

Retirement Online

Retirement Online Contact Types for State Employers

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

Assigning a contact type does not grant access to *Retirement Online*. Your Security Administrator must assign a security role to grant access and allow a user to perform necessary tasks in *Retirement Online*. For more information on the different *Retirement Online* security roles, please see [Retirement Online Security Roles for State Employers](#).

If you have questions about contact types and the communications they receive, please email the Retirement Online Help Desk at RetirementHelpDesk@osc.ny.gov or call 844-619-9614.

Contact Type	Individuals who might fill this Contact Type	Correspondence
Chief Executive Officer (CEO)*	<ul style="list-style-type: none"> • Commissioner • Supervisor • Superintendent • Administrator 	<ul style="list-style-type: none"> • New legislative mandates • Legal documentation (resolution affidavits)
Chief Financial Officer (CFO)*	<ul style="list-style-type: none"> • Chief Executive Officer (CEO) • Controllers • Business Officials • Treasurers 	<ul style="list-style-type: none"> • New legislative mandates • Legal documentation (resolution affidavits)
Payroll*	The individual in your organization who handles salary and service information	<ul style="list-style-type: none"> • Requests for statement of accrued payment and leave credits • Registration information and changes • Reporting inquiries for salary and service certifications • Tier 6 contribution rate changes
Personnel*	The individual in your organization who enrolls new members and processes employee retirements	<ul style="list-style-type: none"> • Registration information and changes • Retirement acknowledgements • Requests for information related to an employee's retirement • Tier 6 contribution rate changes

Contact Type	Individuals who might fill this Contact Type	Correspondence
Contact Administrator ¹	Supervising individual who assigns people in your organization the correct contact types	<ul style="list-style-type: none"> • Requests to keep contacts in Retirement Online up-to-date • Updates to the certification process • Requests for information related to an employee's retirement
Security Administrator ¹	Supervising individual who assigns people in your organization the correct security roles	<ul style="list-style-type: none"> • Requests to keep security roles in <i>Retirement Online</i> up-to-date • Updates to the certification process

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

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