



NYOSOS Troubleshooting Guide

OSOS Access Troubleshooting Guide



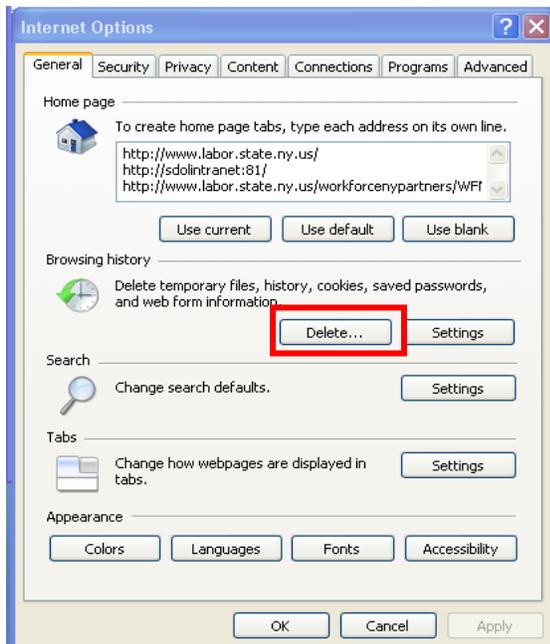
If your PC has a version of Internet Explorer (IE) that is 8.0 or earlier, OSOS will not run properly! You should be using IE 9, 10, or 11.

Step 1: Identify which browser and edition you are using, ie: Internet Explorer 9, 10 or 11. To identify the version in your computer, open up IE and click on “**Help**” and “**About Internet Explorer**”.



Step 2: Open Internet Explorer

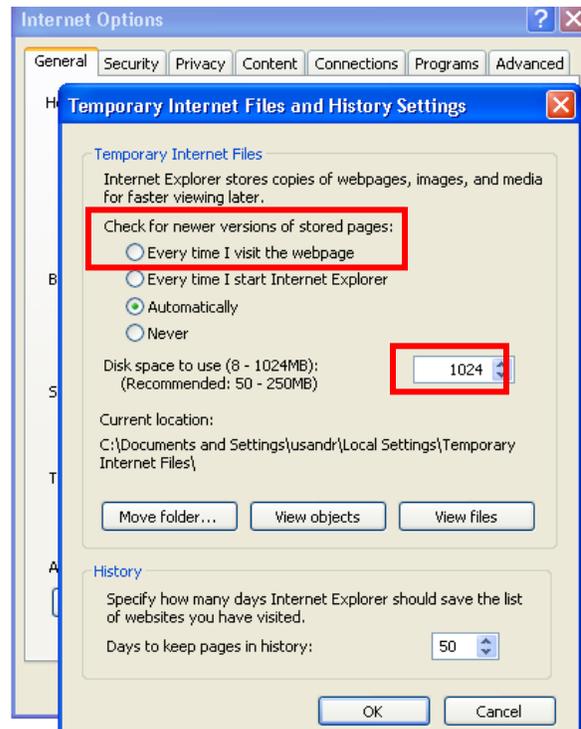
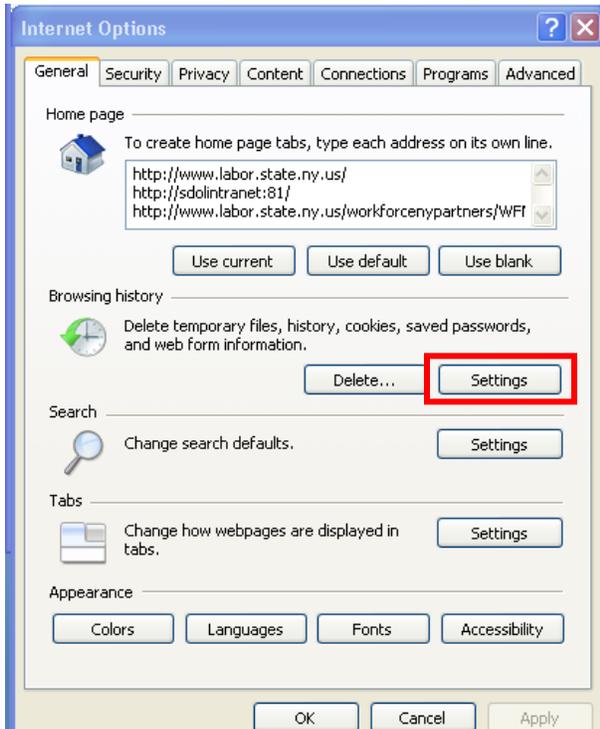
- Click on **Tools > Internet Options**
- Click “**Delete...**” button in the Browsing history section
- In the “**Delete Browsing History**” box, click “**Delete all...**”
- When the “**Are you sure you want to delete...**” pop up box appears, check the box and click “**Yes**”.



