

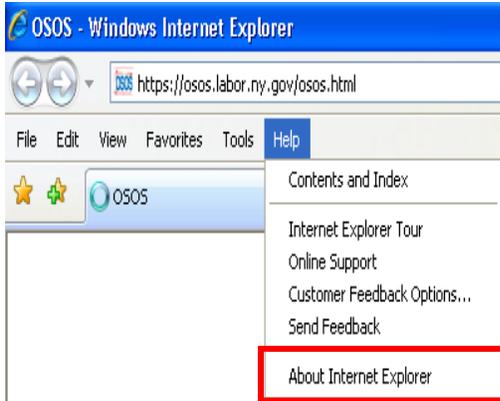
# NYOSOS Troubleshooting Guide

# OSOS Access Troubleshooting Guide



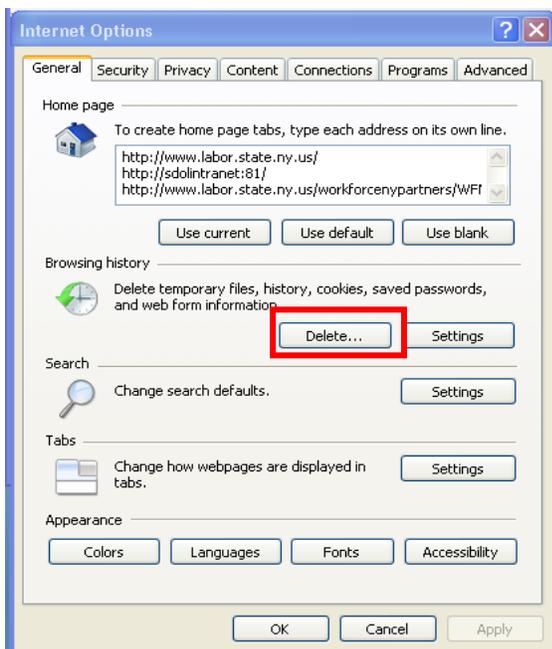
If your PC has a version of Internet Explorer (IE) that is 6.0 or earlier, OSOS will not run properly! You should be using IE 7 or IE 8.

**Step 1:** Identify which browser and edition you are using, ie: Internet Explorer 7 or 8. To identify the version in your computer, open up IE and click on “**Help**” and “**About Internet Explorer**”.



**Step 2:** Open Internet Explorer

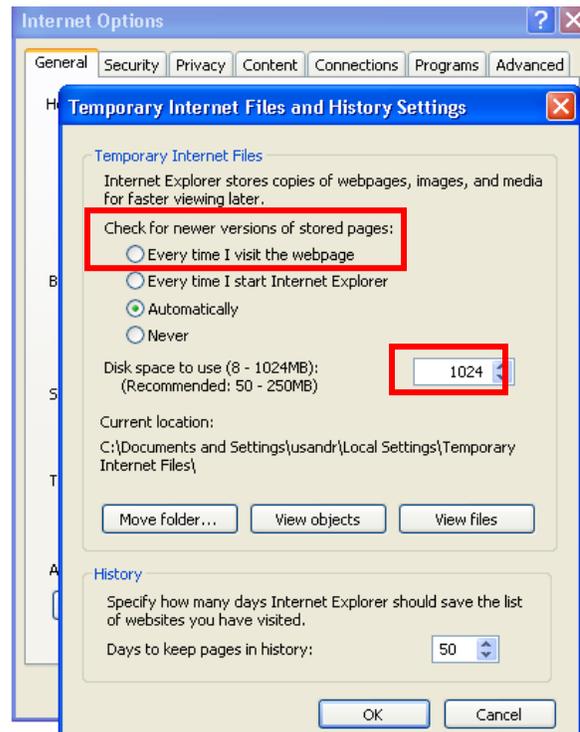
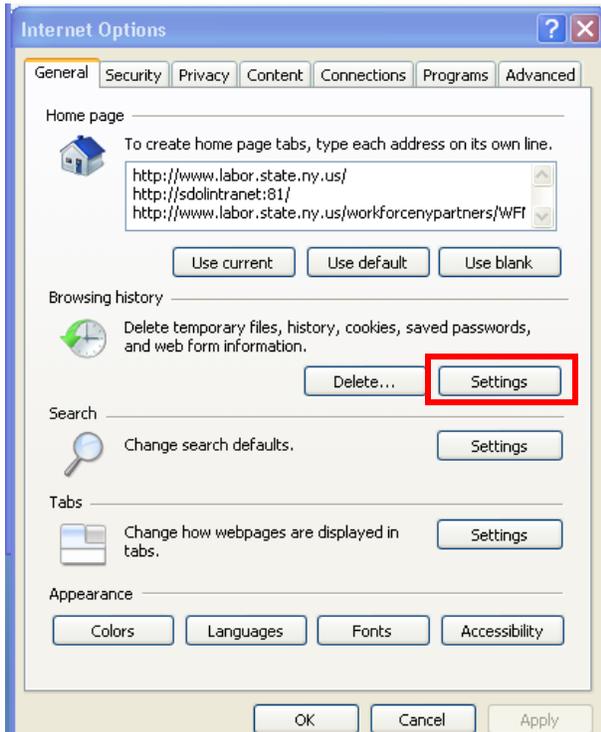
- a. Click on **Tools > Internet Options**
- b. Click “**Delete...**” button in the Browsing history section
- c. In the “**Delete Browsing History**” box, click “**Delete all...**”
- d. When the “**Are you sure you want to delete...**” pop up box appears, check the box and click “**Yes**”.



