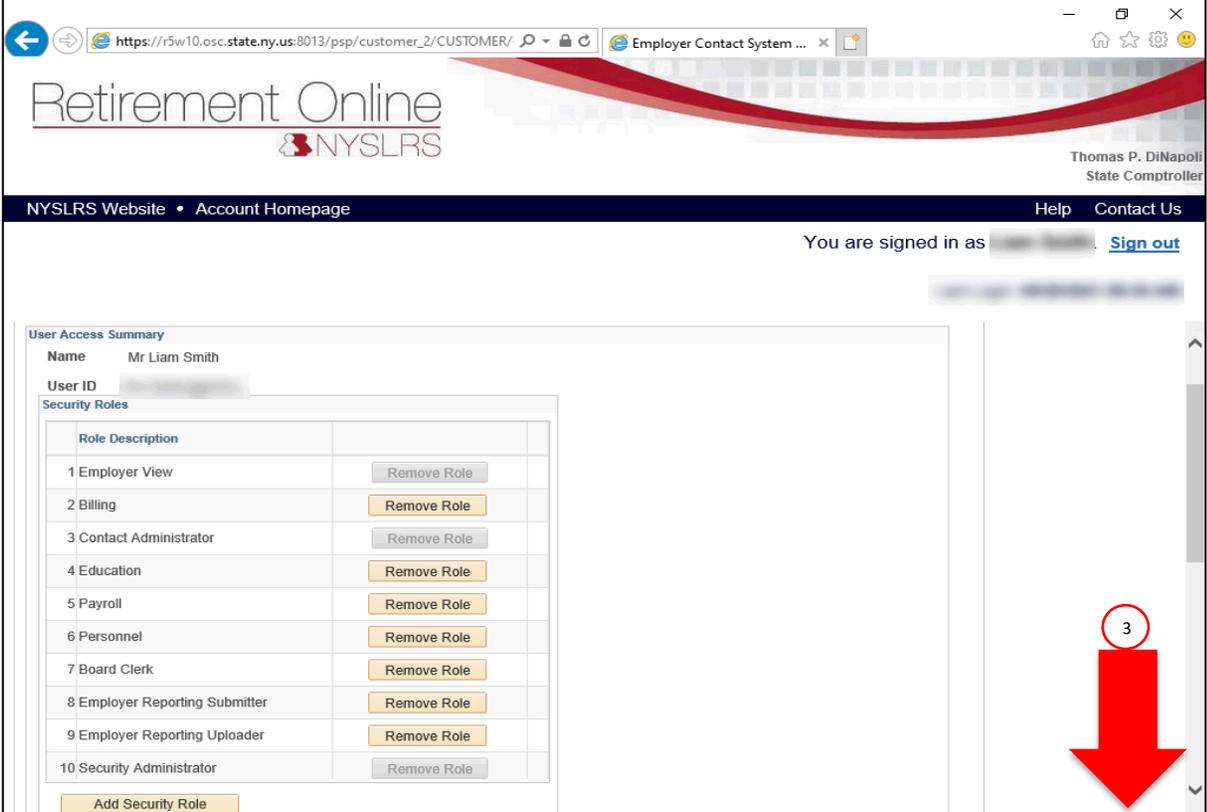
Once the employer contact is added by the Contact Administrator, only then can you (as an employer security administrator) request access and security roles. Once access has been granted, the employer contact will receive their log-in credentials for *Retirement Online*.

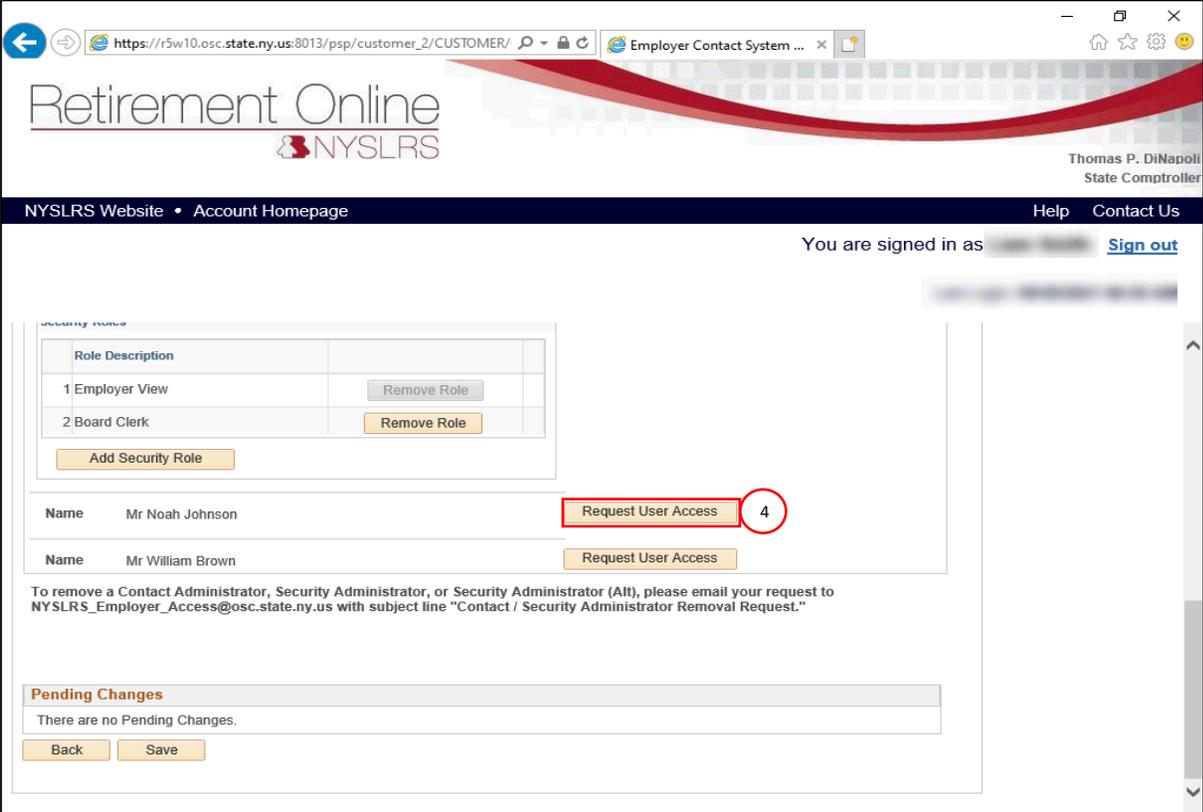
If you need to request access or assign security roles for a Security Administrator or Contact Administrator, you must submit the necessary form completed and signed by your CEO or CFO to NYSLRS. For more information, please visit the [Contact and Security Administrator Roles](#) page.

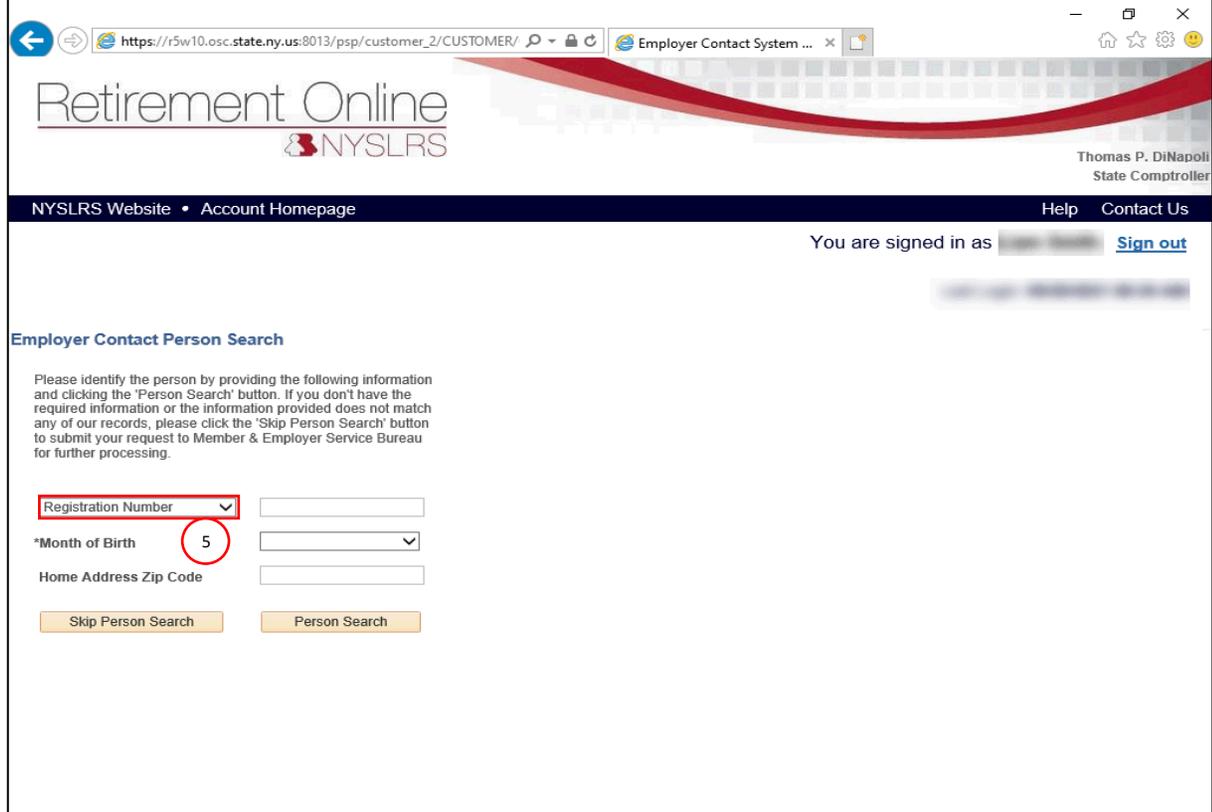
Step	Action	
<p>1.</p>	<p>On your <i>Retirement Online Account Homepage</i>, in the 'I want to...' section, click the <b>Manage Security Access</b> link.</p> <p><a href="#">Manage Security Access</a></p>	 <p>The screenshot shows the Retirement Online Account Homepage. The browser address bar displays the URL: https://r5w10.esc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page header includes the NYSLRS logo and the name Thomas P. DiNapoli, State Comptroller. The navigation bar shows 'NYSLRS Website • Account Homepage' and 'You are signed in as [Name] Sign out'. The main content area features a 'Welcome, [Name]' message. Below this, there are two main sections: 'Notifications' and 'I want to...'. The 'I want to...' section contains a list of links, with 'Manage Security Access' highlighted by a red box and a circled '1'. Other links in this section include 'Change My Password', 'Manage My Security Profile', 'Find Documents', 'Upload a Document', 'See NYSLRS News', 'Manage Contact List', 'Submit Resolution For Official Request Plan Upgrade', 'Update My Account Email', and 'Submit Disability Application'. At the bottom of the page, there are buttons for 'Access Reporting Dashboard', 'Access Billing Dashboard', 'Access Enrollment Dashboard', and 'Access Employee Report History'. A 'My Cases' section is also visible at the bottom.</p>

