






Troubleshooting Guide

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How to use this Troubleshooting Guide

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

Signing into Your Account

In order to access NYSPO, you need:

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

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

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

Message/Issue	Description	User Action(s)
“NYS Payroll Online is currently unavailable.”	You are trying to access the system at an unavailable time.	NYS Payroll Online is available 24/7 except for maintenance downtime on the third Sunday of each month. Try back during available hours.
“Your account has been administratively disabled.”	<i>Active employee, including on paid or unpaid leave:</i> Your NY.gov account has been archived and needs to be reclaimed by your current agency.	Contact your NYSPO Agency Coordinator to request your account be reclaimed.
	<i>Separated employee:</i> Your NY.gov account has been archived.	NYS Payroll Online is not available to employees after separating from state service.
“Authorization Error – Contact your Security Administrator”	Your NY.gov account is missing information.	Contact your NYSPO Agency Coordinator to request your account be archived and reclaimed. You will need to complete the user verification again.

User Verification

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

Message/Issue	Description	User Action
29000, 6 29000, 7	Error description not available.	Contact your NYSPO Agency Coordinator .
29000, 8	You are not currently active, including paid or unpaid leave, in the payroll system.	<i>New Employee:</i> It can take up to 4 weeks for you to be hired/rehired in the system. <i>Existing Employee:</i> Contact your Payroll Officer to verify your payroll status.
29000, 10	Your payroll account is locked.	<i>Existing Employee:</i> Contact your NYSPO Agency Coordinator to request your account be unlocked. <i>Separated Employee:</i> NYS Payroll Online is not available to employees after separating from state service.
29000, 14	Your employee ID is duplicated in NY.gov.	Contact your NYSPO Agency Coordinator to consolidate your NY.gov accounts.
29000, 17	The employee ID entered does not match your employee ID in NY.gov. You may have entered an incorrect employee ID, signed in with an invalid account, or your account is missing your employee ID.	Verify employee ID. Try signing in with another account. You must use a government issued account. Contact your NYSPO Agency Coordinator .
29000, 44	You signed in with an invalid account type (e.g., Personal or Business).	Only a Government account can access NYS Payroll Online. Use the “Forgot your Username” link on the NY.gov log in page. Try entering your work email address. Contact your NYSPO Agency Coordinator to obtain your Government account username.

Message/Issue	Description	User Action
29000, 45	Your employee ID is missing from NY.gov.	Contact your NYSPO Agency Coordinator to request adding your employee ID to your Government account.
“Trust Level 2 is required.”	Your NY.gov account was created with an invalid trust level. Trust level 2 is needed to access NYS Payroll Online.	<p>Accounts that have completed the user verification will be automatically promoted to trust level 2. However, it may take a while for the servers to synchronize.</p> <p>Wait one hour and log in again.</p> <p>Contact your NYSPO Agency Coordinator.</p>

Viewing and Editing Payroll Information

Message/Issue	Description	User Action
Opt out of receiving a paper pay stub and/or W-2	You want to go paperless.	To opt out of receiving a printed pay stub and/or printed W-2, please review the Go Paperless job aid.
Change your address	You want to change your home, mailing, or check address.	To change your home, mailing, or check address please review the Change Address job aid
Direct deposit change	The system does not allow you to change direct deposit accounts and amounts.	To change this information, you must submit an AC 2772 (Direct Deposit Form for NYS Employees) to your Human Resources Office.
Payroll deductions	The system does not allow you to change this information.	Contact your Payroll Officer in your Human Resources Office.
Pay Rate discrepancies	The Current Earnings do not reflect the displayed Pay Rate.	Retroactive changes to pay can result in the Pay Rate on NYSPO being inadvertently updated early on a paycheck. The calculated Current Earnings are accurate. Generally, this timing issue for the Pay Rate is resolved in the next paycheck. Contact your Payroll Officer or representative for details on earnings changes.

View Paycheck link does not open	Clicking on the link to your paycheck does not open it in a separate window.	You must disable your pop up blocker (see pages 7 and 8 of the View Paycheck job aid or page 4 and 5 of the View W-2 job aid).
W-2 Year End Form link does not open	Clicking on the link to your W-2 does not open in it in a separate window.	
Error when trying to print W-2	The PDF W-2 opens but presents an error when trying to print. This may happen when printing to an older printer.	Depending on your browser/version of Adobe Reader, locate the advanced print options. Select to print the W-2 as an image and click OK.
Message/Issue	Description	User Action
Permission/Access Denied	Clicking on links within NYSPO presents this error. The browser is unsupported (often Internet Explorer or Firefox).	Use a supported browser: Google Chrome or Microsoft Edge Chromium. Ensure the browser is up to date.