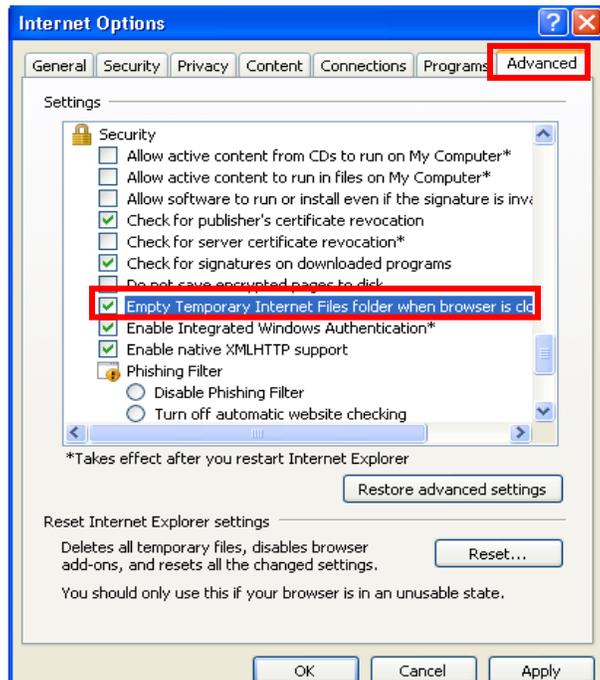
Click **Close** and you will return to the **Internet Options** box.

**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. With the 7.0 version of IE, you should find the disk space already set to 1024MB. 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 PROD v5.2.02

[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"> <li>o Must use compatability mode *</li> <li>o Enable Protected Mode in Windows Vista and 7 **</li> </ul>

Supported Resolution	
800x600 or higher	Small Fonts

Supported for Correspondence		
Microsoft Word 97	Microsoft Word 2000	Microsoft Word 2002
Microsoft Word 2003	Microsoft Word 2007	

**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](#)

**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.

<b>Required steps for all Operating Systems, all Browser Versions</b> <a href="#">show</a>
<b>* Extra steps for Internet Explorer 8</b> <a href="#">show</a>
<b>** Extra steps for Windows Vista or 7 using Internet Explorer 8</b> <a href="#">show</a>

**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 PROD v5.2.02

Username:

Password:

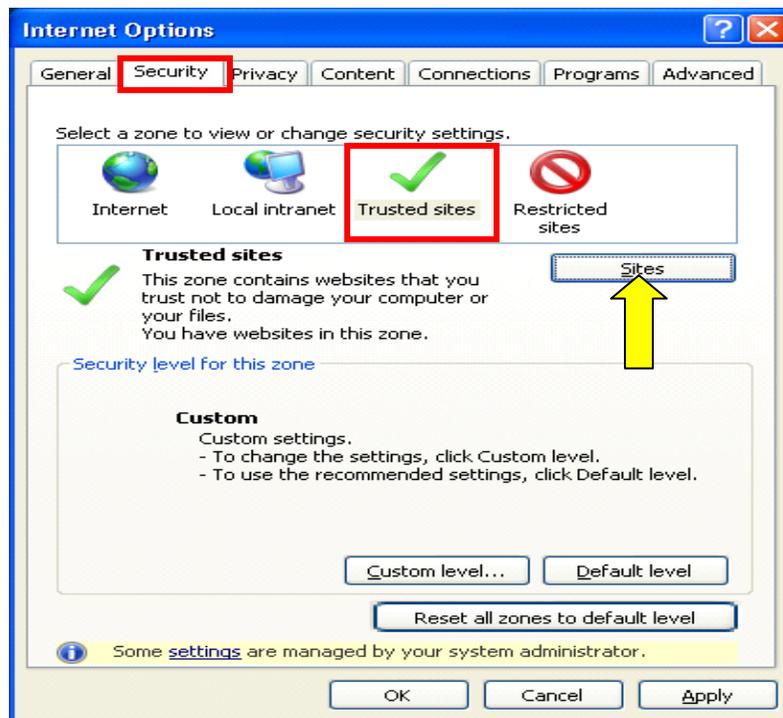
Login

**Step 8:**

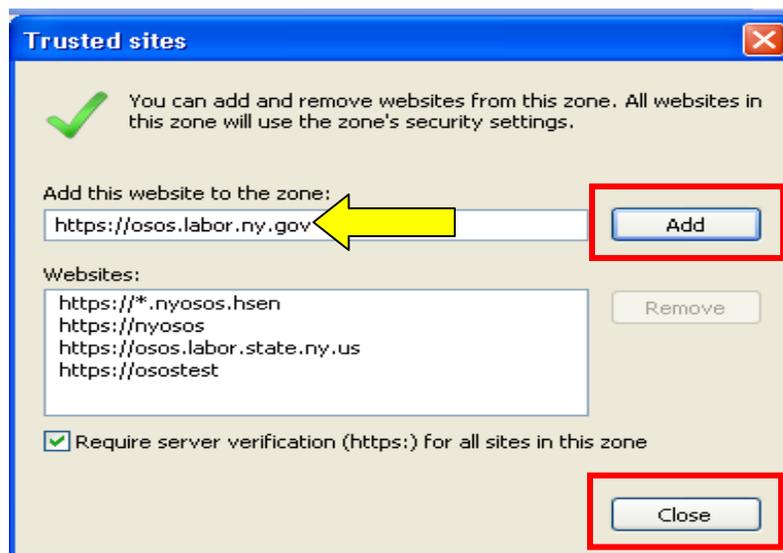
If you are directed to the OSOS log on screen, then save the OSOS web address as a **Trusted** site.

- 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”**.



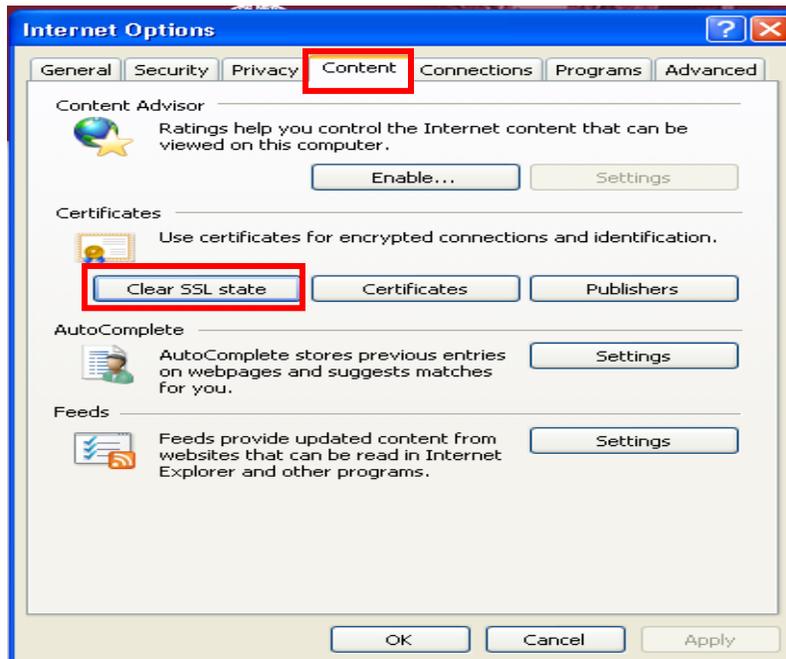
This will return you to the **Internet Options** dialog box.

