

This guide provides step-by-step instructions for the following topics:

- [ACTIVATING YOUR ONLINE SERVICES ACCOUNT](#) (Page 2)
- [ADDRESSING PASSWORD ISSUES](#) (Page 9)

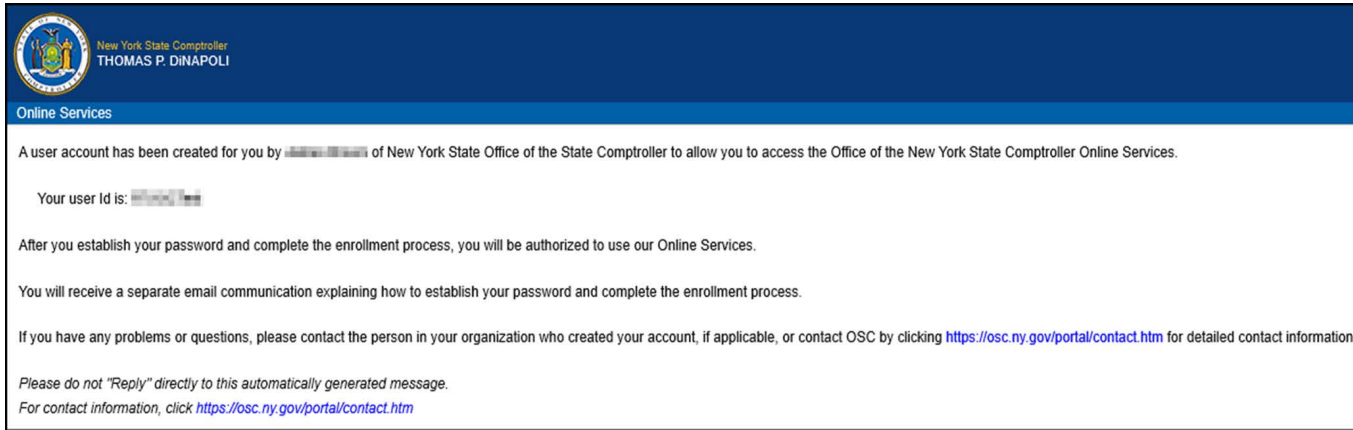
**ALL LINKS, USERNAMES, AND OTHER INFORMATION WITHIN THIS GUIDE ARE FOR DEMONSTRATION PURPOSES ONLY. THIS GUIDE DOES NOT CONTAIN ANY OF YOUR PERSONAL INFORMATION. YOUR ENROLLMENT INFORMATION WILL BE EMAILED TO YOU SEPARATELY.**

## **ACTIVATING YOUR ONLINE SERVICES ACCOUNT**

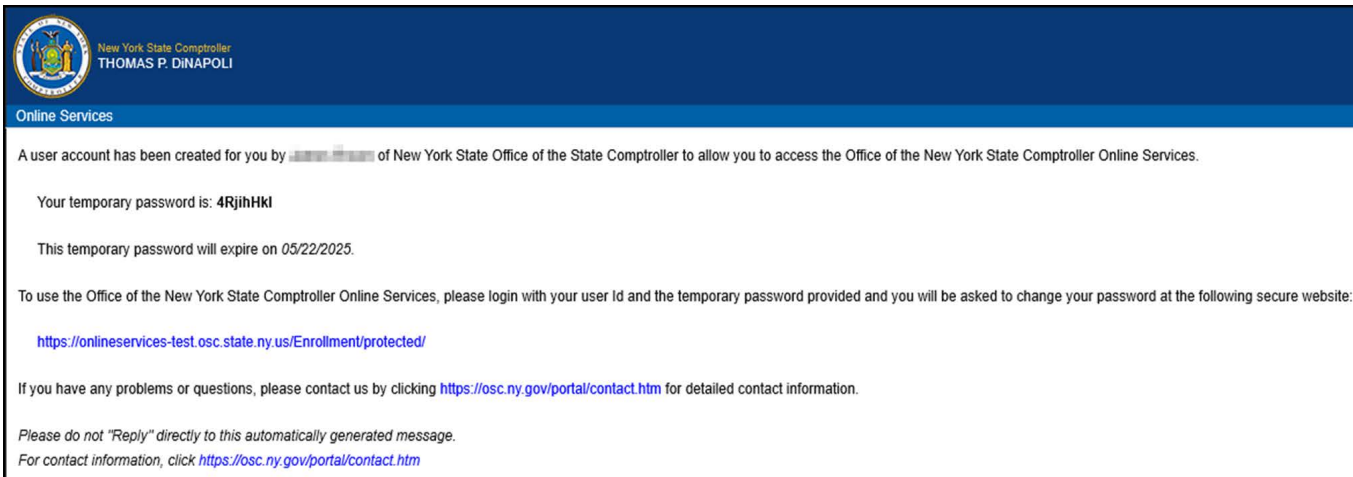
The Office of the State Comptroller (OSC) has created an account for you to access OSC's "Online Services" portal, from which one can access various reporting systems. This guide shows you how to activate your account in Online Services and how to address password issues.

