

## ACTIVATING YOUR ONLINE SERVICES ACCOUNT

**Step 1:** Once your account has been created, you must activate it before you can access the JCR application. You will receive two automated emails from the Enrollment system. One will contain your username and the other a temporary password.

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 New York State Office of the State Comptroller's Online Services.

Your User ID is: [REDACTED]

After you establish your password and complete the enrollment process, you will be authorized to use our online services.

You will receive a separate email communication explaining how to establish your password and complete the enrollment process.

If you have any problems or questions, please contact the person in your organization who created your account, if applicable, or contact OSC by clicking <http://www.osc.state.ny.us/portal/contact.htm> for detailed contact information.

Please do not "Reply" directly to this automatically generated message.  
For contact information, click <http://www.osc.state.ny.us/portal/contact.htm>

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 New York State Office of the State Comptroller's Online Services.

Your temporary password is: Q7tbALz3

To use the New York State Office of the State Comptroller's Online Services, please login with your User ID and Password and you will be asked to change your Password at the following secure website:

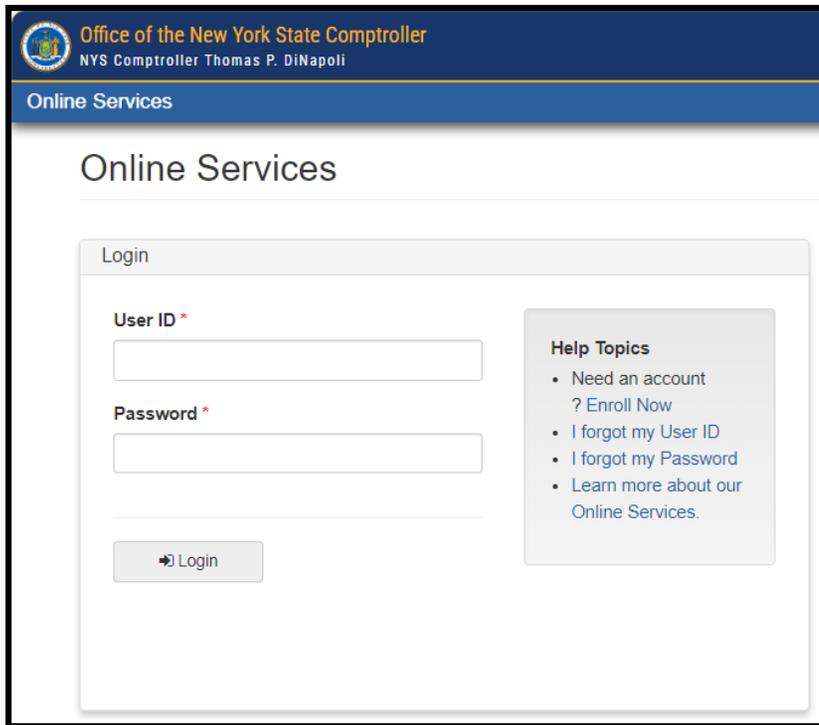
<https://portal.osc.state.ny.us/enrollment/login>

If you have any problems or questions, please contact us by clicking <http://www.osc.state.ny.us/portal/contact.htm> for detailed contact information.

Please do not "Reply" directly to this automatically generated message.  
For contact information, click <http://www.osc.state.ny.us/portal/contact.htm>

