

Local Government Contact Management System (LGCMS)

Division of Local Government
and School Accountability



New York State Comptroller
THOMAS P. DINAPOLI

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What is the LGCMS?

- The Local Government Contact Management System (LGCMS) replaces the current Contact Update System as we migrate services to ensure continued support and a better user experience.
- Our goal is to ensure municipalities and districts receive pertinent communications from OSC's Division of Local Government and School Accountability (LGSA) in a timely manner.

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Who is affected?

- The System affects the following municipalities:
 - Cities
 - Counties
 - Towns
 - Villages
 - Fire Districts
 - Libraries

User Registration

- OSC will enroll the CFOs and Clerks based on existing contact information on file with our Office with the Muni Contact Manager role.
- If contacts are not updated with our Office, incorrect local officials may be enrolled.
- Muni Contact Managers will be able to create, modify and inactivate contact records.

Logging In

Office of the New York State Comptroller
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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

Scheduled Maintenance - July 21, 2024
Due to scheduled maintenance, the online services system could be unavailable from 7am-10pm on Sunday, July 21, 2024. Thanks for your understanding.

Monthly Outages on Sundays
The office of the State Comptroller has two monthly outages (1st and 3rd Sunday of every month) for maintenance that may affect applications on this site. Please make a note of our maintenance outages on the 1st and third Sundays. Thanks!

- <https://onlineservices.osc.state.ny.us/Enrollment/login>
- Initial login information will be sent to the current CFO/Clerk.
- If you have not received this information, please contact the LGSA Help Desk at 1-866-321-8503, option 1 or Localgov@osc.ny.gov

Online Services Dashboard

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Online Services

VIEW

Dashboard

Announcements

User Profile

Welcome to Online Services

Online Services Applications

You are currently subscribed to the following applications:

- Local Government Contact Management System (LGCMS)

- Once logged into the Online Services Dashboard, select the LGCMS application.

Contact Search

The screenshot shows the 'Contact Search' interface. It includes a sidebar with navigation options: 'Municipality View', 'Municipality Edit', 'Contact Search' (selected), and 'Contact Add'. The main area contains search filters for 'First Name', 'Last Name', 'Titles', 'Organizational Roles', 'Created Date', and 'Last Updated Date'. Each filter has a text input field and a dropdown menu. Below the filters is a 'Clear Filters' button.

- This page provides quick access to all contacts currently entered into the application.
- You should verify all contacts in the System upon first logging in.
- Select 'View' on a contact to edit the individual record.

Contact Search (continued)

The screenshot shows the 'Contact Search' interface with a list of contacts. The list has columns for 'First Name', 'Last Name', 'Titles', 'Organizational Roles', 'Verified Date', 'Created Date', 'Last Updated Date', 'Email', 'Muni Code', and 'Muni Name'. There are two rows of data. The first row shows 'Dan Acquarone' as a 'Clark' with 'Chief Financial Officer' as the role. The second row shows 'William Naylor' as a 'Team Supervisor' with 'Chief Financial Officer' as the role. Below the list are buttons for 'Export to CSV', 'Add', and 'Full'.

	First Name	Last Name	Titles	Organizational Roles	Verified Date	Created Date	Last Updated Date	Email	Muni Code	Muni Name
<input type="checkbox"/>	Dan	Acquarone	Clark	Chief Financial Officer	07/24/2024	07/24/2024 01:03:37 PM	07/24/2024 01:03:37 PM	lucaltraining@osc.ny.gov	010300010001	Example
<input type="checkbox"/>	William	Naylor	Team Supervisor	Chief Financial Officer	07/24/2024	07/24/2024 01:01:24 PM	07/24/2024 01:01:24 PM	lucaltraining@osc.ny.gov	010300010001	Example

- All active contacts are listed for quick review.
- OSC communications are sent to local officials based on organizational role.

Contact View

CONTACT INFORMATION

First Name	William
Middle Initial	
Last Name	Naylor
Suffix	
Titles	Town Supervisor
Organizational Roles	Chief Financial Officer
Contact Status	Active
Verified Date	7/24/24
Created Date	7/24/24 1 51 PM
Last Updated Date	7/24/24 1 51 PM
Work Phone	518-473-0005
Work Phone Ext	
Cell Phone	
Fax	
Email	wnaylor@osc.ny.gov
Elected Status	Elected
Use Mailing Postal Address	<input checked="" type="checkbox"/>

LGS INFORMATION

Municipality Information	
Muni Name	Example
Muni Code	01030010001
County Name	Albany
Class Name	Town
Fiscal Year End	12/31
Local Government Region	Glens Falls Regional Office

Postal Address

Address Line 1	110 State Street
Address Line 2	
City	Albany
State	NY
Zip	12230

- Select 'View' on any record to open the Contact View.
 - Records can be edited, verified or inactivated.

Contact Edit

CONTACT INFORMATION

First Name *	William
Middle Initial	
Last Name *	Naylor
Suffix	
Titles *	Town Supervisor
Organizational Roles *	Chief Financial Officer
Work Phone *	518-473-0005
Work Phone Ext	
Cell Phone	555-555-5555
Fax	555-555-5555
Email *	wnaylor@osc.ny.gov
Elected Status *	Elected
Use Mailing Postal Address	<input checked="" type="checkbox"/>

- Required fields for each contact record include:
 - First Name, Last Name, Title, Organizational Role (important for OSC communications), Work Phone, Email and Elected Status.
- There is also an option to make changes to the physical mailing address.