## ACTIVATING YOUR ONLINE SERVICES ACCOUNT

**Step 1:** Once your account has been created, you must activate it before you can access any Online Services application. You will receive two automated emails from Online Services Identity and Access Management (IAM). One email will contain your username and the other a temporary password. The password is valid for one year. If you need assistance with a password reset, you will need to contact the Local Government Help Desk at 866-321-8503 Option 1.



The screenshot shows an email header with the New York State Comptroller's logo and the name THOMAS P. DiNAPOLI. The subject is "Online Services". The main body of the email states: "A user account has been created for you by [redacted] of New York State Office of the State Comptroller to allow you to access the Office of the New York State Comptroller Online Services." It then provides a user ID: "Your user Id is: [redacted]". Further instructions include: "After you establish your password and complete the enrollment process, you will be authorized to use our Online Services." and "You will receive a separate email communication explaining how to establish your password and complete the enrollment process." A contact link is provided: "https://osc.ny.gov/portal/contact.htm". A disclaimer at the bottom reads: "Please do not 'Reply' directly to this automatically generated message. For contact information, click https://osc.ny.gov/portal/contact.htm".



The screenshot shows an email header with the New York State Comptroller's logo and the name THOMAS P. DiNAPOLI. The subject is "Online Services". The main body of the email states: "A user account has been created for you by [redacted] of New York State Office of the State Comptroller to allow you to access the Office of the New York State Comptroller Online Services." It then provides a temporary password: "Your temporary password is: 4RjihHK". The expiration date is given: "This temporary password will expire on 05/22/2025." Instructions for login are provided: "To use the Office of the New York State Comptroller Online Services, please login with your user Id and the temporary password provided and you will be asked to change your password at the following secure website:" followed by the link "https://onlineservices-test.osc.state.ny.us/Enrollment/protected/". A contact link is provided: "https://osc.ny.gov/portal/contact.htm". A disclaimer at the bottom reads: "Please do not 'Reply' directly to this automatically generated message. For contact information, click https://osc.ny.gov/portal/contact.htm".

## ACTIVATING YOUR ONLINE SERVICES ACCOUNT

**Step 2:** Once you have reached the login page, log in with your username and temporary password.

Office of the New York State Comptroller  
NYS Comptroller Thomas P. DiNapoli

Online Services

### Online Services

#### Login

**User ID \***

**Password \***

[Login](#)

#### Help Topics

- [Need an account ?  
Learn more about our  
Online Services.](#)
- [I forgot my User ID](#)
- [I forgot my Password](#)