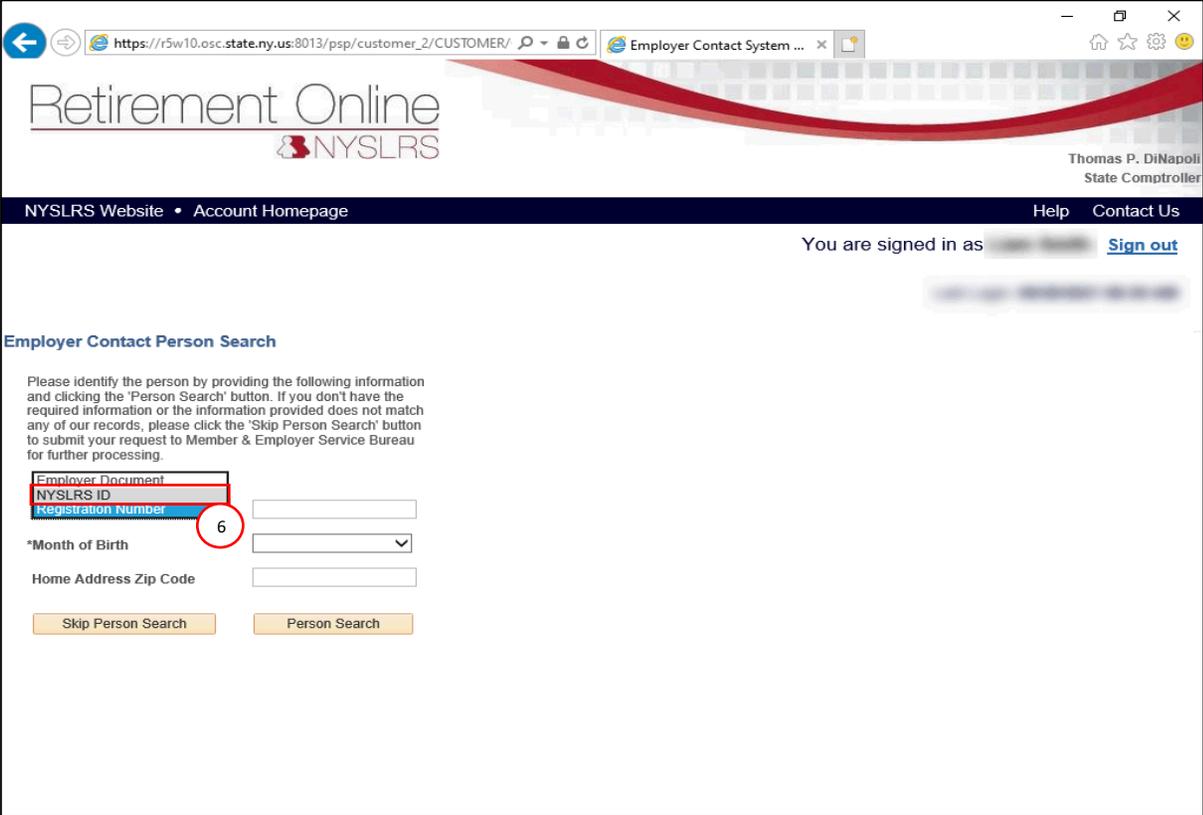
Step	Action
<p>2.</p>	<p>The <i>Employer List</i> page will appear.</p> <p><b>Note:</b> You may have more than one employer location listed if you work for multiple employers.</p> <p>Click the link for the <b>Employer</b> of the employer contact for whom you are requesting access.</p> <p><a href="#">40399 VILLAGE OF WATERFORD</a></p>