## ACTIVATING YOUR ONLINE SERVICES ACCOUNT (Continued)

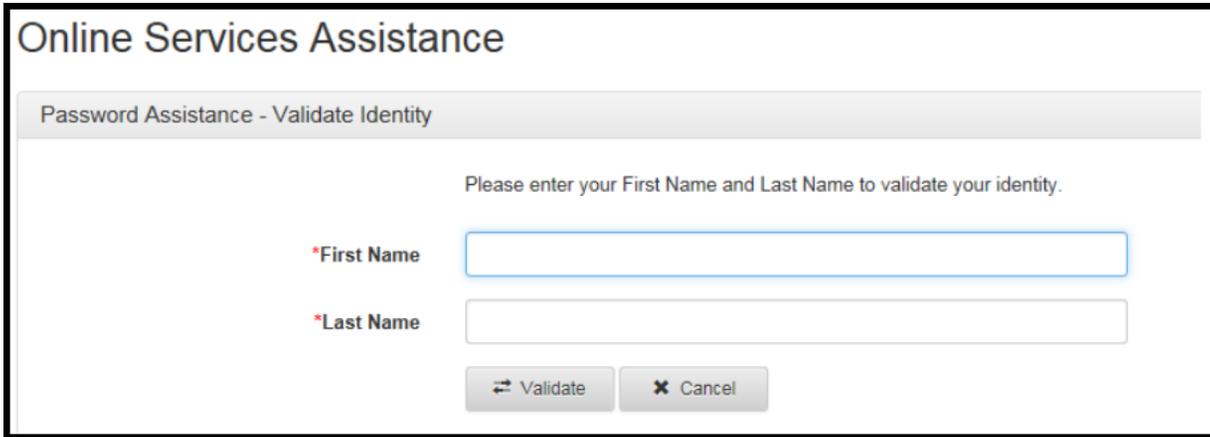
**Step 2:** Once you have reached the login page, sign-in with your username and temporary password.



The screenshot shows the 'Online Services' login page. At the top, there is a blue header with the Office of the New York State Comptroller logo and the text 'Office of the New York State Comptroller' and 'NYS Comptroller Thomas P. DiNapoli'. Below this is a sub-header '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 \*'. Below the password field is a 'Login' button with a right-pointing arrow. To the right of the form is a 'Help Topics' box with a list of links: 'Need an account ? Enroll Now', 'I forgot my User ID', 'I forgot my Password', and 'Learn more about our Online Services.'

## ACTIVATING YOUR ONLINE SERVICES ACCOUNT (Continued)

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



The screenshot shows a web interface titled "Online Services Assistance" with a sub-header "Password Assistance - Validate Identity". Below the header, there is a prompt: "Please enter your First Name and Last Name to validate your identity." There are two input fields: the first is labeled "\*First Name" and the second is labeled "\*Last Name". At the bottom of the form, there are two buttons: "Validate" (with a right-pointing arrow icon) and "Cancel" (with an 'X' icon).

## ACTIVATING YOUR ONLINE SERVICES ACCOUNT (Continued)

**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”.

### Online Services Assistance

Password Assistance - Change Password

Please enter current password and create new password.

User ID

\*Current Password

\*New Password

(8-32 characters. It cannot contain your first or last name, or your userID, or the word 'password', or any special characters. The password must contain at least 1 number, 1 lower case character and 1 upper case character.)

\*Re-type New Password

## ACTIVATING YOUR ONLINE SERVICES ACCOUNT (Continued)

**Step 5:** When prompted, choose and answer two secret questions. When done, select "Update". (Note: these questions will be used in the event you need to recover your password or otherwise validate your identity)

### Online Services Assistance

User Profile Assistance - Set Secret Questions & Answers

Please select two different questions and enter answers.