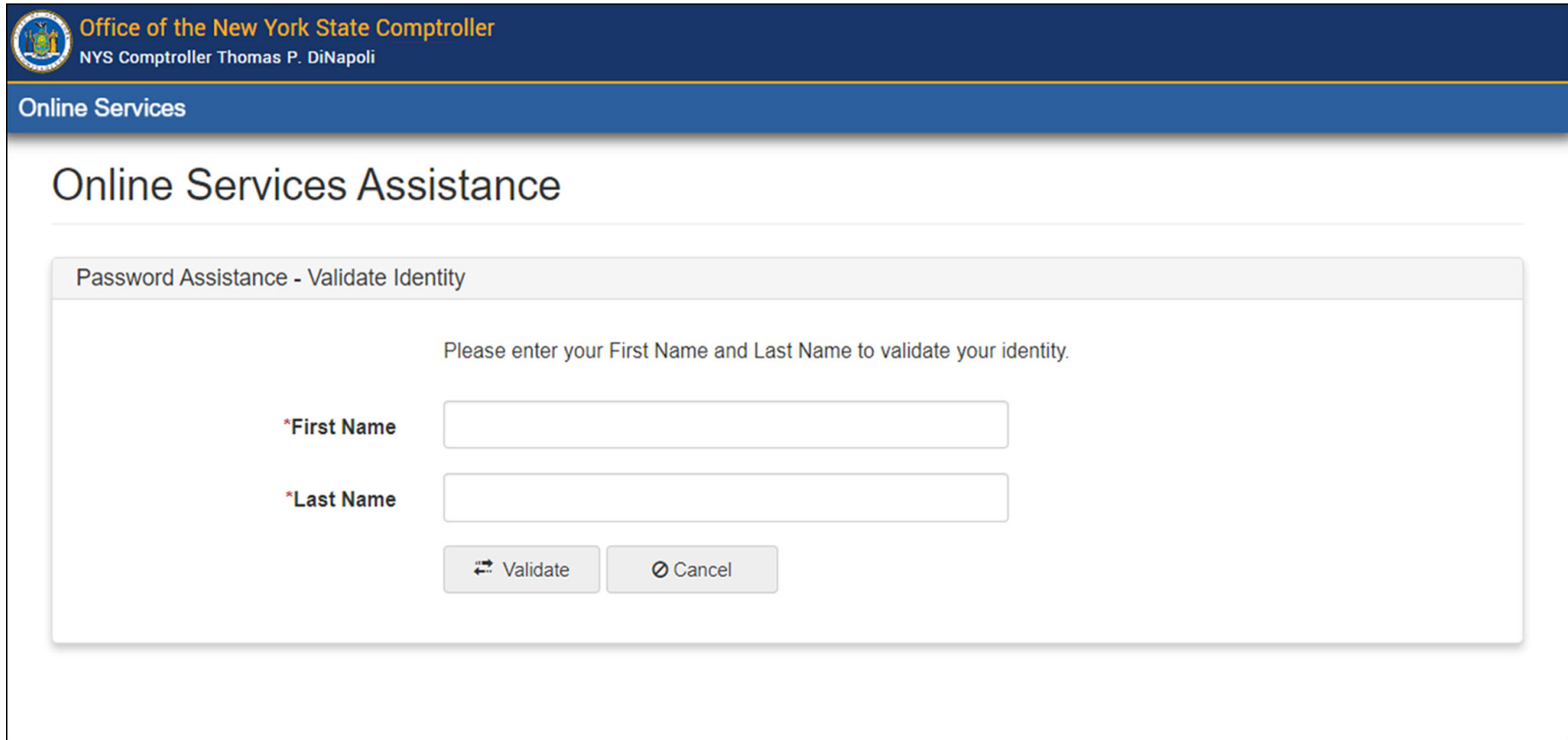
#### Announcements

No announcements to report.