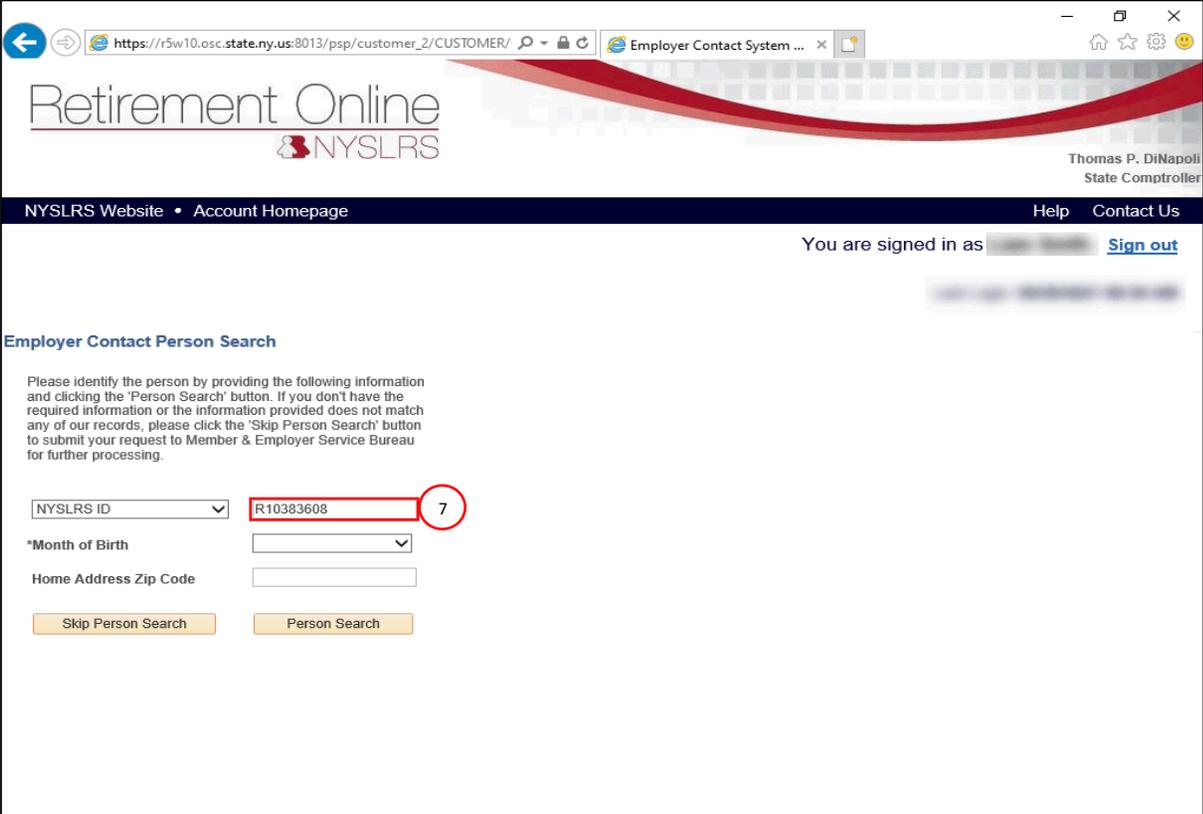


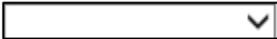
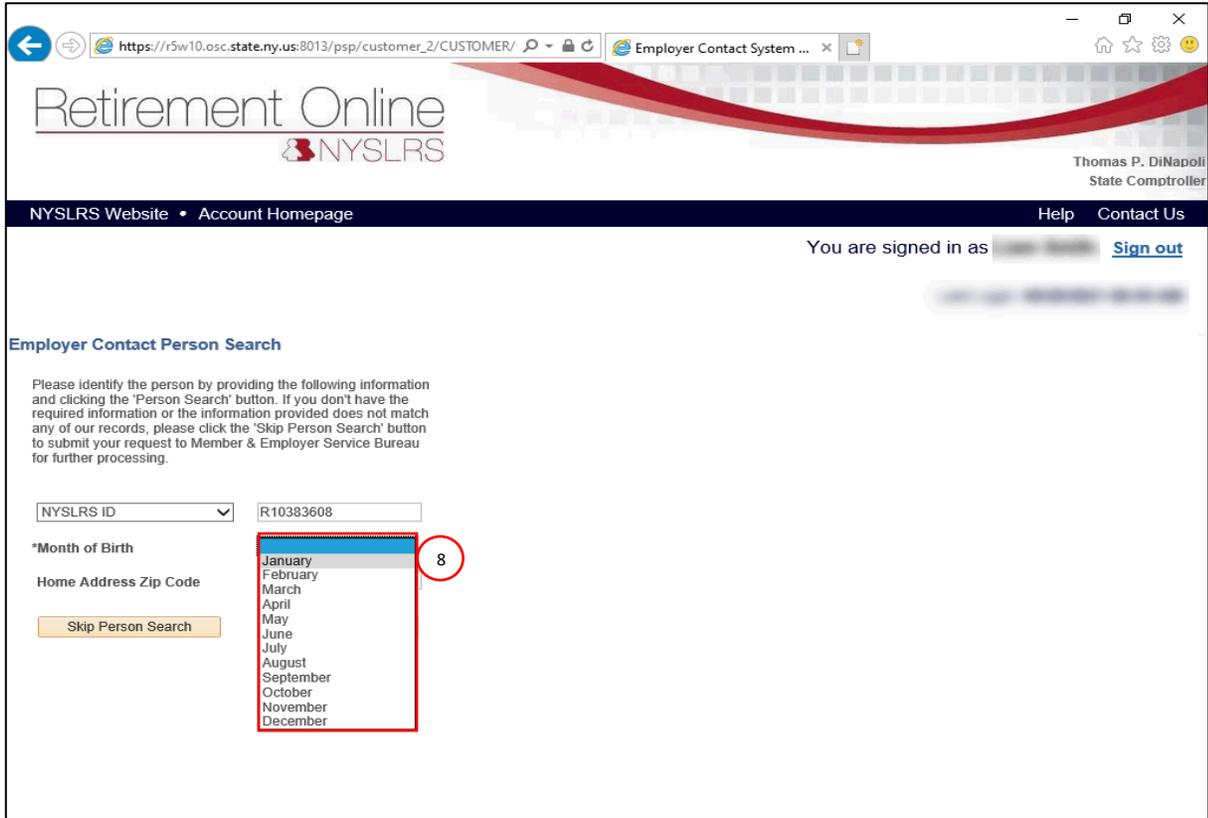
Step	Action																																	
<p>3.</p>	<p>The <i>Employer Retirement Online Access</i> page will appear.</p> <p>Scroll down until you can see the <b>Request User Access</b> button under the 'User Access Summary' section.</p>	 <p>The screenshot shows a web browser window with the URL <a href="https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/">https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/</a>. The page title is "Retirement Online NYSLRS". The user is signed in as "Mr Liam Smith". The "User Access Summary" section displays a table of security roles with "Remove Role" buttons for each. At the bottom of the table is an "Add Security Role" button. A red arrow with the number "3" inside a circle points to this button.</p> <table border="1" data-bbox="693 527 1228 1006"> <thead> <tr> <th colspan="2">User Access Summary</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td>Mr Liam Smith</td> </tr> <tr> <td>User ID</td> <td>[REDACTED]</td> </tr> <tr> <th colspan="2">Security Roles</th> </tr> <tr> <th>Role Description</th> <th></th> </tr> <tr> <td>1 Employer View</td> <td>Remove Role</td> </tr> <tr> <td>2 Billing</td> <td>Remove Role</td> </tr> <tr> <td>3 Contact Administrator</td> <td>Remove Role</td> </tr> <tr> <td>4 Education</td> <td>Remove Role</td> </tr> <tr> <td>5 Payroll</td> <td>Remove Role</td> </tr> <tr> <td>6 Personnel</td> <td>Remove Role</td> </tr> <tr> <td>7 Board Clerk</td> <td>Remove Role</td> </tr> <tr> <td>8 Employer Reporting Submitter</td> <td>Remove Role</td> </tr> <tr> <td>9 Employer Reporting Uploader</td> <td>Remove Role</td> </tr> <tr> <td>10 Security Administrator</td> <td>Remove Role</td> </tr> <tr> <td colspan="2">Add Security Role</td> </tr> </tbody> </table>	User Access Summary		Name	Mr Liam Smith	User ID	[REDACTED]	Security Roles		Role Description		1 Employer View	Remove Role	2 Billing	Remove Role	3 Contact Administrator	Remove Role	4 Education	Remove Role	5 Payroll	Remove Role	6 Personnel	Remove Role	7 Board Clerk	Remove Role	8 Employer Reporting Submitter	Remove Role	9 Employer Reporting Uploader	Remove Role	10 Security Administrator	Remove Role	Add Security Role	
User Access Summary																																		
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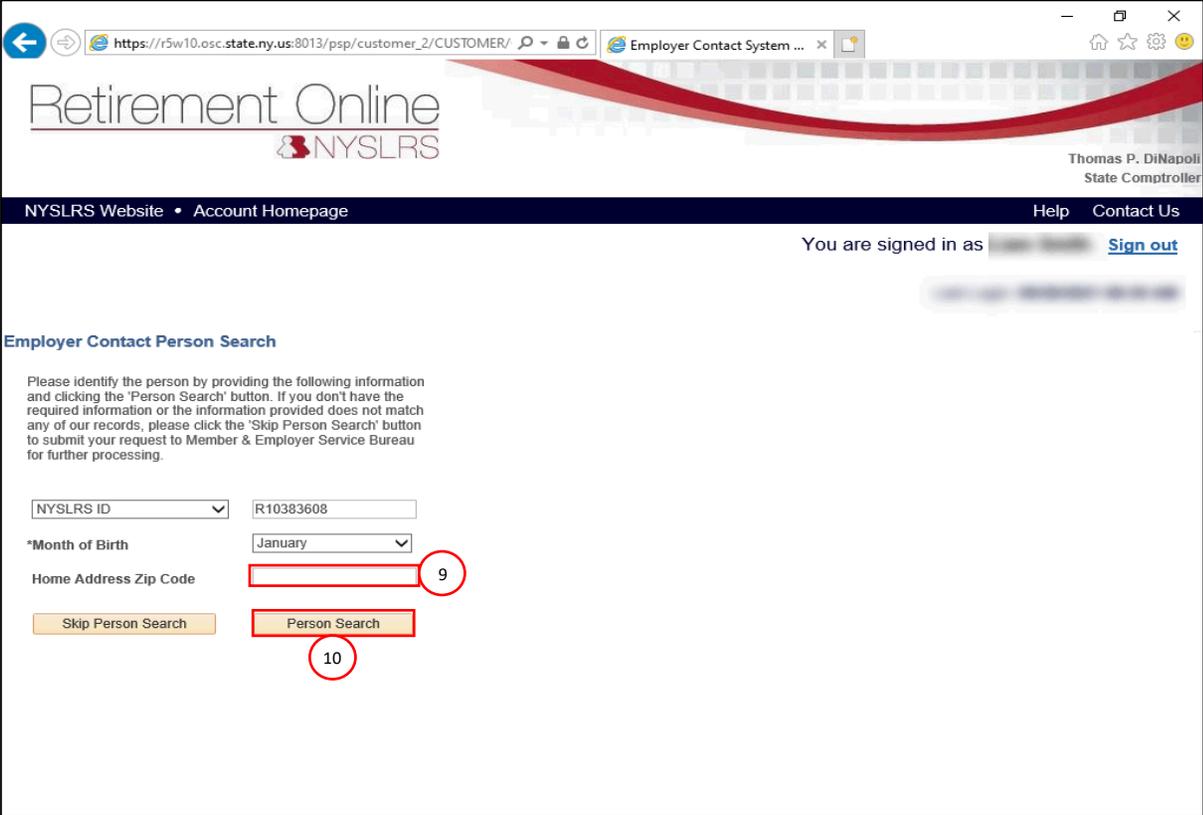
Step	Action						
<p>4.</p>	<p>Under the 'User Access Summary' section, click the <b>Request User Access</b> button.</p> <p><b>Request User Access</b></p>  <p>The screenshot shows the Retirement Online interface. At the top, there is a navigation bar with 'NYSLRS Website • Account Homepage' and 'Help Contact Us'. Below this, a message states 'You are signed in as [Name] Sign out'. The main content area features a table with the following data:</p> <table border="1"> <thead> <tr> <th>Role Description</th> <th></th> </tr> </thead> <tbody> <tr> <td>1 Employer View</td> <td>Remove Role</td> </tr> <tr> <td>2 Board Clerk</td> <td>Remove Role</td> </tr> </tbody> </table> <p>Below the table is an 'Add Security Role' button. Underneath, there are two user entries:</p> <ul style="list-style-type: none"> <li>Name: Mr Noah Johnson. Request User Access (circled in red with '4')</li> <li>Name: Mr William Brown. Request User Access</li> </ul> <p>A note below the users reads: 'To remove a Contact Administrator, Security Administrator, or Security Administrator (AIT), please email your request to NYSLRS_Employer_Access@osc.state.ny.us with subject line "Contact / Security Administrator Removal Request."'.</p> <p>At the bottom, there is a 'Pending Changes' section with the text 'There are no Pending Changes.' and 'Back' and 'Save' buttons.</p>	Role Description		1 Employer View	Remove Role	2 Board Clerk	Remove Role
Role Description							
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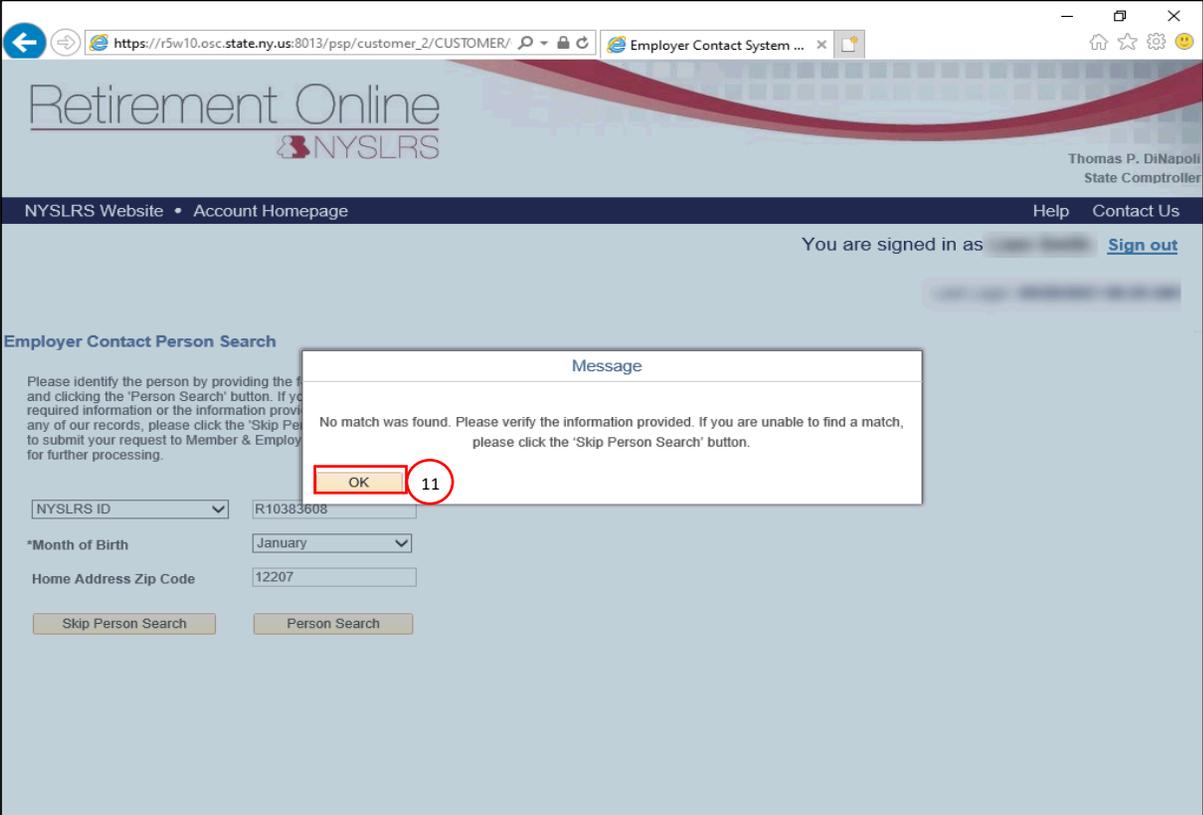
Step	Action	
<p data-bbox="163 203 220 243">5.</p>	<p data-bbox="262 203 577 316">The <i>Employer Contact Person Search</i> page will appear.</p> <p data-bbox="262 357 619 544">If you have the employer contact's information, select an ID type from the drop-down, then complete steps 6 – 11.</p> <div data-bbox="262 544 598 592" style="border: 1px solid black; padding: 2px;">       Registration Number ▼     </div> <p data-bbox="262 633 577 787">If you do not have the employer contact's information, proceed to Step 12.</p>	 <p>The screenshot shows a web browser window with the URL <a href="https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/">https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/</a>. The page title is "Employer Contact System ...". The main heading is "Retirement Online NYSLRS". Below the heading, it says "Thomas P. DiNapoli State Comptroller". There is a navigation bar with "NYSLRS Website • Account Homepage" and "Help Contact Us". A user is signed in, with a "Sign out" link. The main content area is titled "Employer Contact Person Search". It contains 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 &amp; Employer Service Bureau for further processing." Below this are three input fields: "Registration Number" (a dropdown menu with a red box around it), "*Month of Birth" (a dropdown menu with "5" selected and a red circle around it), and "Home Address Zip Code". At the bottom are two buttons: "Skip Person Search" and "Person Search".</p>