- 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



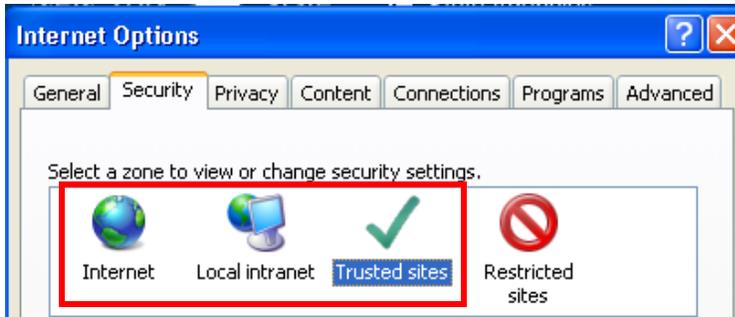
This will return you to the **Internet Options** dialog box.

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

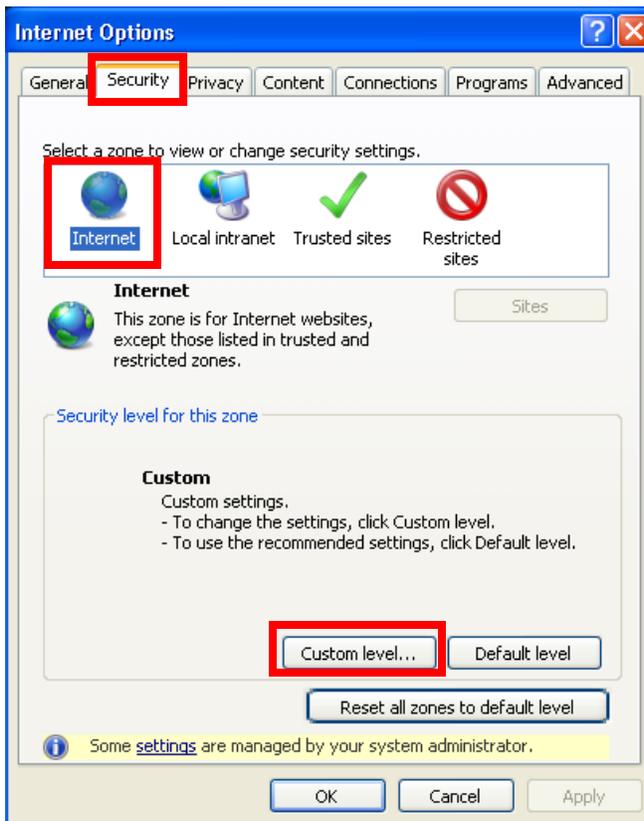
**Step 10: If NYOSOS is not opening up or displayed appropriately, verify that ActiveX is enabled in the web browser.**

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

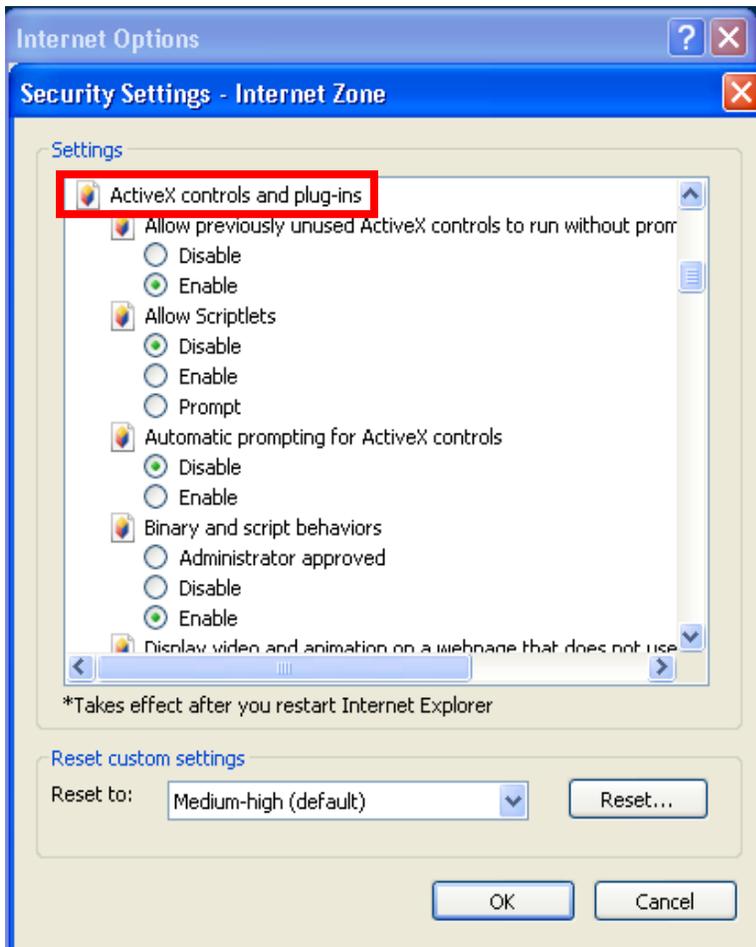
You will need to click each icon separately and scroll through the ActiveX settings to confirm that the same ActiveX settings are found in the **Internet**, **Local intranet** (only available to NYS DOL employees) and **Trusted sites** zones.