Online Services Applications

## ACTIVATING YOUR ONLINE SERVICES ACCOUNT

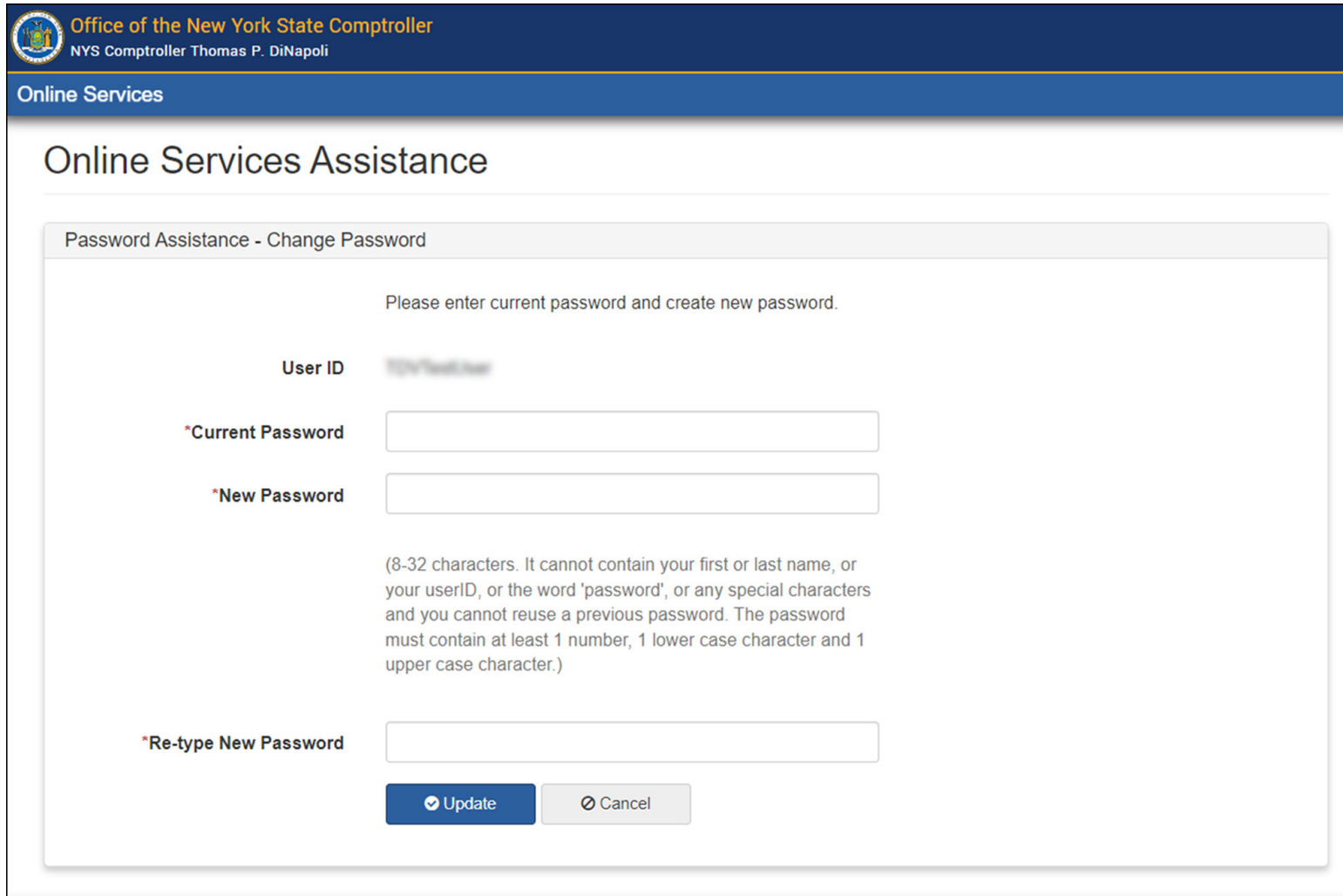
**Step 3:** On the Identity Validation screen, enter your first and last name. When done, select “Validate.”



The screenshot shows a web interface for the Office of the New York State Comptroller. At the top left is the state seal and the text "Office of the New York State Comptroller" and "NYS Comptroller Thomas P. DiNapoli". Below this is a blue header with "Online Services". The main content area is titled "Online Services Assistance" and contains a light gray box titled "Password Assistance - Validate Identity". Inside this box, there is a prompt: "Please enter your First Name and Last Name to validate your identity." Below the prompt are two text input fields: "\*First Name" and "\*Last Name". At the bottom of the box are two buttons: "Validate" (with a double-headed arrow icon) and "Cancel" (with a circle and slash icon).

## ACTIVATING YOUR ONLINE SERVICES ACCOUNT

**Step 4:** On the Change Password screen, enter your temporary password in the field labeled “Current Password” and then enter the password you wish to use in the remaining fields. When done, select “Update.”