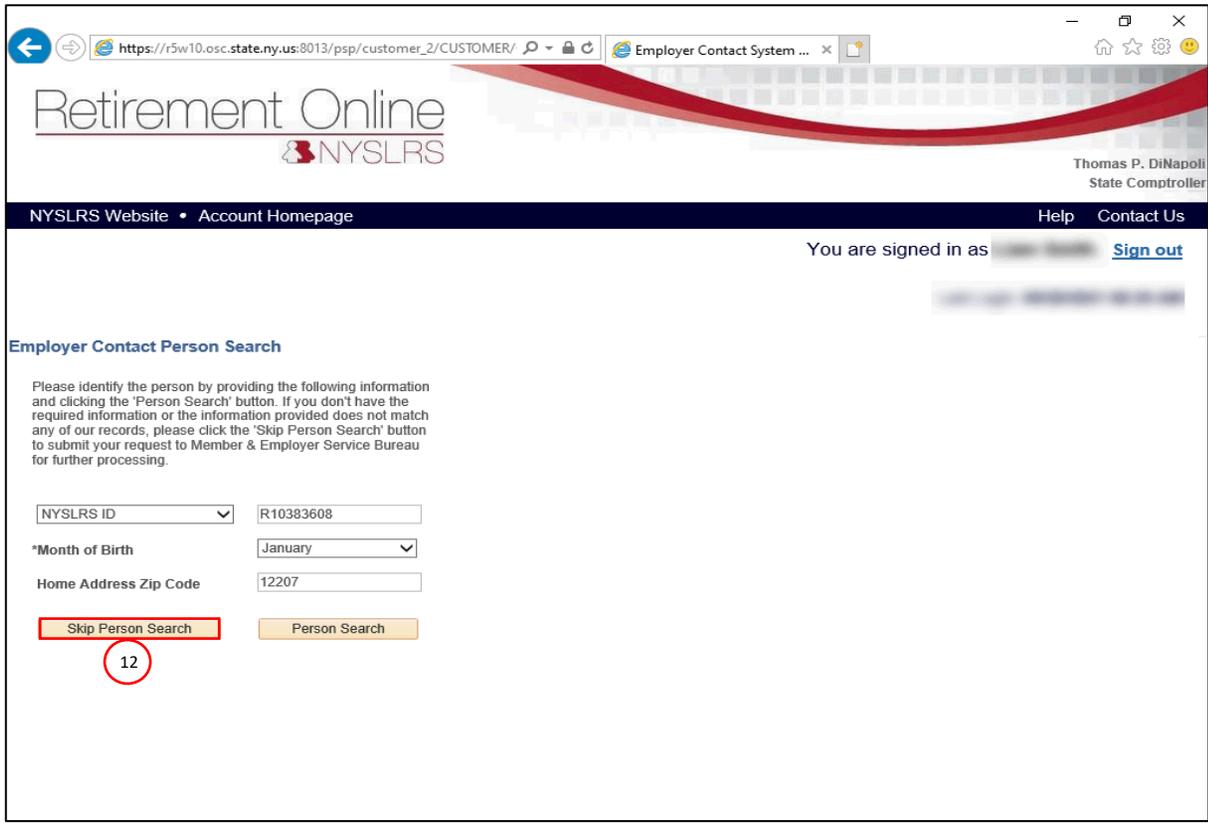
Step	Action	
6.	Select <b>NYSLRS ID</b> from the <b>ID Type</b> dropdown to identify the employer contact. 	 <p>The screenshot shows the Retirement Online website interface. At the top, the URL is <a href="https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/">https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/</a>. The page title is "Retirement Online" with the NYSLRS logo. The user is signed in as "Thomas P. DiNapoli, State Comptroller". The main heading is "Employer Contact Person Search". Below this, 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 &amp; Employer Service Bureau for further processing." The form includes a dropdown menu for "Employer Document" with "NYSLRS ID" selected, a text input for "Registration Number", a dropdown for "*Month of Birth" with "6" selected, and a text input for "Home Address Zip Code". At the bottom of the form are two buttons: "Skip Person Search" and "Person Search".</p>

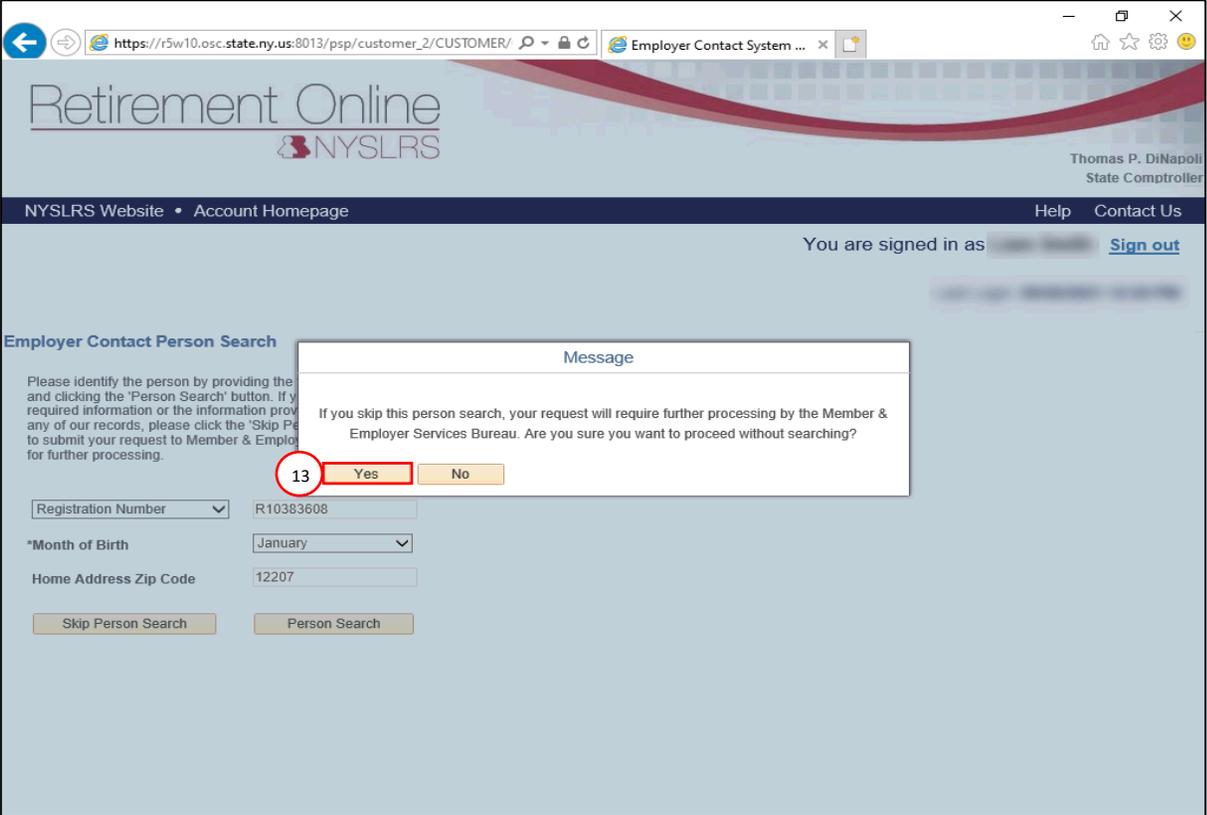
Step	Action	
7.	Click in the <b>NYSLRS ID</b> field, and enter the employer contact's NYSLRS ID. <input data-bbox="266 354 550 393" type="text"/>	 <p>The screenshot shows a web browser window with the URL <a href="https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/">https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/</a>. 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". Below this is a "You are signed in as" section with a "Sign out" link. The main section 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 &amp; Employer Service Bureau for further processing." The form fields are: "NYSLRS ID" (a dropdown menu), "R10383608" (a text input field highlighted with a red box and a circled '7'), "*Month of Birth" (a dropdown menu), and "Home Address Zip Code" (a text input field). At the bottom of the form are two buttons: "Skip Person Search" and "Person Search".</p>

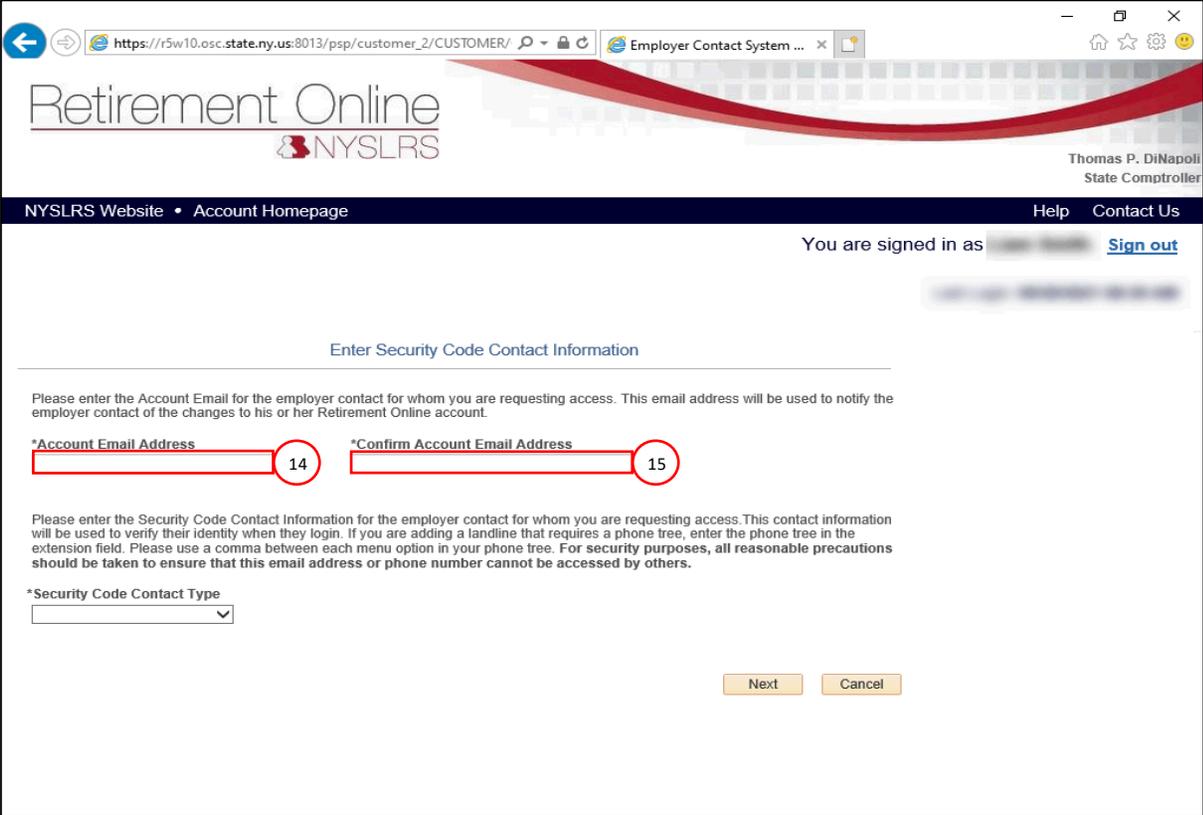
Step	Action	
8.	<p>Next, select the <b>Month of Birth</b> dropdown to select the employer contact's month of birth.</p> 	 <p>The screenshot shows the Retirement Online NYSLRS website. The browser address bar displays the URL: https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page title is "Retirement Online NYSLRS". The user is signed in as Thomas P. DiNapoli, State Comptroller. The page content includes a navigation bar with "NYSLRS Website • Account Homepage", "Help", and "Contact Us". Below the navigation bar, there is a "You are signed in as" section with a "Sign out" link. The main content area is titled "Employer Contact Person Search". It contains a form with the following fields: "NYSLRS ID" (dropdown menu), "R10383608" (text input), "*Month of Birth" (dropdown menu), and "Home Address Zip Code" (text input). A "Skip Person Search" button is located below the form. The "*Month of Birth" dropdown menu is open, showing a list of months from January to December. A red box highlights the dropdown menu, and a red circle with the number 8 is placed next to it.</p>