User ID

\*Question 1

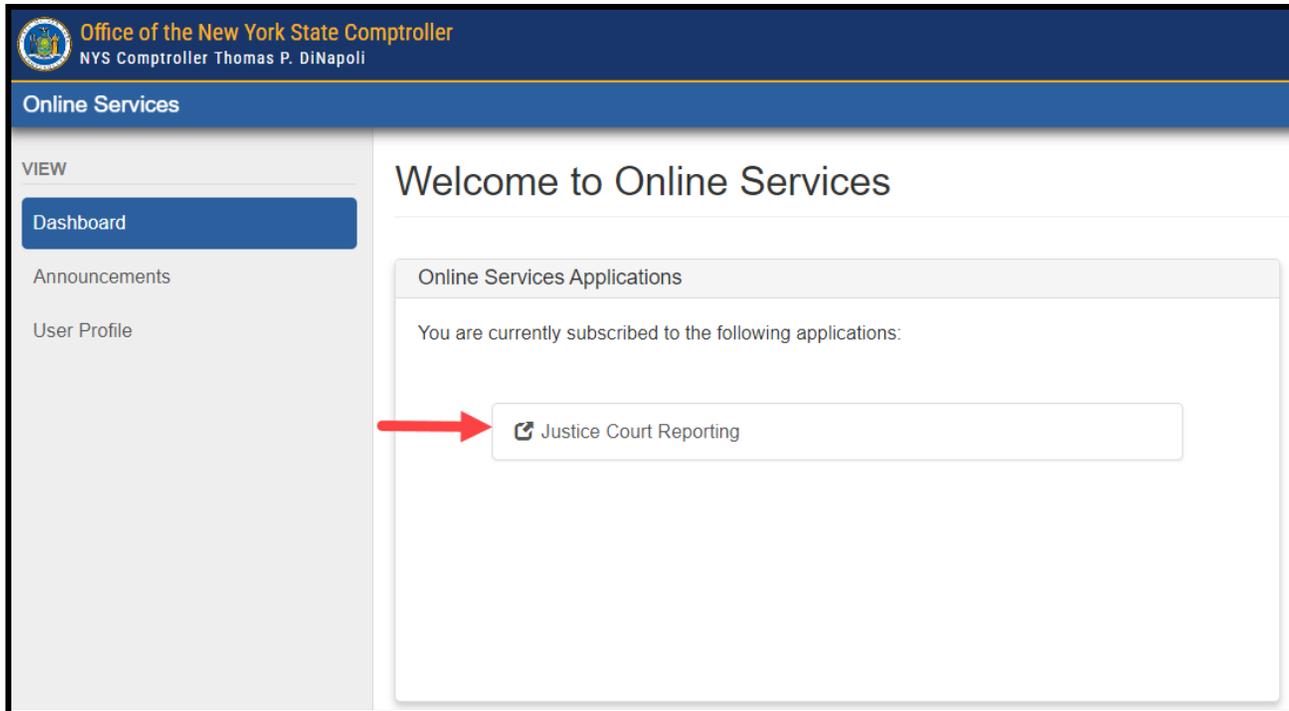
\*Answer 1

\*Question 2

\*Answer 2

## ACTIVATING YOUR ONLINE SERVICES ACCOUNT (Continued)

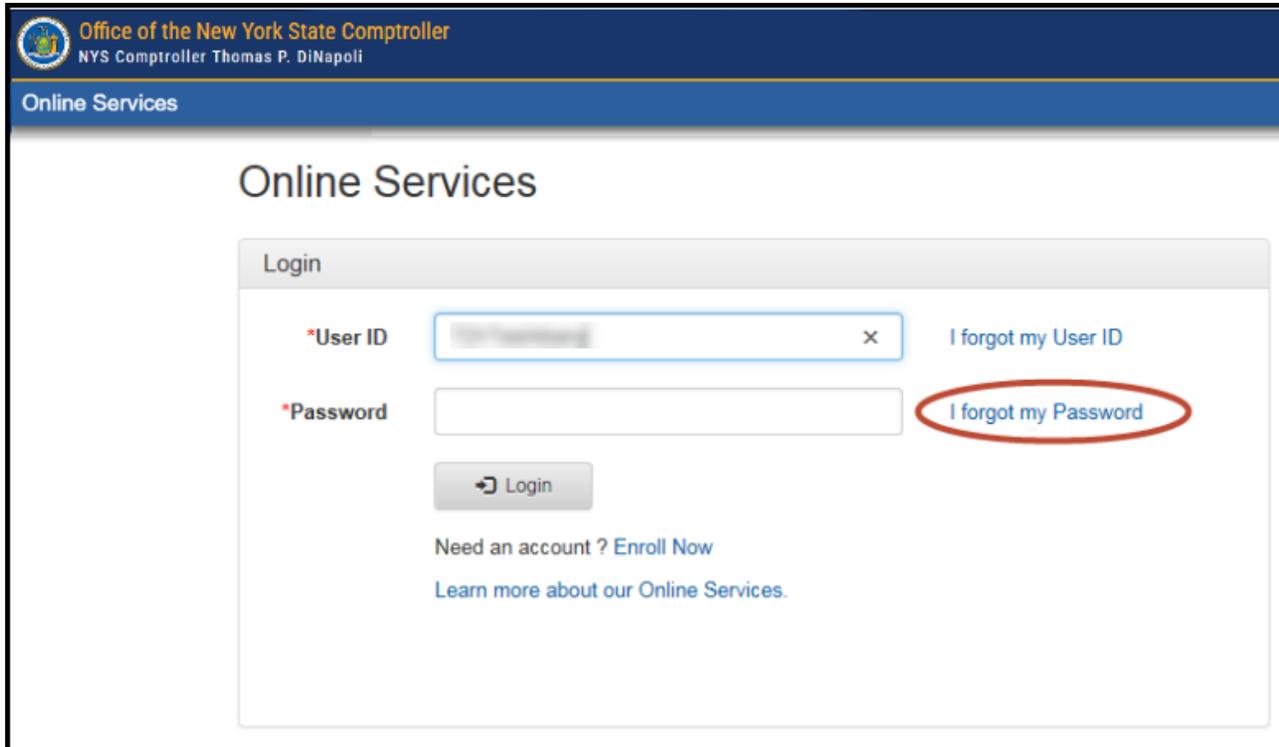
**Step 6:** Once you have activated your account, the Dashboard screen will be visible. The JCR application should be available within your applications.