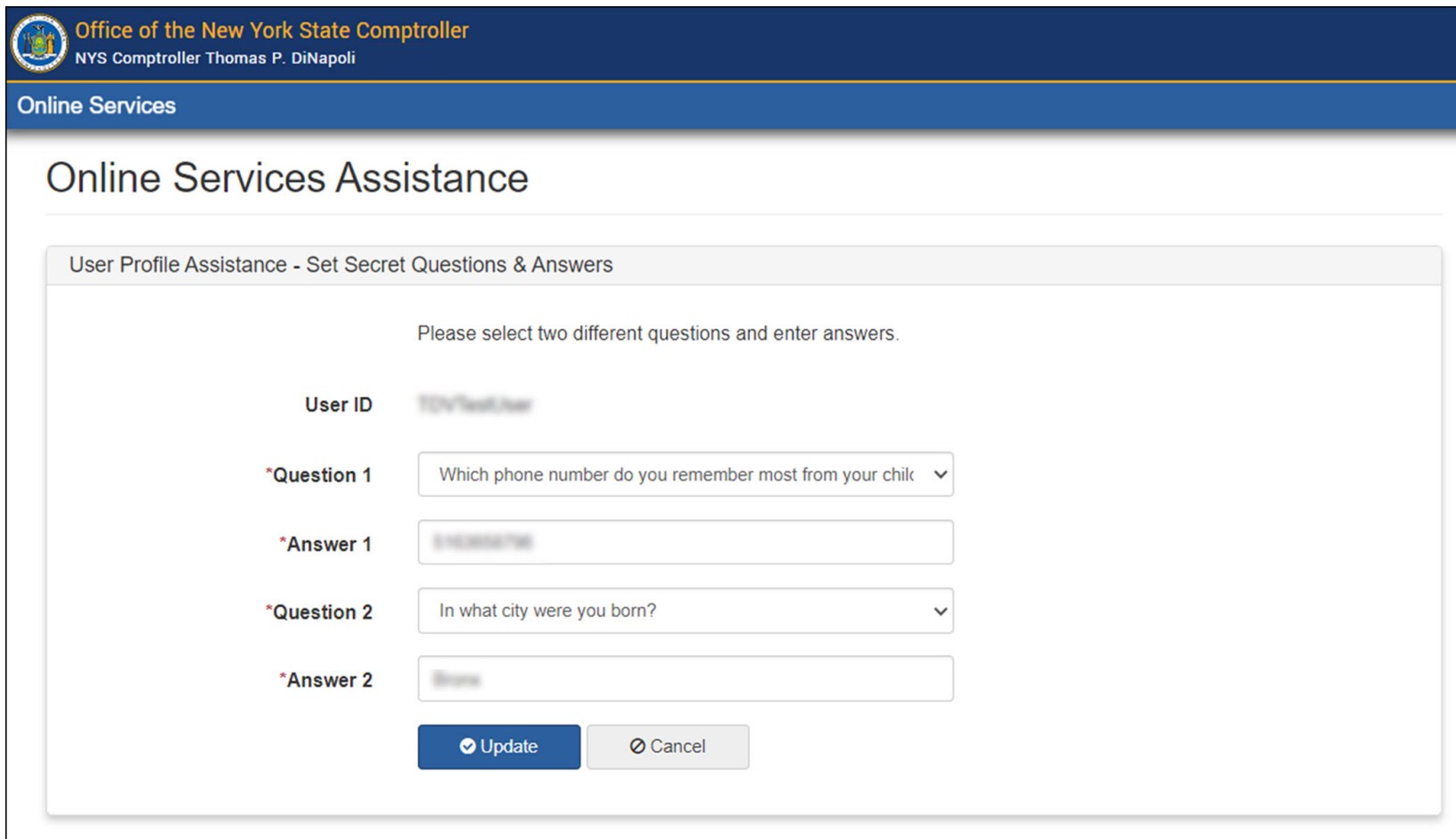
The screenshot shows the 'Online Services Assistance' page for the 'Office of the New York State Comptroller' and 'NYS Comptroller Thomas P. DiNapoli'. The page title is 'Online Services Assistance' and the sub-header is 'Password Assistance - Change Password'. The form contains the following elements:

- A message: "Please enter current password and create new password."
- A 'User ID' field with a blurred value.
- A '\*Current Password' field.
- A '\*New Password' field.
- A password requirements note: "(8-32 characters. It cannot contain your first or last name, or your userID, or the word 'password', or any special characters and you cannot reuse a previous password. The password must contain at least 1 number, 1 lower case character and 1 upper case character.)"
- A '\*Re-type New Password' field.
- 'Update' and 'Cancel' buttons at the bottom.