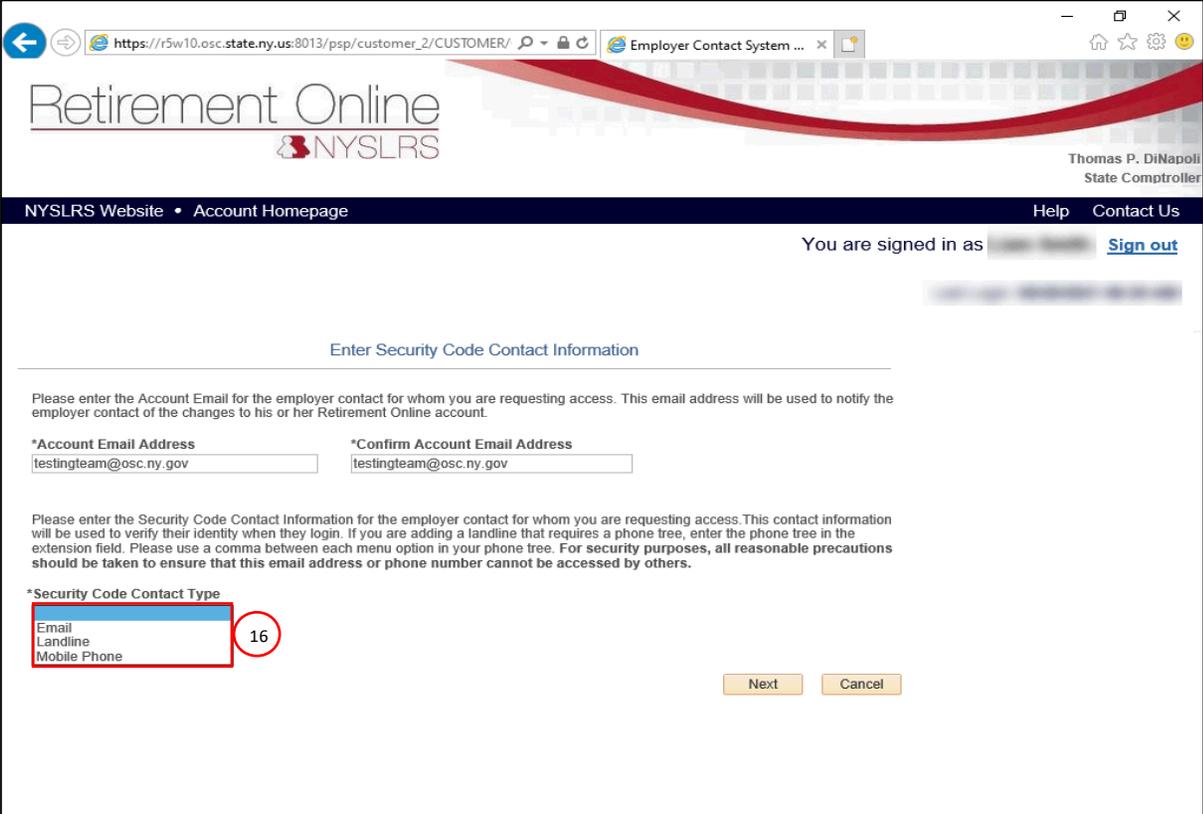
Step	Action	
<p>9.</p>	<p>Click in the <b>Home Address Zip Code</b> field, and enter the employer contact's home address zip code.</p> <div data-bbox="266 354 539 393" style="border: 1px solid black; width: 130px; height: 24px; margin-left: 10px;"></div>	 <p>The screenshot shows the Retirement Online website interface. At the top, the URL is https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page title is "Retirement Online" with the NYSLRS logo. Below the header, there is a navigation bar with "NYSLRS Website • Account Homepage" and "Help Contact Us". A user is signed in as "Thomas P. DiNapoli, State Comptroller". The main content area is titled "Employer Contact Person Search". It contains a form with the following fields: "NYSLRS ID" (dropdown menu), "R10383608" (text input), "*Month of Birth" (dropdown menu), and "January" (text input). The "Home Address Zip Code" field is highlighted with a red box and a circled "9". Below the form are two buttons: "Skip Person Search" and "Person Search". The "Person Search" button is also highlighted with a red box and a circled "10".</p>
<p>10.</p>	<p>Once you have completed entering the required fields, click the <b>Person Search</b> button.</p> <div data-bbox="266 760 539 802" style="border: 1px solid black; background-color: #f0e68c; padding: 5px; width: 130px; text-align: center; margin-left: 10px;">       Person Search     </div>	<p>The screenshot shows the Retirement Online website interface. At the top, the URL is https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/. The page title is "Retirement Online" with the NYSLRS logo. Below the header, there is a navigation bar with "NYSLRS Website • Account Homepage" and "Help Contact Us". A user is signed in as "Thomas P. DiNapoli, State Comptroller". The main content area is titled "Employer Contact Person Search". It contains a form with the following fields: "NYSLRS ID" (dropdown menu), "R10383608" (text input), "*Month of Birth" (dropdown menu), and "January" (text input). The "Home Address Zip Code" field is highlighted with a red box and a circled "9". Below the form are two buttons: "Skip Person Search" and "Person Search". The "Person Search" button is also highlighted with a red box and a circled "10".</p>

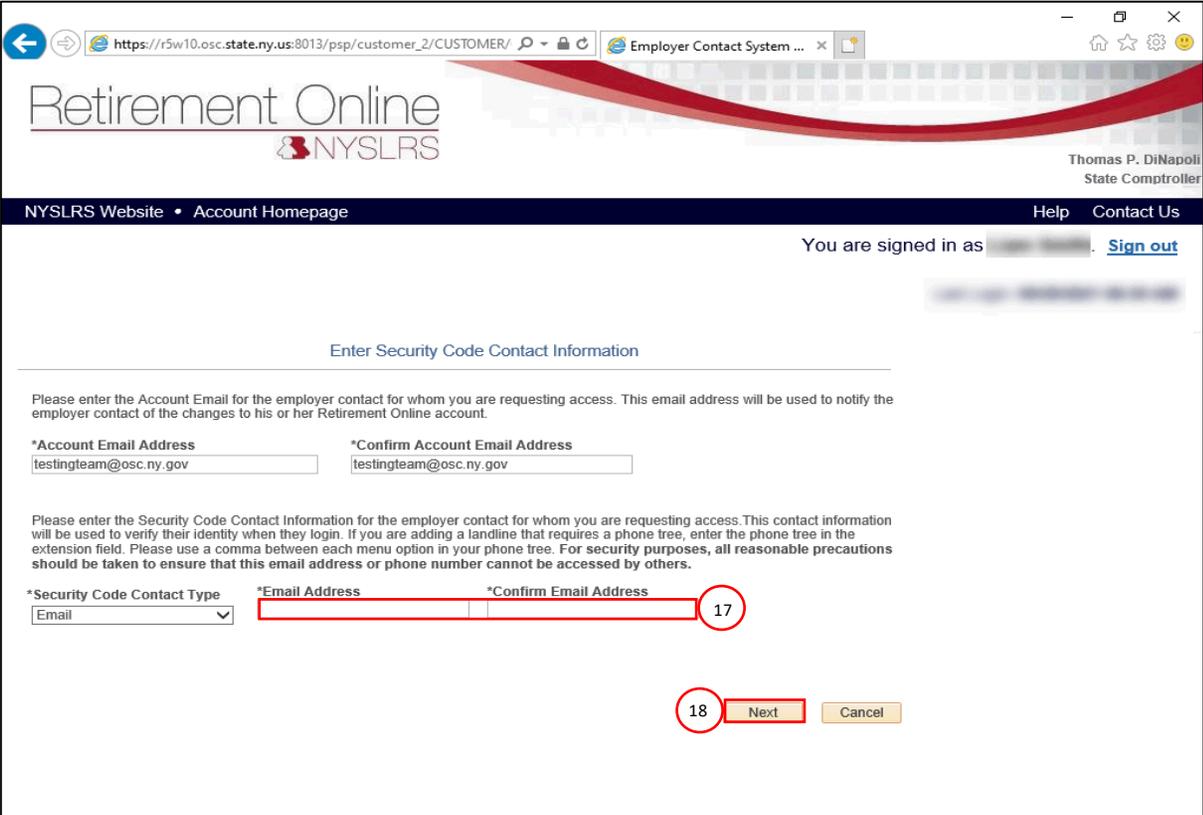
Step	Action	
<p>11</p>	<p>If the information entered does not match NYSLRS records, a 'Message' pop-up will appear.</p> <p>If the information is a match, you will not see this pop-up message and may proceed to Step 14.</p> <p>Click the <b>OK</b> button to continue.</p> <p></p>	 <p>The screenshot shows a web browser window with the URL <a href="https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/">https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/</a>. The page title is "Retirement Online NYSLRS" and it identifies the user as "Thomas P. DiNapoli, State Comptroller". The page content includes "NYSLRS Website • Account Homepage" and "You are signed in as [redacted] Sign out". The main section is "Employer Contact Person Search" with a form containing fields for "NYSLRS ID" (R10383608), "*Month of Birth" (January), and "Home Address Zip Code" (12207). There are "Skip Person Search" and "Person Search" buttons. A "Message" pop-up is displayed over the form, 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 in the pop-up is highlighted with a red box, and the number "11" is circled in red next to it.</p>