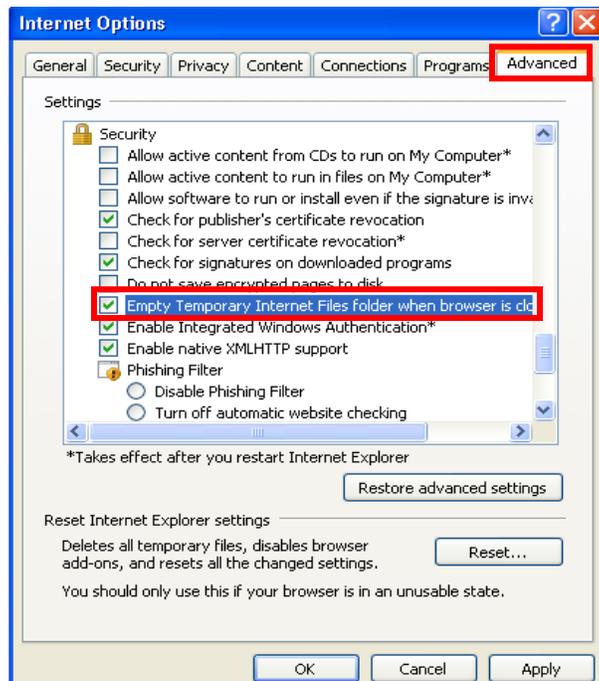
Click **Close** and you will return to the **Internet Options** box.

Step 3: Click **“Settings”** under the browsing history section.

- a. Select the first radio button option **“Every time I visit the web page”**.
- b. Adjust the Disk space to use to **“1024”**, if necessary. This allows enough “room” for OSOS to run properly on your PC.
- c. Click **OK**.



Step 4: Click on the **Advanced** tab; scroll down to the security options; and click on the checkbox for “**Empty Temporary Internet Files folder when browser is closed**”. Click “**OK**”.



Step 5: First time users accessing OSOS from a NYS DOL computer dedicated to the HSEN network should go to the **OSOS Validation Site:**

<https://nyosos.labor.state.nyenet/>

First time users accessing OSOS using a computer and Virtual Private Network (VPN) should go to the **OSOS Validation Site:** <https://osos.labor.ny.gov/>

AOSOS Validation Site
Software Requirements
NY TRAINING v6.3.05

[Click for the AOSOS Mediated Application](#)

Supported Operating Systems

Microsoft Windows 98	Microsoft Windows ME	Microsoft Windows XP
Microsoft Windows NT	Microsoft Windows 2000	Microsoft Windows Vista
Microsoft Windows 7		

Supported Browsers

Microsoft Internet Explorer 7	Microsoft Internet Explorer 8 <ul style="list-style-type: none">○ Must use compatability mode *○ Enable Protected Mode in Windows Vista and 7 **	Microsoft Internet Explorer 9, 10, 11 <ul style="list-style-type: none">○ Must use compatability mode *○ Enable Protected Mode in Windows Vista and 7 **○ Additional steps needed on Windows 7 ***
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Supported Resolution

800x600 or higher	Small Fonts
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Supported for Correspondence

Microsoft Word 97	Microsoft Word 2000	Microsoft Word 2002
Microsoft Word 2003	Microsoft Word 2007	Microsoft Word 2010

Required steps for all Operating Systems, all Browser Versions [show](#)

* **Extra steps for Internet Explorer 8** [show](#)

** **Extra steps for Windows Vista or 7 using Internet Explorer 8** [show](#)

*** **Extra steps for Windows 7 using Internet Explorer 9,10, and 11** [show](#)

Step 6:



Note: There are additional instructions for all users to follow based upon their specific operating system and browser. Be sure to click the [show](#) link and follow the instructions.

Required steps for all Operating Systems, all Browser Versions [show](#)

* **Extra steps for Internet Explorer 8** [show](#)

** **Extra steps for Windows Vista or 7 using Internet Explorer 8** [show](#)

*** **Extra steps for Windows 7 using Internet Explorer 9,10, and 11** [show](#)

Step 7:

Once you have followed the relevant instructions, click the link at the top of the page to access the OSOS logon screen:

[*Click for the AOSOS Mediated Application*](#)

CUSTOMER **PROVIDER** **EMPLOYER** **STAFF** **HELP**

AOSOS
America's One-Stop Operating System
NY TRAINING v6.3.05

Username:

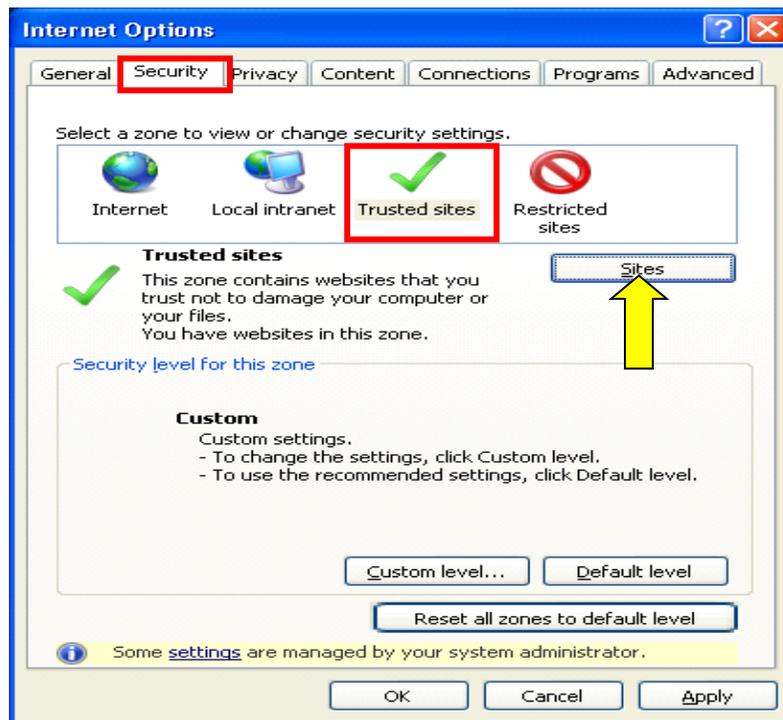
Password:

Login

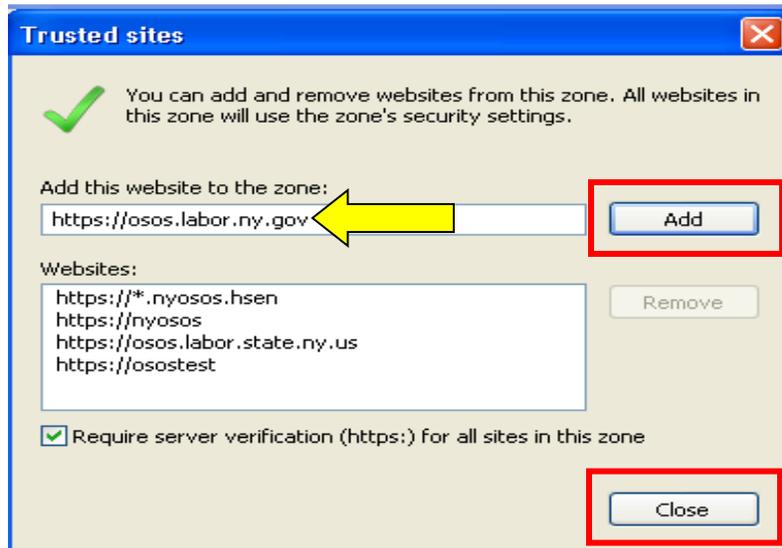
Step 8:

If you are directed to the OSOS log on screen, then save the OSOS web address as a **Trusted** site.

- a. Go to IE click **Tools / Internet Options / Security** Tab.
- b. Highlight **“Trusted Sites”**
- c. Click the **“Sites”** button. This will bring up another dialogue box.



- a. Type or paste the OSOS address in **“Add this website to the zone:”**
- b. Click **“Add”**.
- c. Click **“Close”**.



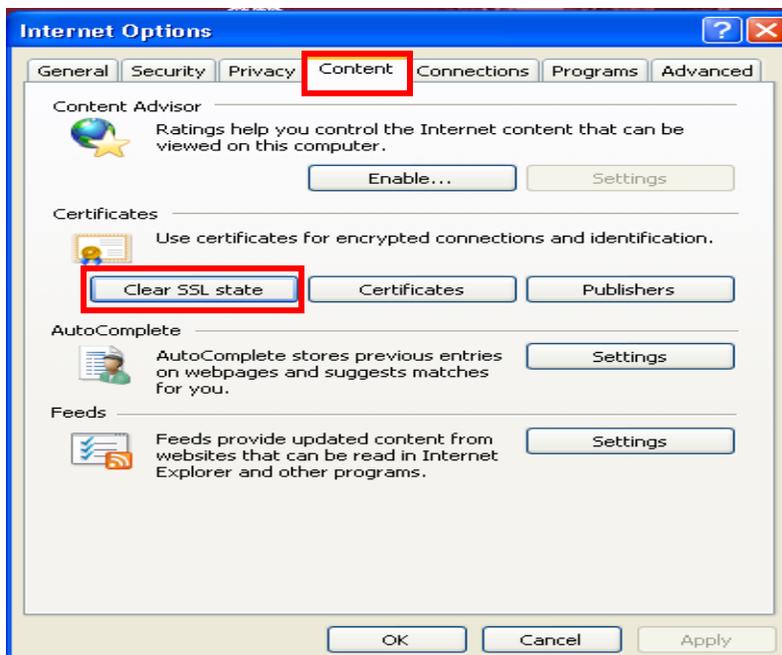
This will return you to the **Internet Options** dialog box.