## ACTIVATING YOUR ONLINE SERVICES ACCOUNT

**Step 5:** When prompted, choose and answer two secret questions. When done, select “Update.”

*These questions will be used in the event you need to recover your password or otherwise validate your identity. The answer you type now will need to exactly match what you enter later.*



The screenshot shows a web interface for the Office of the New York State Comptroller. The header includes the office name and the Comptroller's name, Thomas P. DiNapoli. Below the header is a blue bar labeled 'Online Services'. The main content area is titled 'Online Services Assistance' and contains a sub-section 'User Profile Assistance - Set Secret Questions & Answers'. The instructions state: 'Please select two different questions and enter answers.' The form displays the user's ID as '1007642166'. It has two question-and-answer pairs. The first question is 'Which phone number do you remember most from your childhood?' with a dropdown menu. The second question is 'In what city were you born?' also with a dropdown menu. At the bottom, there are two buttons: 'Update' (with a checkmark icon) and 'Cancel' (with a close icon).

Office of the New York State Comptroller  
NYS Comptroller Thomas P. DiNapoli

Online Services

### Online Services Assistance

User Profile Assistance - Set Secret Questions & Answers

Please select two different questions and enter answers.

User ID 1007642166

\*Question 1 Which phone number do you remember most from your childhood? ▾

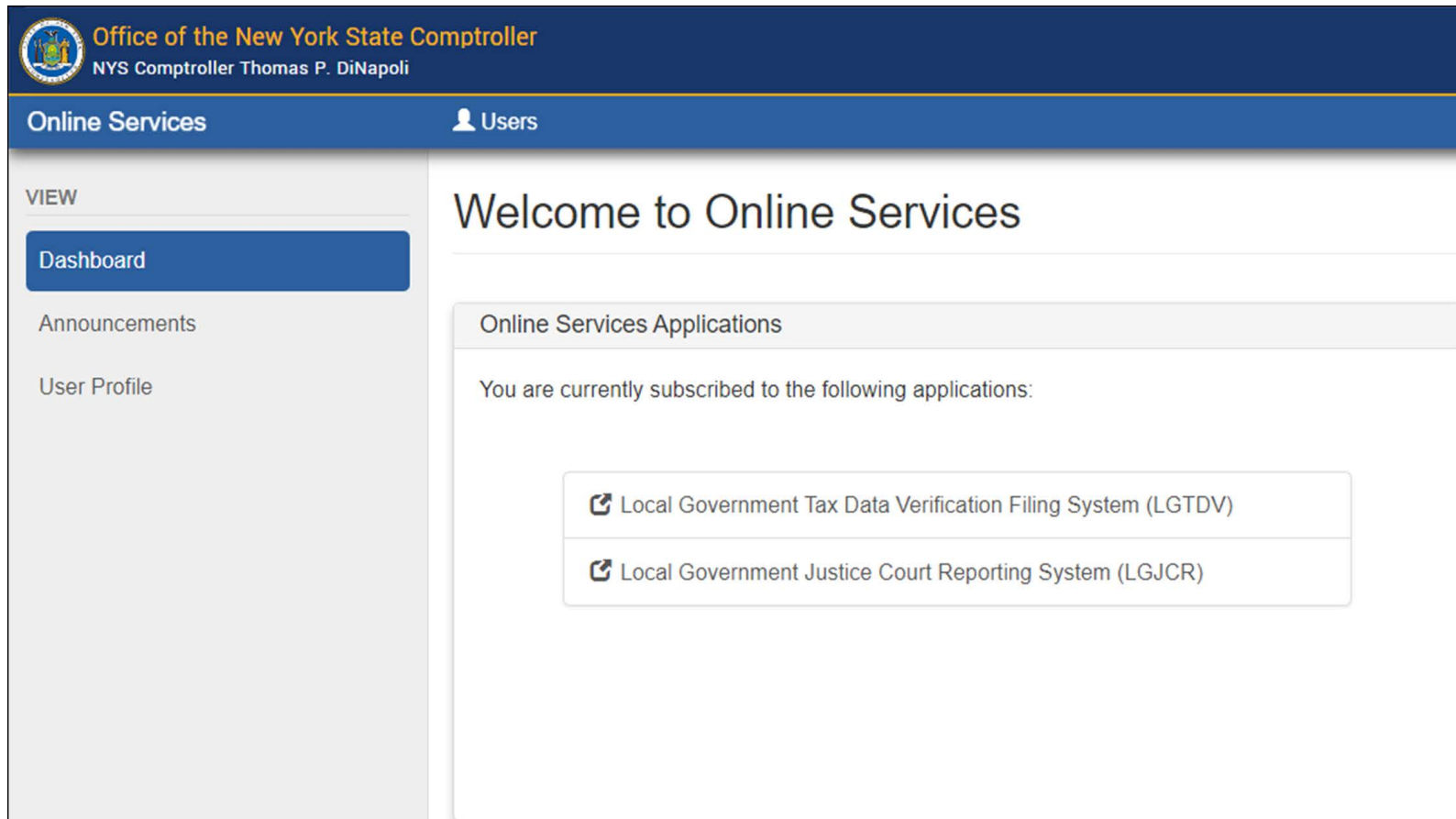
\*Answer 1 [Redacted]