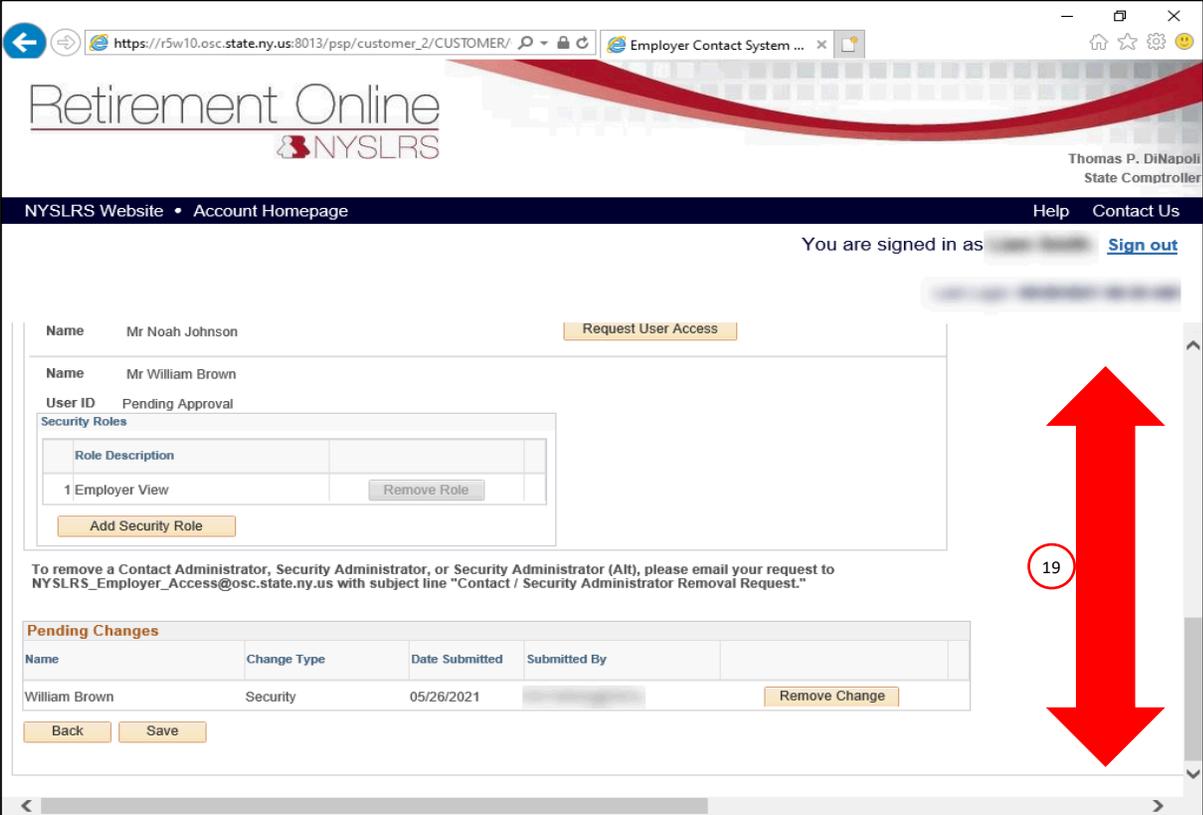
Step	Action
<p>12</p>	<p>Click the <b>Skip Person Search</b> button.</p>  <p>The screenshot shows a web browser window with the URL <a href="https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/">https://r5w10.osc.state.ny.us:8013/psp/customer_2/CUSTOMER/</a>. The page title is "Retirement Online" and the logo for "NYSLRS" is visible. The user is signed in as "Thomas P. DiNapoli, State Comptroller". The page content includes a navigation bar with "NYSLRS Website • Account Homepage" and "Help Contact Us". The main section 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 &amp; Employer Service Bureau for further processing." Below this text are four input fields: "NYSLRS ID" (a dropdown menu with "R10383608" selected), "*Month of Birth" (a dropdown menu with "January" selected), "Home Address Zip Code" (a text box with "12207" entered), and two buttons: "Skip Person Search" (highlighted with a red box and a circled "12") and "Person Search".</p>

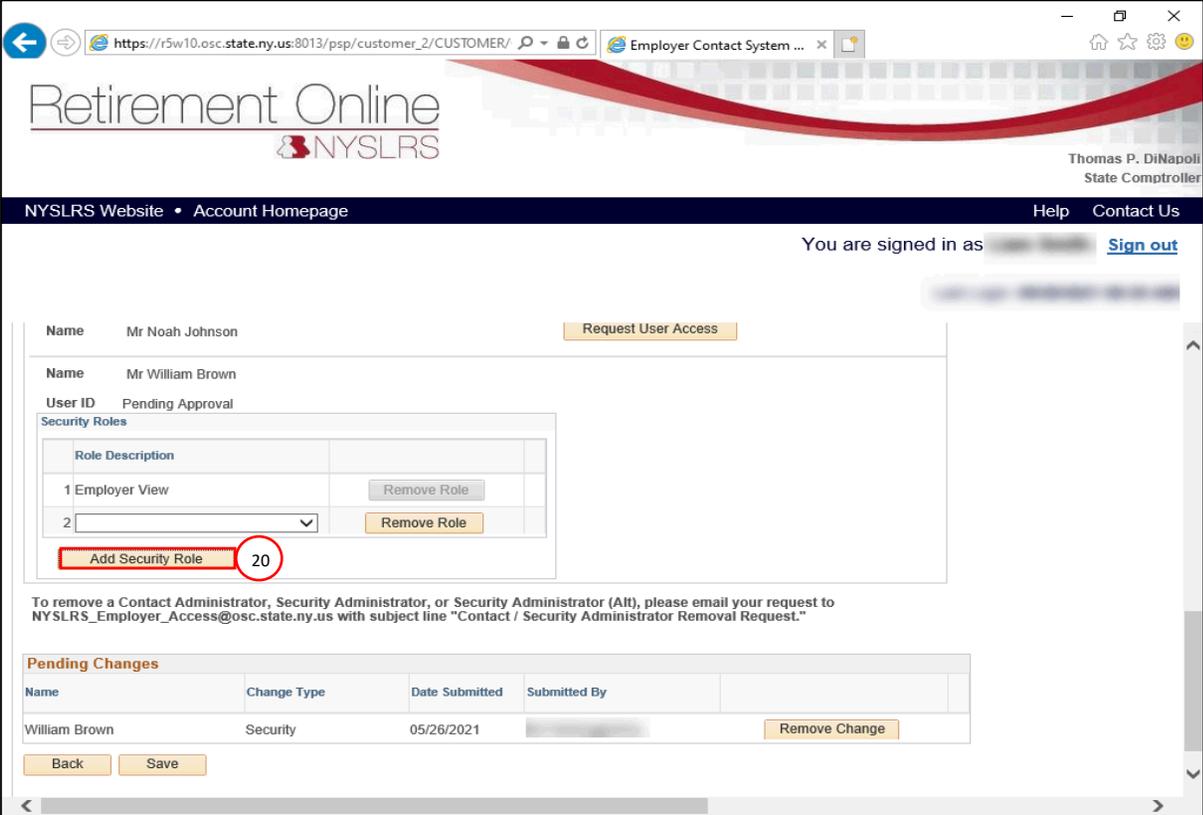
Step	Action	
<p>13.</p>	<p>If you proceed directly to the <b>Skip Person Search</b> button without performing a person search first, a 'Message' pop-up will appear to inform you a Member and Employer Services Bureau staff member will need to review your request before access is granted.</p> <p>Click the <b>Yes</b> button.</p> <p><input type="button" value="Yes"/></p>	

Step	Action	
14.	<p>The <i>Enter Security Code Contact Information</i> page will appear.</p> <p>Click in the <b>Account Email Address</b> field, and enter the employer contact's email.</p> <input data-bbox="268 516 621 548" type="text"/>	
15.	<p>Click in the <b>Confirm Account Email Address</b> field, and re-enter the employer contact's email.</p> <input data-bbox="268 824 621 857" type="text"/>	

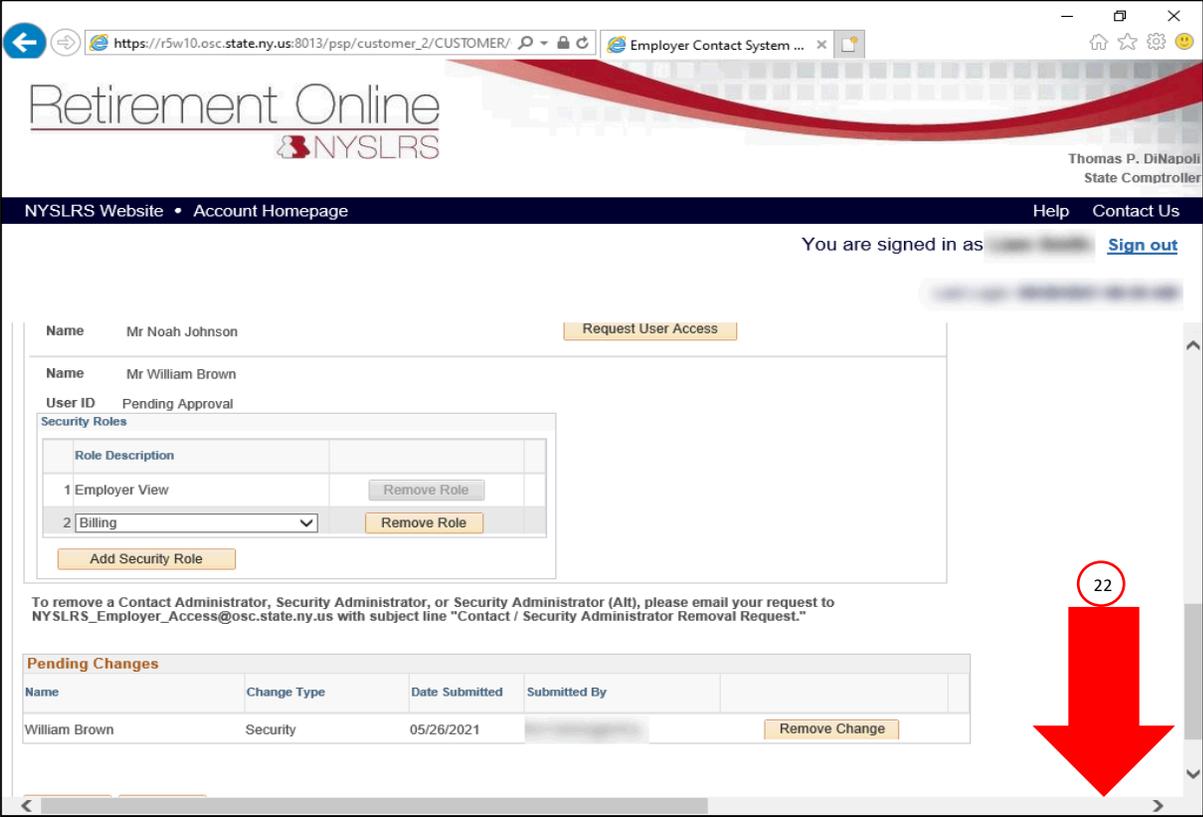
Step	Action	
<p>16</p>	<p>Next, use the dropdown to select the <b>Security Code Contact Type</b>. The contact type selected will determine where security codes will be sent. You may choose to receive the security code by email, landline or mobile phone.</p> <p>Security codes are used to validate a <i>Retirement Online</i> account when signing in.</p> <p>Select the <b>Security Code Contact Type</b> dropdown to choose the employee's security code contact type.</p>	