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

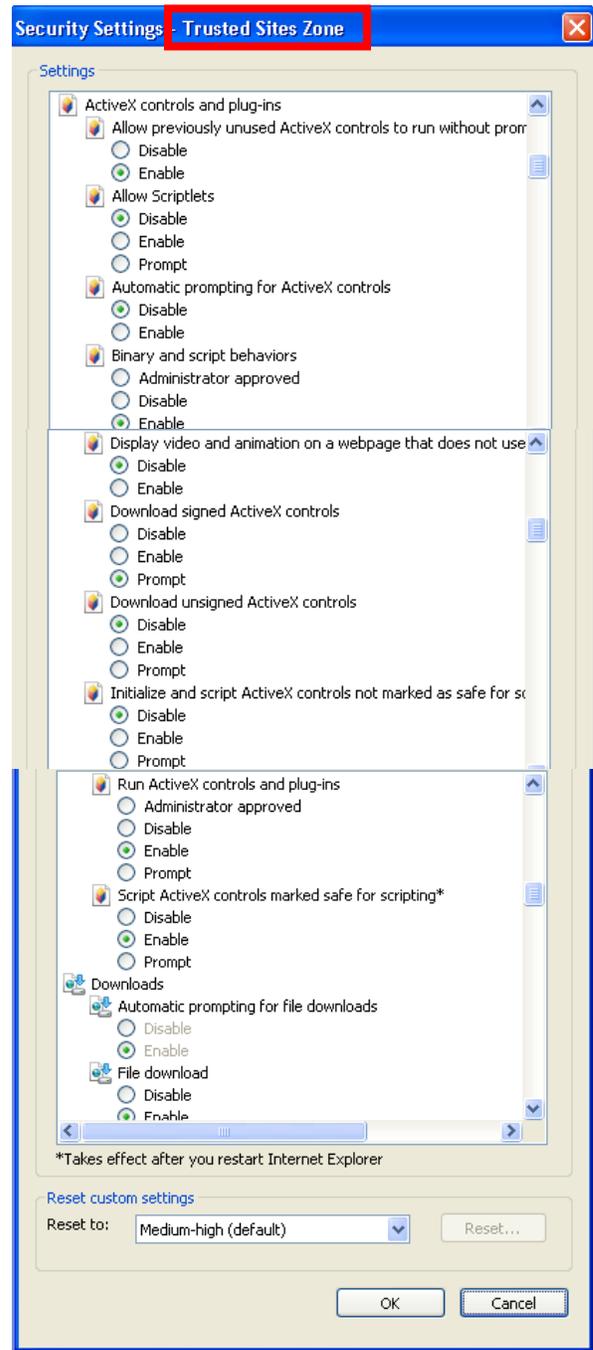
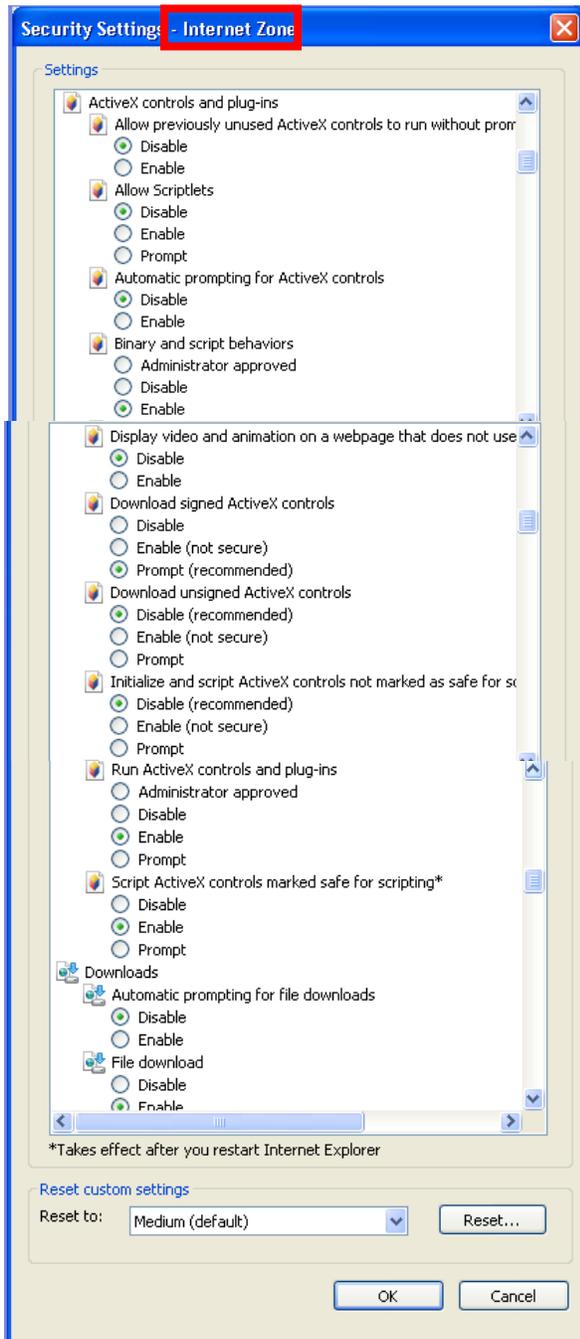