\*Question 2 In what city were you born? ▾

\*Answer 2 [Redacted]

## ACTIVATING YOUR ONLINE SERVICES ACCOUNT

**Step 6:** Once you have activated your account, the Dashboard screen will be visible. The JCR application, the TDV application, or both will be available within your applications, depending on which you have been granted access.

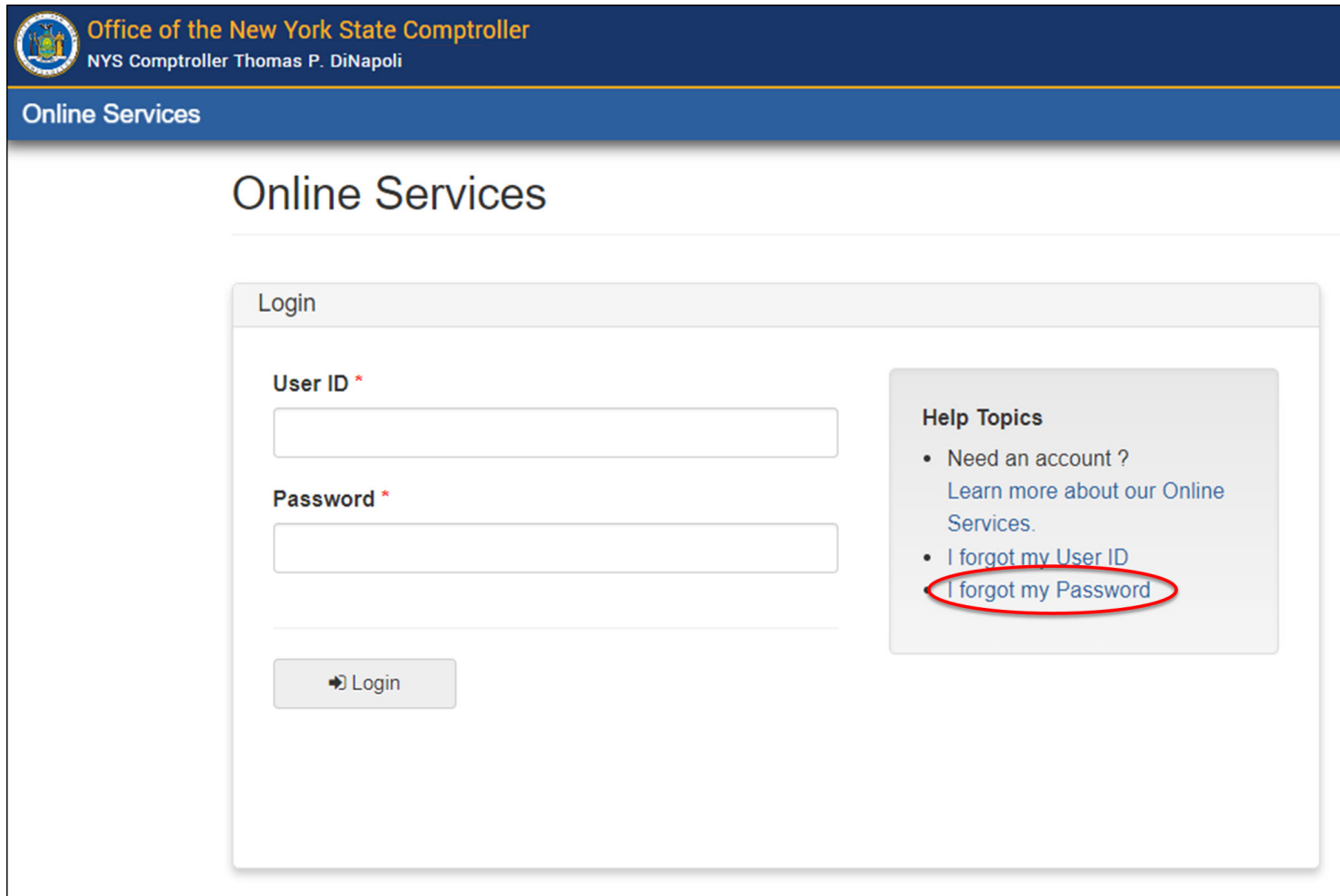


The screenshot displays the 'Online Services' dashboard for the Office of the New York State Comptroller, NYS Comptroller Thomas P. DiNapoli. The page features a dark blue header with the office name and a 'Users' profile icon. A left-hand navigation menu includes 'Dashboard' (highlighted), 'Announcements', and 'User Profile'. The main content area is titled 'Welcome to Online Services' and contains a section for 'Online Services Applications'. Below this section, it states 'You are currently subscribed to the following applications:' and lists two applications: 'Local Government Tax Data Verification Filing System (LGTDV)' and 'Local Government Justice Court Reporting System (LGJCR)'. Each application name is preceded by a small icon of a document with a checkmark.



## ADDRESSING PASSWORD ISSUES

**Step 1:** Select "I forgot my Password".



The screenshot shows the 'Online Services' login interface. At the top left is the logo for the Office of the New York State Comptroller, NYS Comptroller Thomas P. DiNapoli. Below this is a blue header with the text 'Online Services'. The main content area is titled 'Online Services' and contains a 'Login' form. The form has two input fields: 'User ID \*' and 'Password \*', followed by a 'Login' button with a right-pointing arrow. To the right of the form is a 'Help Topics' box containing two links: 'Need an account ? Learn more about our Online Services.' and 'I forgot my User ID'. The link 'I forgot my Password' is circled in red.

Office of the New York State Comptroller  
NYS Comptroller Thomas P. DiNapoli

Online Services

### Online Services

Login

User ID \*

Password \*

Login