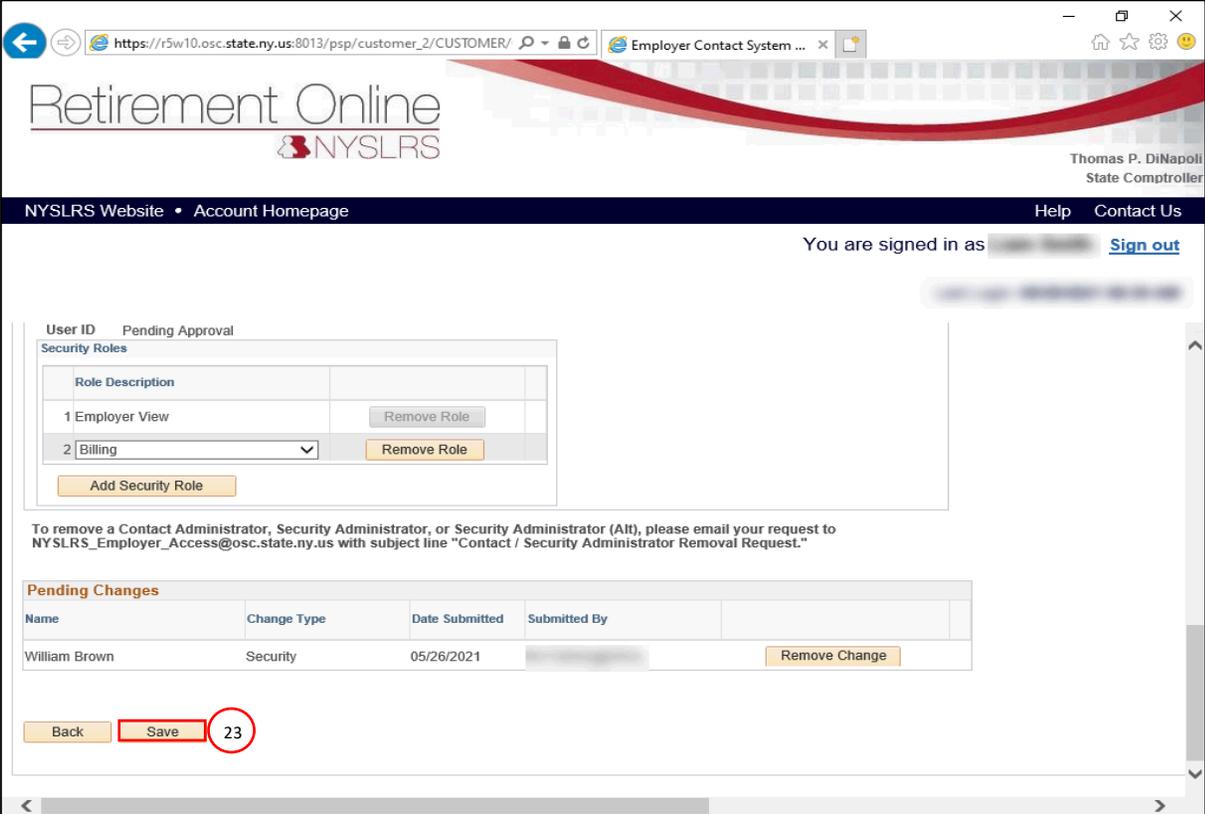
Step	Action	
<p>17</p> <p>The fields that populate will depend on the selection. Required fields are designated by an asterisk *. Click in the required fields and enter the appropriate information.</p> <p><b>Note:</b> If a phone number is selected, please do not include parenthesis, dashes or slashes. This field will format automatically as soon as you click in the confirmation field. International phone numbers are not accepted.</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". The user is signed in as "testteam". The main heading is "Enter Security Code Contact Information". Below this, there are instructions and two sets of form fields. The first set is for "Account Email Address" with fields for "*Account Email Address" (containing "testingteam@osc.ny.gov") and "*Confirm Account Email Address" (containing "testingteam@osc.ny.gov"). The second set is for "Security Code Contact Information" with a dropdown for "*Security Code Contact Type" (set to "Email"), and two text boxes for "*Email Address" and "*Confirm Email Address". A red circle labeled "17" highlights the "Confirm Email Address" field. At the bottom right, there are "Next" and "Cancel" buttons, with a red circle labeled "18" highlighting the "Next" button.</p>
<p>18.</p>	<p>Click the <b>Next</b> button.</p> <p><input type="button" value="Next"/></p>	

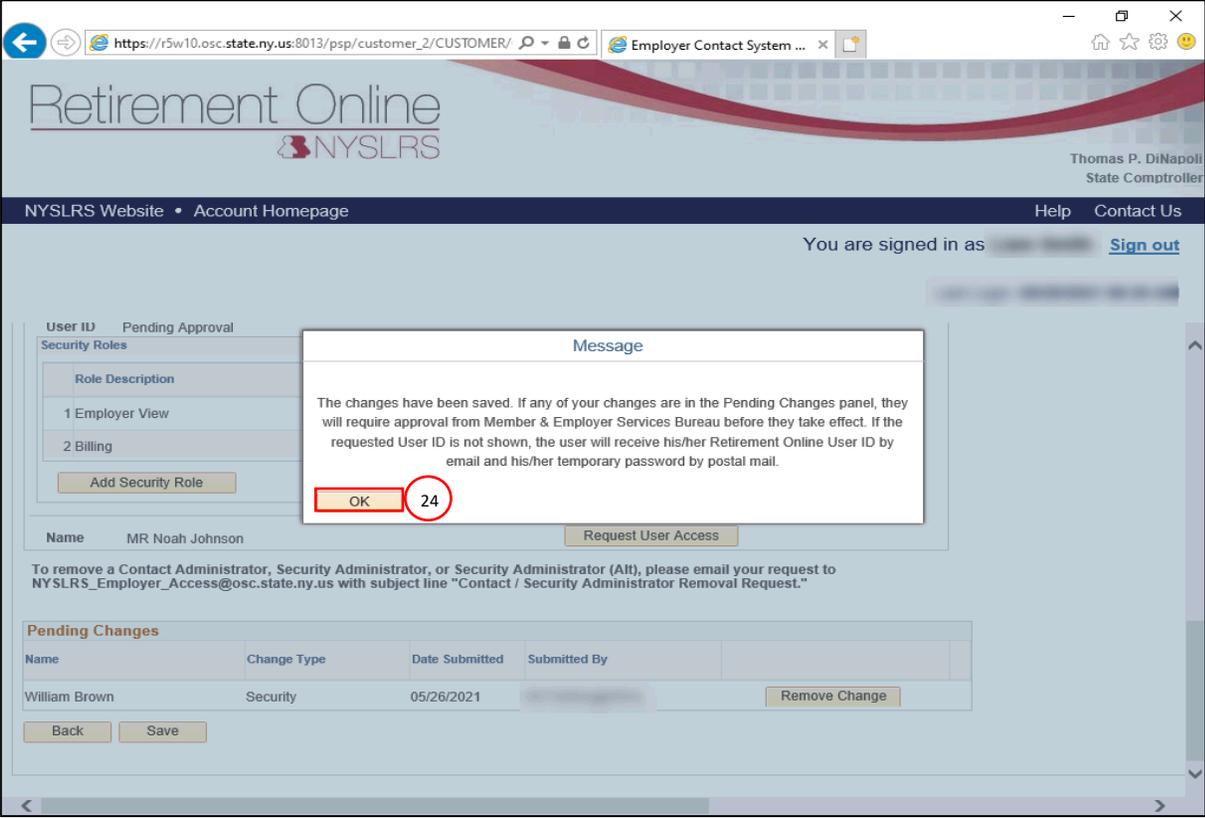
Step	Action	
<p data-bbox="163 201 212 240">19</p>	<p data-bbox="262 201 541 310">You will return to the <i>Employer Retirement Online Access</i> page.</p> <p data-bbox="262 358 604 699">You will see your request added to the page with a <b>User ID</b> of "Pending Approval". You will also see the change in the 'Pending Changes' section if it requires approval by Member and Employer Services Bureau.</p> <p data-bbox="262 748 617 1013">To add a security role, <b>scroll</b> if necessary until you see the <b>Add Security Role</b> button under the employer contact for whom you are adding a security role.</p> <p data-bbox="262 1062 583 1166"><b>Note:</b> If you do not need to add a security role, proceed to step 23.</p>	 <p data-bbox="674 201 1877 1016">The screenshot shows the Retirement Online NYSLRS website. The user is logged in as Mr. Noah Johnson. The profile for Mr. William Brown is displayed, showing a User ID of "Pending Approval" and a Security Role of "1 Employer View". A "Pending Changes" table shows a change for William Brown on 05/26/2021. A red double-headed arrow with the number 19 points to the scroll bar on the right side of the page.</p>

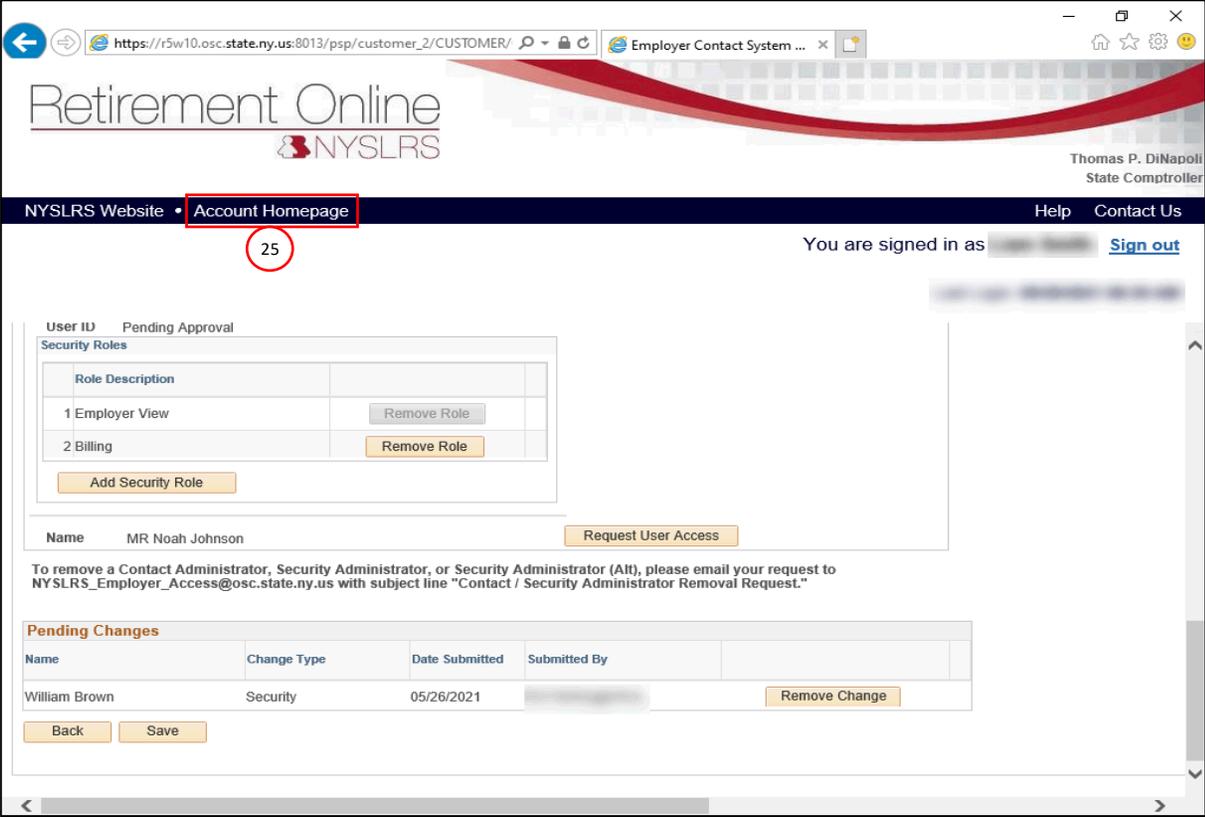
Step	Action	
<p>20</p>	<p>Click the <b>Add Security Role</b> button.</p> <p><b>Add Security Role</b></p>	 <p>The screenshot shows the Retirement Online NYSLRS website interface. At the top, there is a navigation bar with 'NYSLRS Website • Account Homepage', 'Help', and 'Contact Us'. Below this, a user is signed in as 'Mr. Noah Johnson' with a 'Request User Access' button. The main content area shows user details for 'Mr. William Brown' with a 'User ID' of 'Pending Approval'. Under the 'Security Roles' section, there is a table with two rows: '1 Employer View' and '2 [dropdown]'. Each row has a 'Remove Role' button. Below the table is a red-bordered button labeled 'Add Security Role', which is circled in red and has the number '20' next to it. Below the table, there is a note: 'To 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 Removal Request."'. At the bottom, there is a 'Pending Changes' table with one entry for 'William Brown' with a 'Change Type' of 'Security' and a 'Date Submitted' of '05/26/2021'. There are 'Back', 'Save', and 'Remove Change' buttons at the bottom of the page.</p>