Scroll down the window till you come to the **ActiveX controls and plug-ins**.



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.

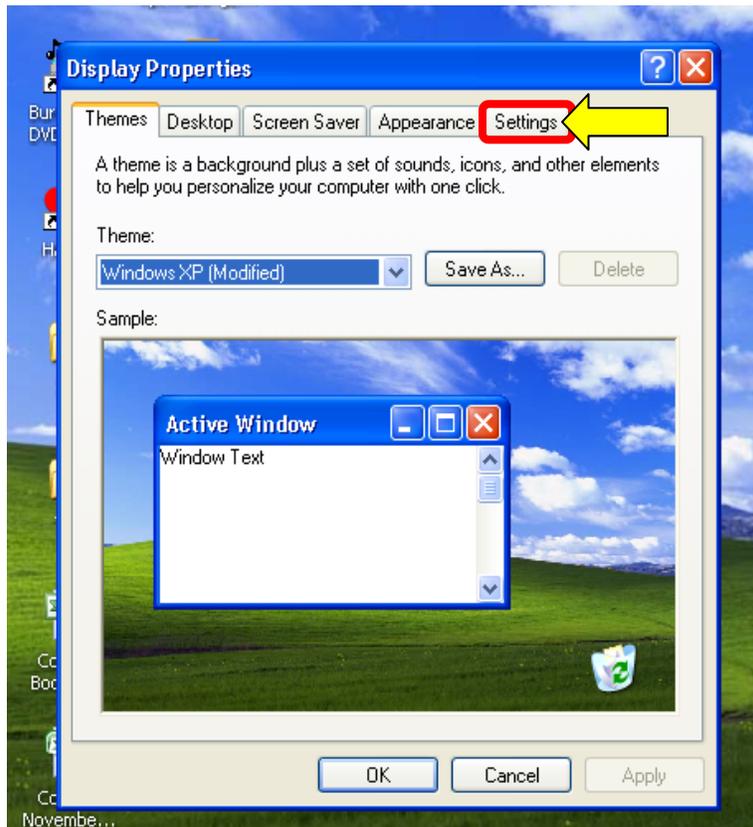
When you are in OSOS and you have to scroll from side to side or up and down to be able to view the entire OSOS screen, this means that your computer is set to a low number of pixels resulting in larger print.

If this problem applies to you, please follow the below steps:

1. Minimize all windows that are open on your desktop to get to your desktop background.
2. Right click on your desktop background. A small menu should appear (see illustration below) **Note:** Make sure you do not right click over a folder or document that is on your desktop, this will bring up a different menu.
3. Select “**Properties**”