- a. Click "**Apply**".
- b. Click "**OK**".

If the login screen is not generated and / or there is a yellow triangle in the lower left side of the screen, it means that a complete download has not occurred. Try the link again.

Step 9: Go back at **Internet Options**

- a. Click on the "**Content**" tab
- b. Click on the "**Clear SSL State**" button



Click **OK** in the **SSL Cache Cleared Successfully** dialog box



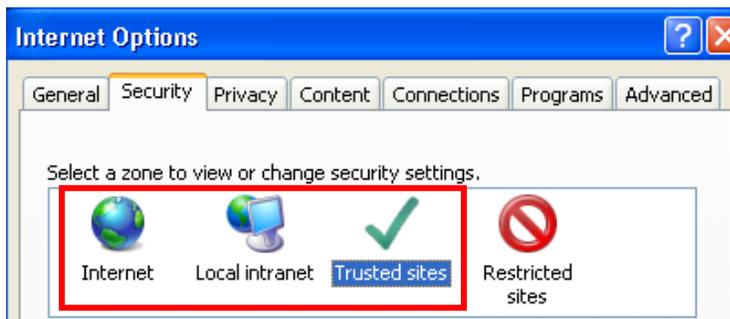
This will return you to the **Internet Options** dialog box.

- a. Click **OK** at **Internet Options** box
- b. Close Internet Explorer
- c. Reopen it and try accessing again.

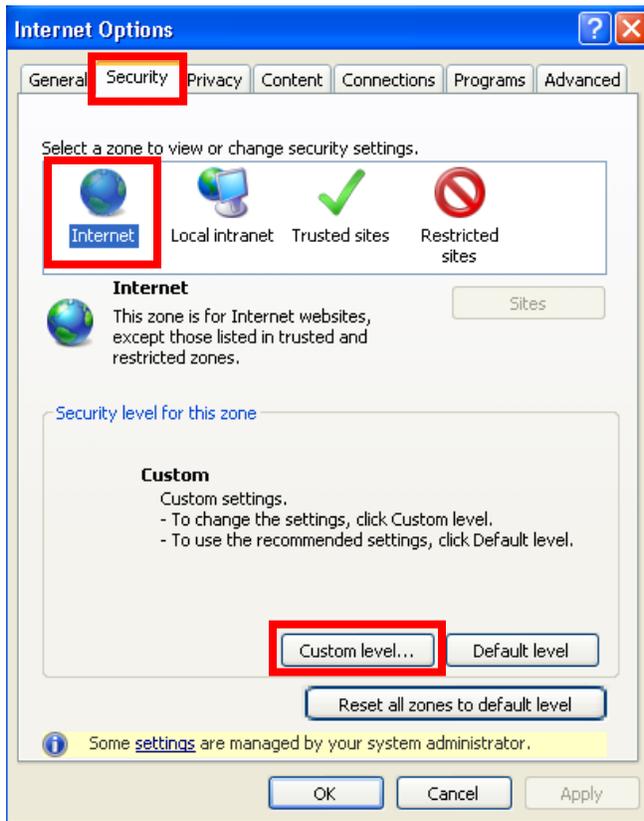
Step 10: If NYOSOS is not opening up or displayed appropriately, verify that ActiveX is enabled in the web browser.

To locate the **ActiveX** settings, click **Tools, Internet Options** and the **Security** tab.