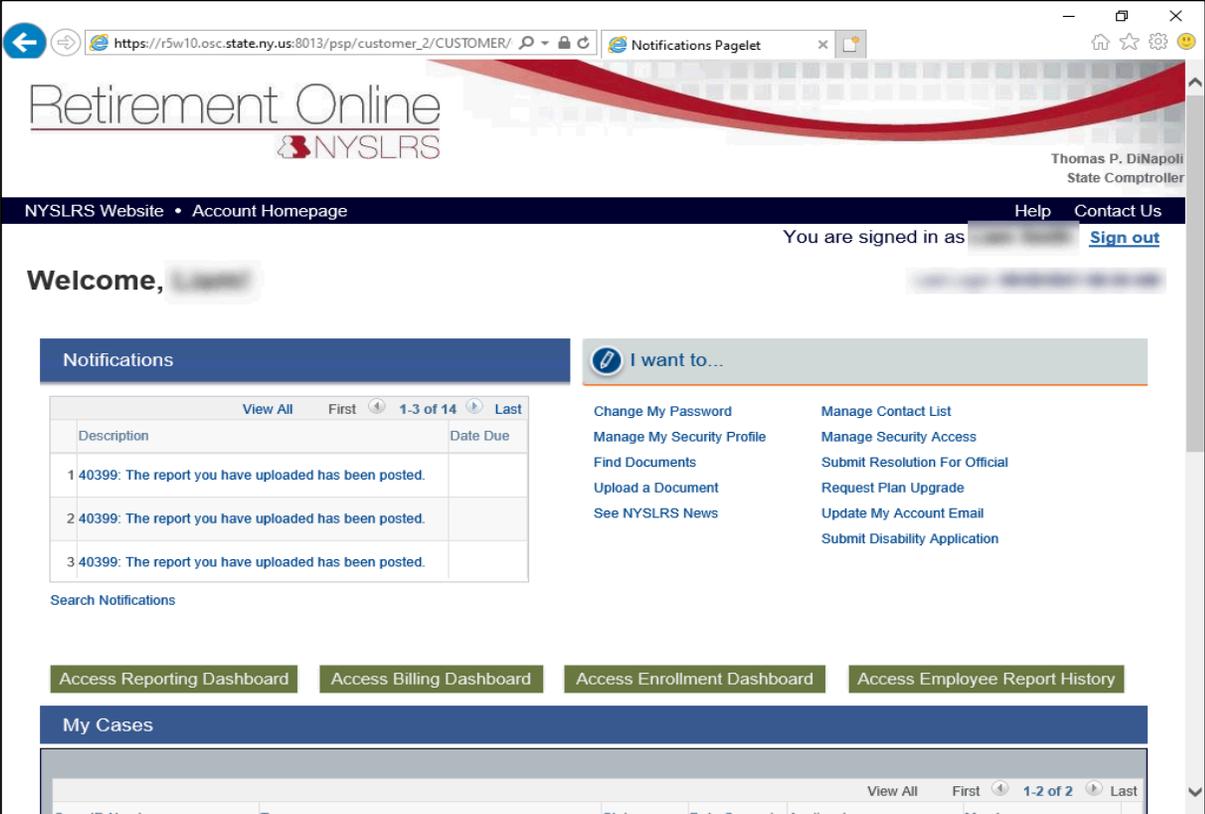
Step	Action	
<p>21</p>	<p>The security role dropdown will be populated with any roles available to each employer contact, and may look different for each contact.</p> <p>Select the dropdown to choose an option from the list.</p> <p><b>Billing</b></p> <p><b>Note:</b> If you need to select additional roles for the employer contact, repeat steps 20 – 21. Continue this process until the employer contact has all the roles they need.</p>	<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 content includes a "Request User Access" button, user information for "Mr Noah Johnson" and "Mr William Brown", and a "Security Roles" table. The table has two rows: "1 Employer View" and "2 Billing". The "Billing" role is highlighted with a red box, and the number "21" is circled in red next to it. Below the table, there is a "Pending Changes" table with one entry for "William Brown" with a "Security" change type on "05/26/2021".</p>

Step	Action	
22	Once you have selected the security role(s), <b>scroll down</b> until you see the <b>Save</b> button.	 <p>The screenshot shows the Retirement Online NYSLRS website interface. At the top, there is a navigation bar with "NYSLRS Website • Account Homepage" and "Help Contact Us". Below this, a user is signed in as "Mr Noah Johnson" with a "Request User Access" button. The main content area displays user information for "Mr William Brown" with a "User ID Pending Approval". A "Security Roles" section contains a table with two roles: "1 Employer View" and "2 Billing". Each role has a "Remove Role" button. Below the table is an "Add Security Role" button. A note states: "To 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 Removal Request.'" At the bottom, a "Pending Changes" table shows a change for "William Brown" of type "Security" submitted on "05/26/2021" with a "Remove Change" button. A red arrow with the number "22" points to the bottom of the page, indicating the location of the "Save" button mentioned in the action.</p>

Step	Action																	
23	Click the <b>Save</b> button. 	 <p>The screenshot shows the Retirement Online account management page. At the bottom of the page, there are three buttons: 'Back', 'Save', and '23'. The 'Save' button is highlighted with a red circle, and the number '23' is also circled in red. The page content includes a 'Security Roles' table with two roles: 'Employer View' and 'Billing', each with a 'Remove Role' button. Below that is a 'Pending Changes' table with one entry for 'William Brown' with a 'Remove Change' button.</p> <table border="1" data-bbox="709 537 1228 706"> <thead> <tr> <th>Role Description</th> <th></th> </tr> </thead> <tbody> <tr> <td>1 Employer View</td> <td>Remove Role</td> </tr> <tr> <td>2 Billing</td> <td>Remove Role</td> </tr> </tbody> </table> <table border="1" data-bbox="695 781 1644 870"> <thead> <tr> <th>Name</th> <th>Change Type</th> <th>Date Submitted</th> <th>Submitted By</th> <th></th> </tr> </thead> <tbody> <tr> <td>William Brown</td> <td>Security</td> <td>05/26/2021</td> <td></td> <td>Remove Change</td> </tr> </tbody> </table>	Role Description		1 Employer View	Remove Role	2 Billing	Remove Role	Name	Change Type	Date Submitted	Submitted By		William Brown	Security	05/26/2021		Remove Change
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Step	Action	
<p>24</p>	<p>A 'Message' pop-up will appear.</p> <p><b>Note:</b> If any of your changes are in the Pending Changes section, they will require approval from Member &amp; Employer Services Bureau before they take effect. If the requested User ID is not shown, the user will receive his/her Retirement Online User ID by email and his/her temporary password by postal mail.</p> <p>After reviewing the information in the pop-up, click the <b>OK</b> button.</p> <p><b>OK</b></p>	 <p>The screenshot shows the Retirement Online interface. A central pop-up window titled "Message" contains the following text: "The changes have been saved. If any of your changes are in the Pending Changes panel, they will require approval from Member &amp; Employer Services Bureau before they take effect. If the requested User ID is not shown, the user will receive his/her Retirement Online User ID by email and his/her temporary password by postal mail." The "OK" button in the pop-up is highlighted with a red box, and the number "24" is circled in red. The background interface includes a "Security Roles" section for "MR Noah Johnson" with a table of roles (Employer View, Billing) and a "Pending Changes" table with one entry for "William Brown" (Security, 05/26/2021).</p>

Step	Action
<p>25.</p>	<p>Click the <b>Account Homepage</b> link to return to your <i>Retirement Online Account Homepage</i>.</p> <p><b>Account Homepage</b></p> 

Step	Action																										
<p>26.</p>	<p>The <i>Retirement Online Account Homepage</i> will appear.</p> <p>You have successfully requested access and assigned security roles for an employer contact who does not have access to <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 header features the Retirement Online logo and NYSLRS branding. A navigation bar includes 'NYSLRS Website • Account Homepage' and 'Help Contact Us'. The user is signed in as 'Thomas P. DiNapoli, State Comptroller'. The main content area features a 'Welcome' message, a 'Notifications' table with three entries, a 'My Cases' section, and several dashboard access buttons.</p> <table border="1" data-bbox="722 597 1201 781"> <thead> <tr> <th colspan="2">View All</th> <th>First</th> <th>1-3 of 14</th> <th>Last</th> </tr> <tr> <th>Description</th> <th colspan="4">Date Due</th> </tr> </thead> <tbody> <tr> <td>1 40399: The report you have uploaded has been posted.</td> <td colspan="4"></td> </tr> <tr> <td>2 40399: The report you have uploaded has been posted.</td> <td colspan="4"></td> </tr> <tr> <td>3 40399: The report you have uploaded has been posted.</td> <td colspan="4"></td> </tr> </tbody> </table>	View All		First	1-3 of 14	Last	Description	Date Due				1 40399: The report you have uploaded has been posted.					2 40399: The report you have uploaded has been posted.					3 40399: The report you have uploaded has been posted.				
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