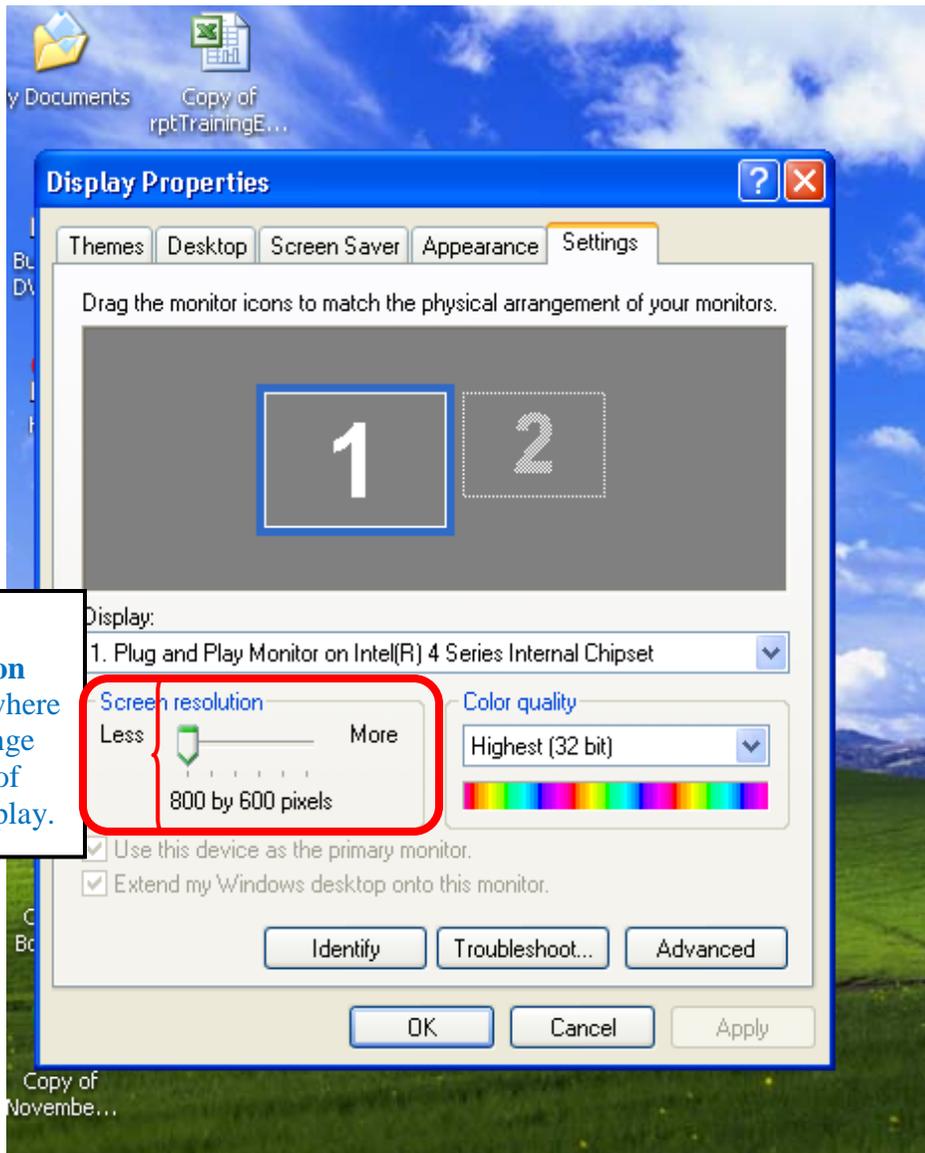


4. A “**Display Properties**” window will appear on your desktop. In this window there will be 5 different tabs. Select the tab labeled “**Settings**”



On the bottom half of this window there are 2 types of adjustment selections to choose from. To change the size of your display you will need to adjust your **“Screen resolution”**.

If OSOS does not fit in your computer screen your Screen resolution is probably set to either “800 by 600 pixels” or “1024 by 768 pixels”