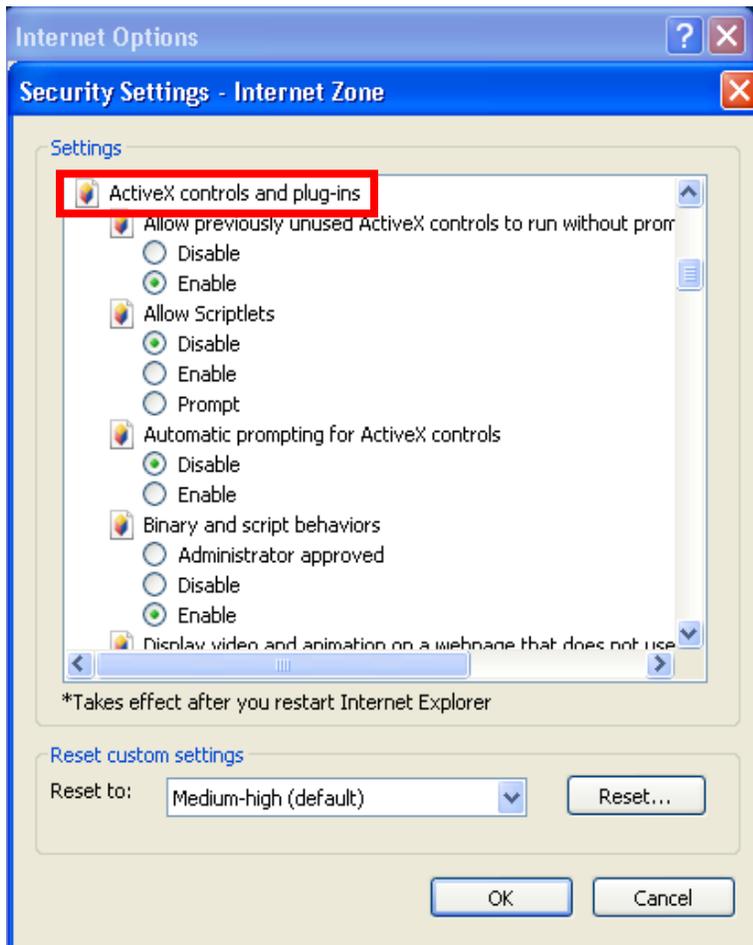
You will need to click each icon separately and scroll through the ActiveX settings to confirm that the same ActiveX settings are found in the **Internet, Local intranet** (only available to NYS DOL employees) and **Trusted sites** zones.



Click to highlight the **Internet** icon then click **Custom level** button.

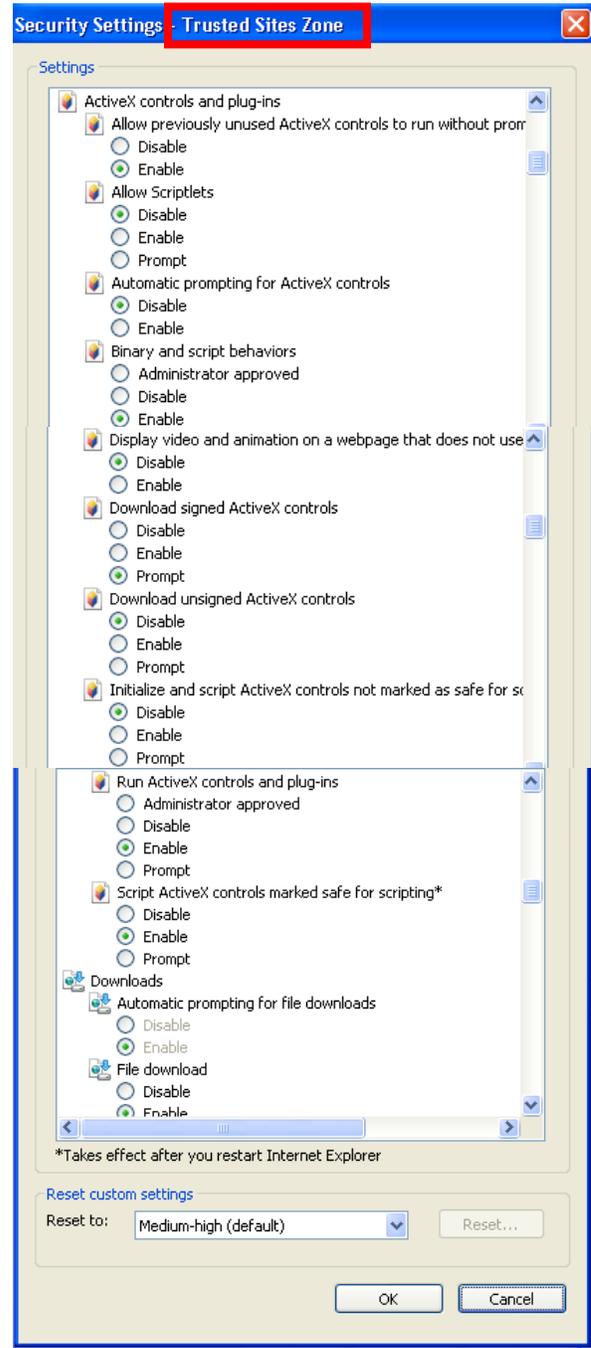
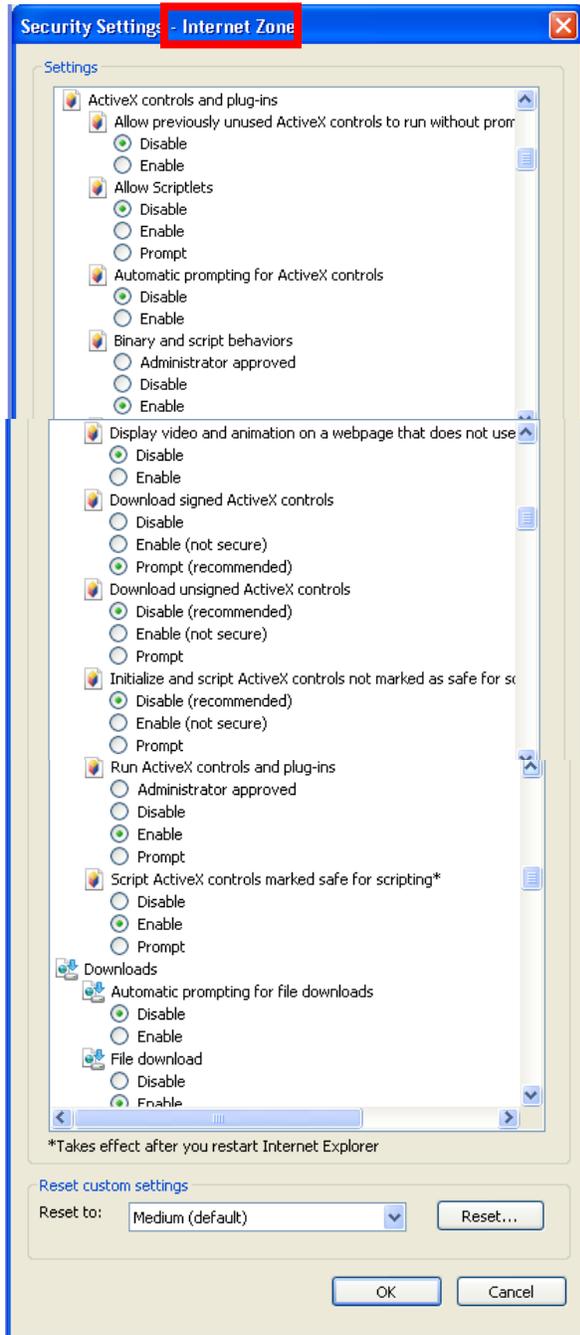