**Help Topics**

- Need an account ?  
[Learn more about our Online Services.](#)
- I forgot my User ID
- [I forgot my Password](#)

## ADDRESSING PASSWORD ISSUES

**Step 2:** Enter your user ID, first name and last name. Select “Next”.

### Recover Password

Password Assistance - Identity Validation

Please enter the data exactly as you enrolled.

\*User ID

\*First Name

\*Last Name

< Previous    Next >    Cancel    Finish

**Step 3:** Enter the responses to the security questions you chose when setting up your account. Select “Next”.

### Recover Password

Password Assistance - Secret Questions/Answers Validation

Please answer the following questions. If they are NOT your questions, please contact us.

\*Which phone number do you remember most from your childhood?

\*In what city were you born?

< Previous    Next >    Cancel    Finish

## ADDRESSING PASSWORD ISSUES

**Step 4:** Enter your new password twice. Select “Next”.

### Recover Password

Password Assistance - Password Creation

Please enter your desired new password. The new password should:

- contain 8 to 32 characters
- contain at least 1 number, 1 lower case character and 1 upper case character
- NOT contain your first or last name
- NOT contain your userID
- NOT contain the word 'password'
- NOT contain any special characters
- NOT be a previously used password (if applies)

\*New Password

\*Re-type New Password

< Previous   Next >   Cancel   Finish

**Step 5:** Click “Finish” when the message below appears.

### Recover Password

Password Assistance - Success

Your new password has successfully been created.

< Previous   Next >   Cancel   Finish

**ENROLLMENT ASSISTANCE CONTACT INFORMATION**

Contact Justice Court Fund at 1-866-321-8503 Option 2 or [courtfund@osc.ny.gov](mailto:courtfund@osc.ny.gov)

Contact Monitoring & Analysis Unit at 1-866-321-8503 Option 3 or [LGSATaxDataVerification@osc.ny.gov](mailto:LGSATaxDataVerification@osc.ny.gov)

Contact Help Desk at 1-866-321-8503 Option 1 or [LocalGov@osc.ny.gov](mailto:LocalGov@osc.ny.gov)