The screenshot displays the 'Online Services' dashboard for the Office of the New York State Comptroller, NYS Comptroller Thomas P. DiNapoli. The dashboard is titled 'Welcome to Online Services' and features a sidebar with navigation options: 'Dashboard' (highlighted), 'Announcements', and 'User Profile'. The main content area is titled 'Online Services Applications' and contains the text 'You are currently subscribed to the following applications:'. A red arrow points to a single application listed: 'Justice Court Reporting'.

## ADDRESSING PASSWORD ISSUES

**Step 1:** Enter your username and then select “I forgot my Password”.



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

Online Services

### Online Services

Login

\*User ID  [I forgot my User ID](#)

\*Password  [I forgot my Password](#)

Need an account? [Enroll Now](#)

[Learn more about our Online Services.](#)

## ADDRESSING PASSWORD ISSUES (Continued)

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

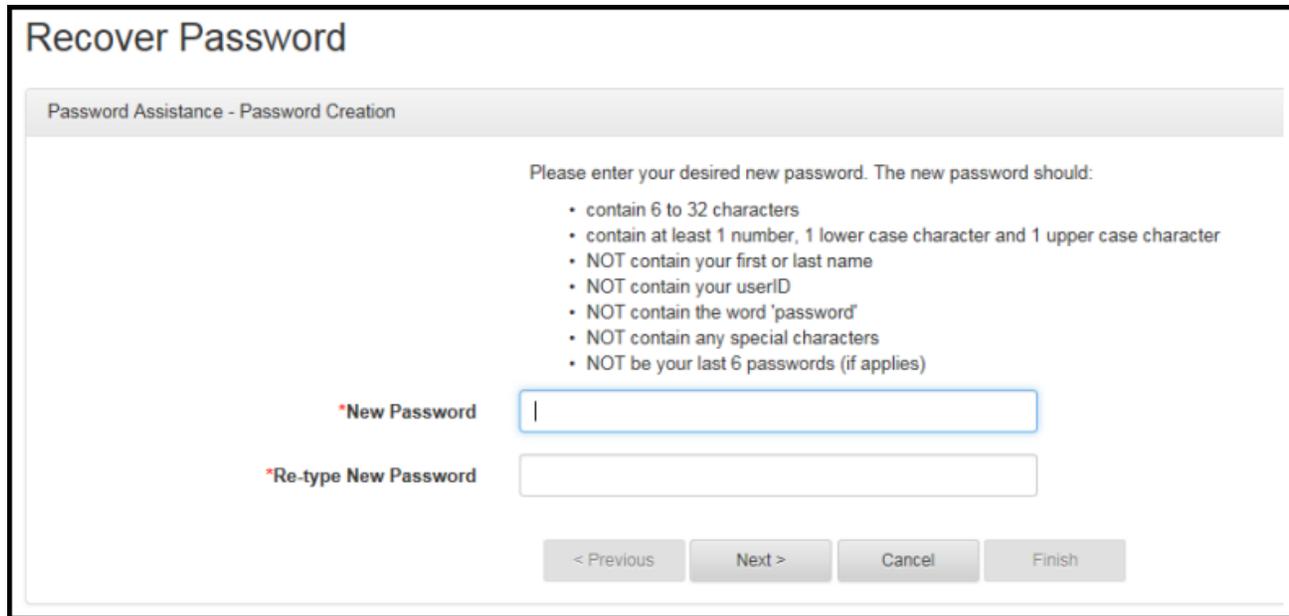
The screenshot shows a web form titled "Recover Password" with a sub-header "Password Assistance - Identity Validation". Below the sub-header is a grey bar with the text "Please enter the data exactly as you enrolled." The form contains three required input fields: "\*User ID", "\*First Name", and "\*Last Name". At the bottom of the form are four buttons: "< Previous", "Next >", "Cancel", and "Finish".