Contact Add

The screenshot shows a web application interface for adding a new contact. The page title is 'Contact Add' with a sub-header 'Example: [010300010001]'. The form is divided into several sections: 'Contact Information' with fields for First Name, Middle Initial, Last Name, Suffix, Title (dropdown), and Organizational Role (dropdown); 'Work Phone' with fields for Work Phone, Work Phone Ext, Cell Phone, and Fax; 'Email' with an Email field; and 'Elected Status' with a dropdown menu. There is also a checkbox for 'Use Main Postal Address'. At the bottom of the form are 'Save' and 'Cancel' buttons.

- Select 'Contact Add' from the left side menu for new contacts that are not already in the application.

Verifying Contacts

- How to verify contacts:
 - Contact Search Page: Allows for selecting many contacts using checkboxes and selecting 'Verify' at the bottom.
 - Individual contact record: Select 'View' from the Contact Search page.
- Verification should be performed at least once annually. It is critical to ensure newly elected/appointed officials' information is updated as soon as possible.

Verifying Contacts: Contact Search

Contact Search

Contacts

First Name: Last Name: Titles:

Organizational Roles: Created Date: Last Updated Date:

Greater or equal to Greater or equal to Greater or equal to

Clear Filters

	First Name	Last Name	Titles	Organizational Roles	Verified Date	Created Date	Last Updated Date	Email	Muni Code	Muni Name
<input type="checkbox"/>	Dan	Acquillone	Clerk	Clerk	07/24/2024	07/24/2024 01:03:37 PM	07/24/2024 01:03:37 PM	localtraining@osc.ny.gov	010300010001	Example
<input type="checkbox"/>	William	Naylor	Town Supervisor	Chief Financial Officer	07/24/2024	07/24/2024 01:01:24 PM	07/24/2024 01:01:24 PM	localtraining@osc.ny.gov	010300010001	Example

Export to CSV



Verifying Contacts: Individual Contact Record

William Naylor
Contact View

CMS Information

Contact Information

First Name: William

Middle Initial:

Last Name: Naylor

Suffix:

Titles: Town Supervisor

Organizational Roles: Chief Financial Officer

Contact Status: Active

Verified Date: 7/24/24

Created Date: 7/24/24 1:01 PM

Last Updated Date: 7/24/24 1:01 PM

Work Phone: 518-473-0005

Work Phone Ext:

Cell Phone:

Fax:

Email: localtraining@osc.ny.gov

Elected Status: Elected

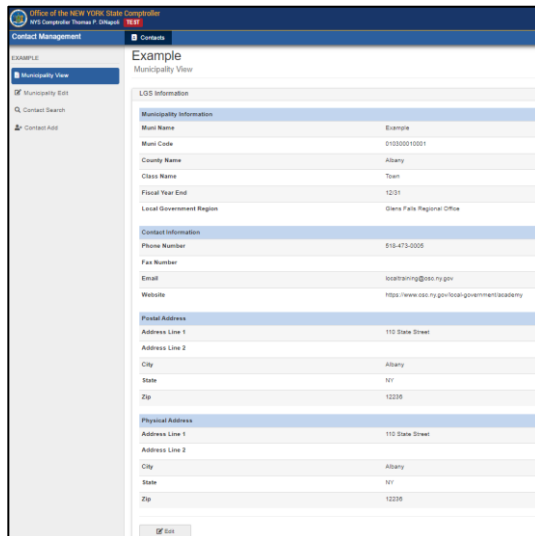
Use Muni Postal Address:

Inactivating Contacts

- Similar to contact verification, bulk and individual contact inactivation can be done from the Contact Search page or within the individual contact record.
- Be aware there is a popup notification box to ensure you want to perform this action.

 Inactivate

Municipality View



LGS Information	
Municipality Information	
Muni Name	Example
Muni Code	01000010001
County Name	Albany
Class Name	Town
Fiscal Year End	12/31
Local Government Region	State Falls Regional Office

Contact Information	
Phone Number	518-473-0005
Fax Number	
Email	localtraining@oco.ny.gov
Website	https://www.oco.ny.gov/local-government/academy

Postal Address	
Address Line 1	110 State Street
Address Line 2	
City	Albany
State	NY
Zip	12208

Physical Address	
Address Line 1	110 State Street
Address Line 2	
City	Albany
State	NY
Zip	12208

- Municipality View displays current contact information for the entire municipality.
- Verify information to ensure primary phone, email, website, mailing address and physical address are correct.

Municipality Edit

Office of the New York State Comptroller
100 Government Center 7, Albany, NY 12242

Contact Management

EXAMPLE

Municipality View

Municipality Edit

Contact Search

Contact Add

Example
Municipality Edit

Contact Information

Phone Number: 914-473-0000

Fax Number: 914-400-4000

Email: localgov@osc.ny.gov

Website: https://www.osc.ny.gov/local-government/academy

Postal Address

Address Line 1: 110 State Street

Address Line 2:

City: Albany

State: NY

Zip: 12208

Physical Address

Address Line 1: 110 State Street

Address Line 2:

City: Albany

State: NY

Zip: 12208

Save Cancel

- Edit information about your municipality as necessary. Select 'Save' when complete.

Resources

- LGSA Online Services:
 - <https://onlineservices.osc.state.ny.us/Enrollment/login>
- LGCMS Information and User Guide:
 - <https://www.osc.ny.gov/local-government/resources/contact-update-and-online-help>
- Training
 - <https://www.osc.ny.gov/local-government/academy>
- Questions or concerns can be emailed to:
 - localgov@osc.ny.gov

Questions?

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