Scroll down the window till you come to the **ActiveX controls and plug-ins**.



The Default settings are recommended and may be set by clicking the **Reset** button.

You may compare your computers settings to the graphic below and make changes as necessary.

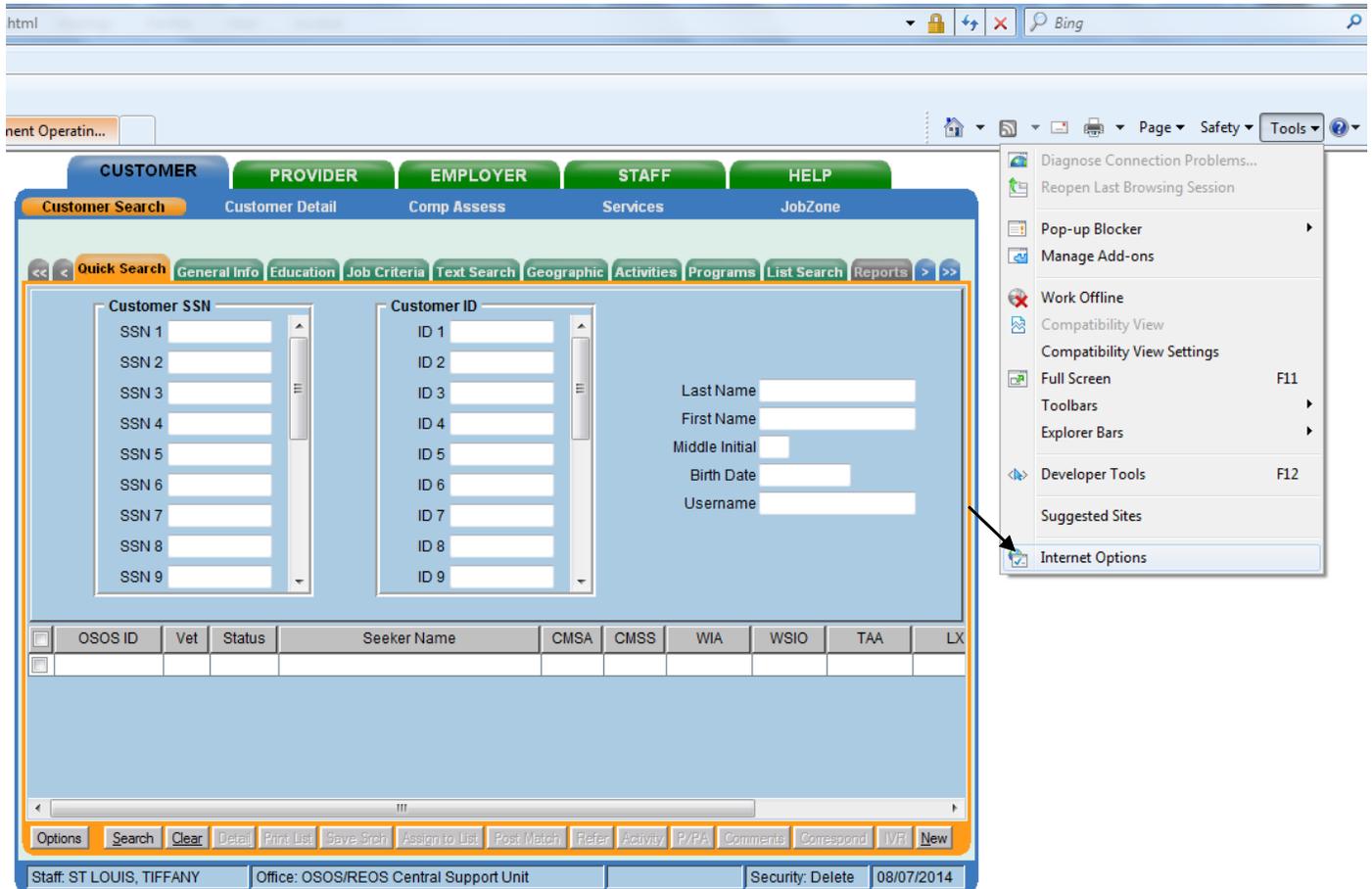


Click **OK** when you are done.

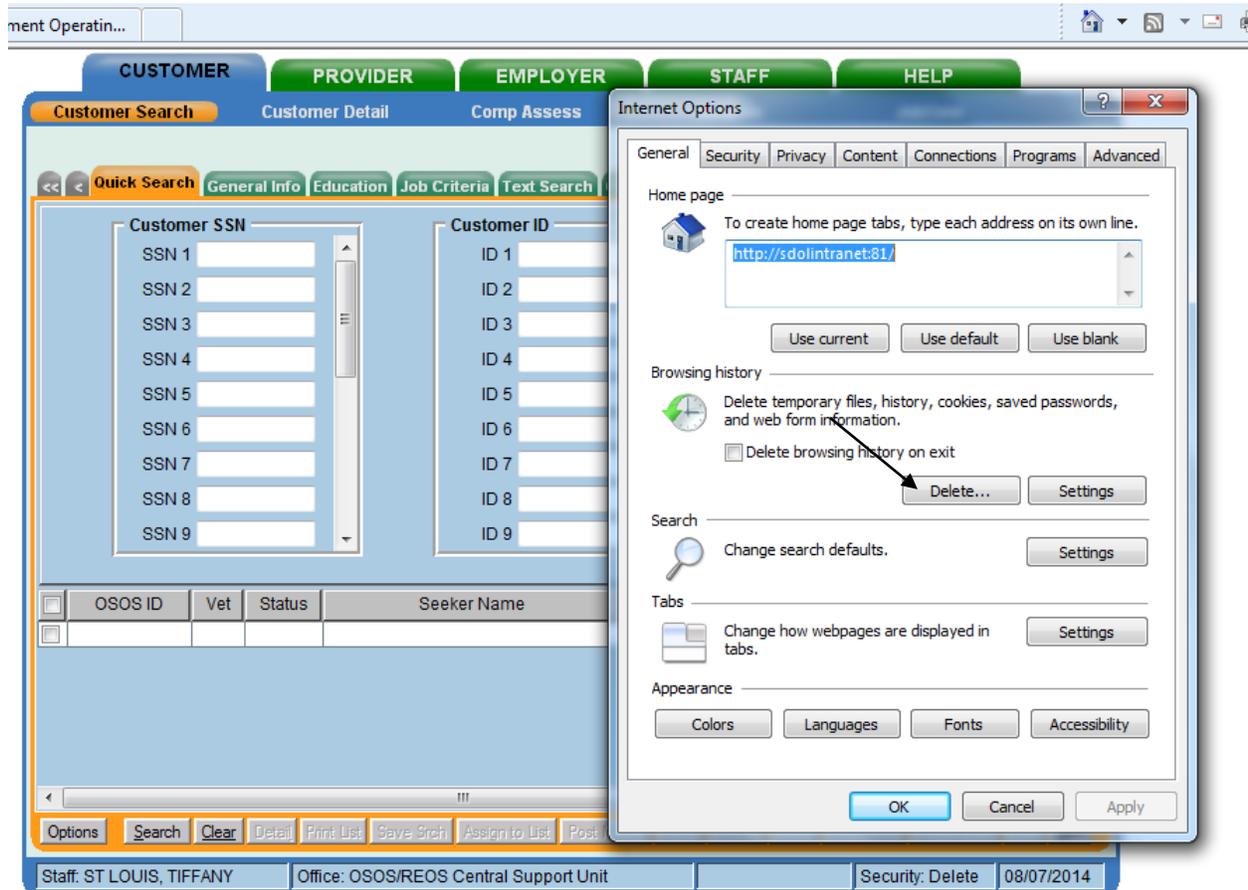
How to Delete Cookies and Temp Files

When clearing your cookies there are a few steps that need to be completed.