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

The screenshot shows a web form titled "Recover Password" with a sub-header "Password Assistance - Secret Questions/Answers Validation". Below the sub-header is a grey bar with the text "Please answer the following questions. If they are NOT your questions, please contact us." The form contains two required input fields: "\*What is your favorite color?" and "\*What is the name of your favorite pet?". At the bottom of the form are four buttons: "< Previous", "Next >", "Cancel", and "Finish".

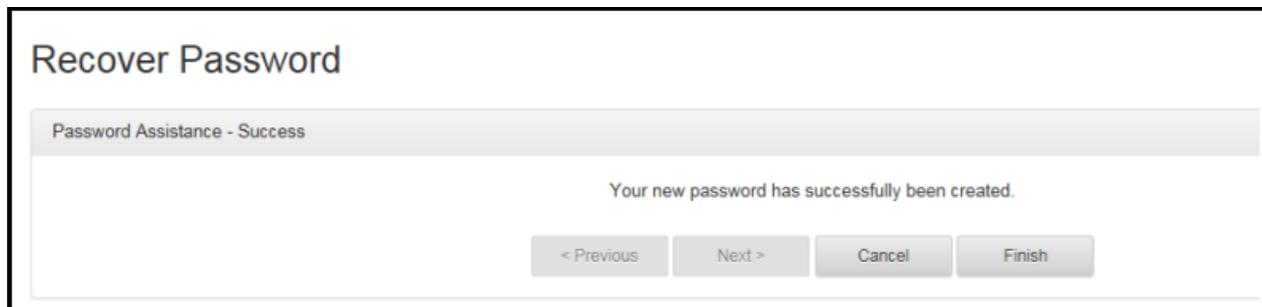
## ADDRESSING PASSWORD ISSUES (Continued)

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



The screenshot shows a web form titled "Recover Password" with a sub-header "Password Assistance - Password Creation". The main instruction is "Please enter your desired new password. The new password should:" followed by a bulleted list of requirements: contain 6 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, and NOT be your last 6 passwords (if applies). Below the list are two input fields: "\*New Password" and "\*Re-type New Password". At the bottom are four buttons: "< Previous", "Next >", "Cancel", and "Finish".

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



The screenshot shows the same "Recover Password" form, but now with a sub-header "Password Assistance - Success". The main message is "Your new password has successfully been created." Below the message are four buttons: "< Previous", "Next >", "Cancel", and "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 Help Desk at 1-866-321-8503, option 1 or [LocalGov@osc.ny.gov](mailto:LocalGov@osc.ny.gov)