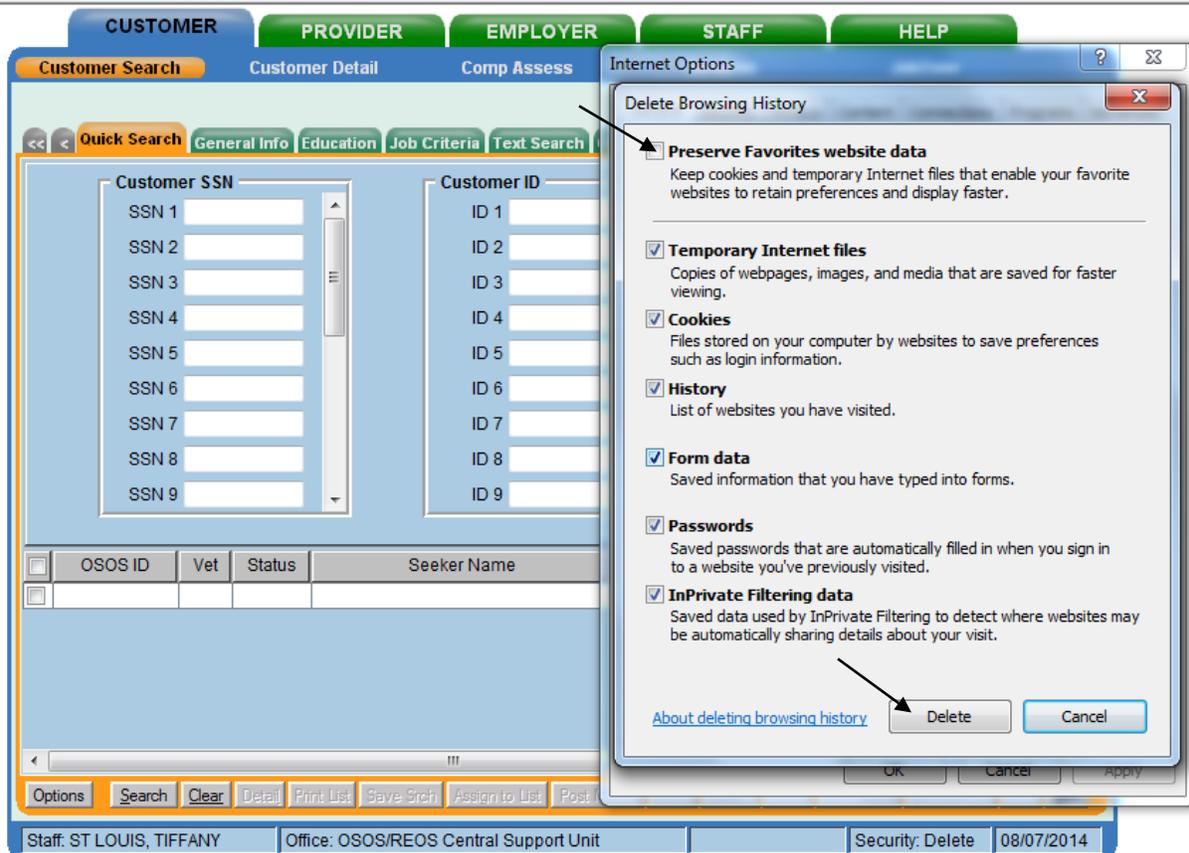
- Within Internet Explorer click on the Tools button which should be located on the upper right hand side.
- Then click on Internet options (should be the last option)



- Another box will pop up; within the Browsing History section there is a Delete button, click on that button.



- Once you have clicked the Delete button, another box will pop up. Within that box make sure that **Preserve Favorites website Data** is NOT checked and all the others below ARE checked. Then proceed to click the Delete button at the bottom on the box. After you click the Delete button a box will appear showing the deleting process. Once this has finished proceed to click OK



After you have clicked OK, close out of Internet Explorer completely and reopen it back up. If you have multiple Internet Explorer windows open you **must** close all of them. This allows that changed to take effect.