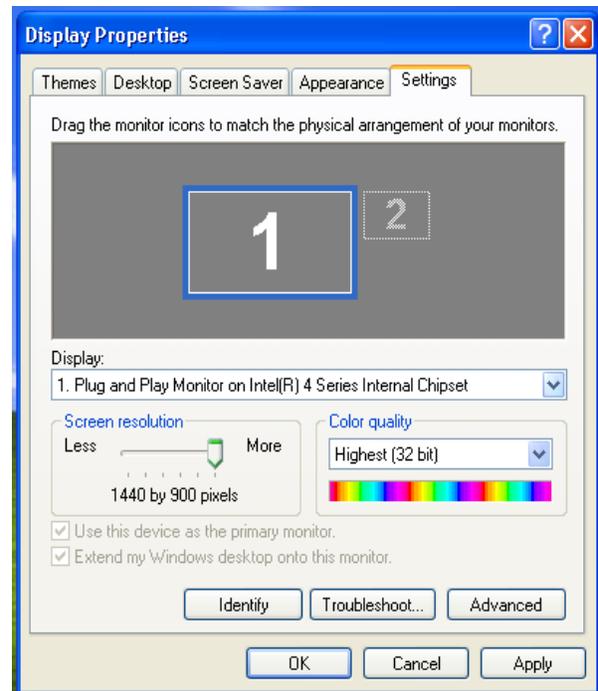
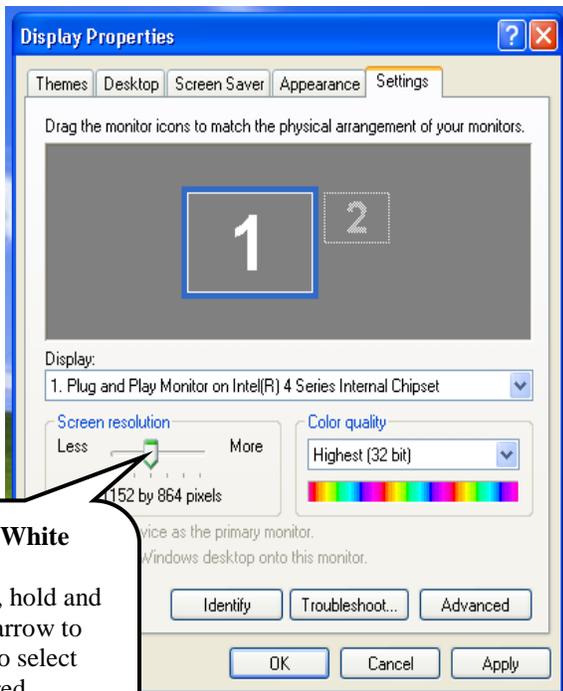


To reduce the size of your display you will have to increase the number of pixels. To increase the number of pixels you must left click, hold and drag the green and white arrow to the right to select your desired resolution size. Notice that the pixel dimension will change. Also notice that the shape of the monitor icon will change. This is to reflect a **Full screen monitor** and a **Wide screen monitor**.

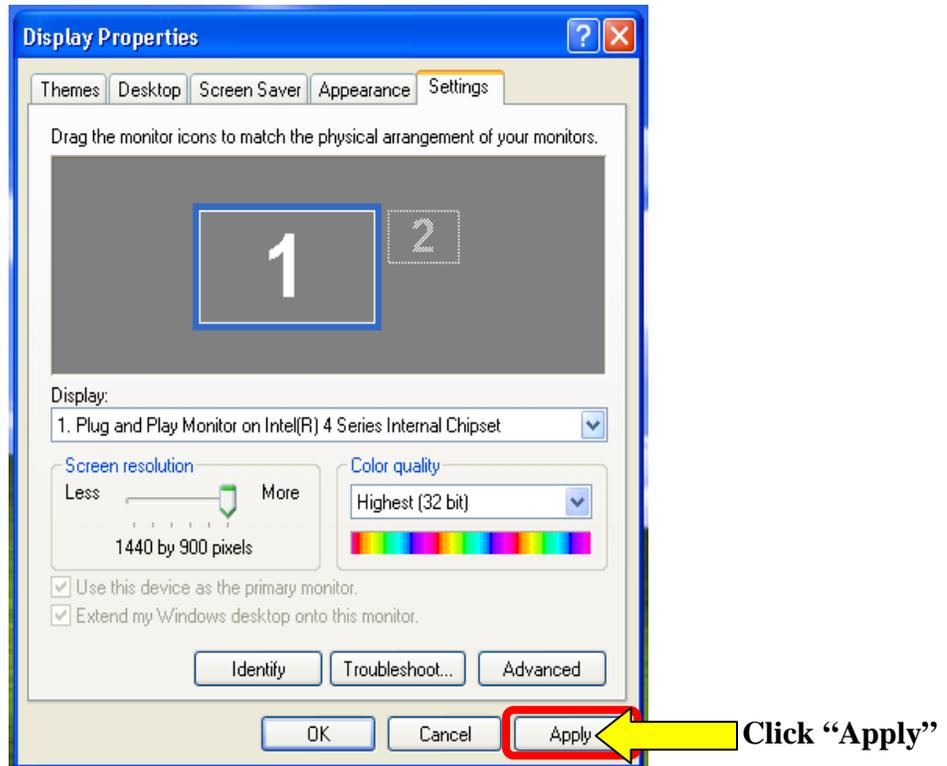
5. If you have a **Full screen monitor**, the best resolution size will be either “**1152 by 864 pixels**” or “**1280 by 1024 pixels**”  
If you have a **Wide screen monitor**, the best resolution size will be either “**1280 by 800 pixels**” or “**1440 by 900 pixels**”

## Full Screen

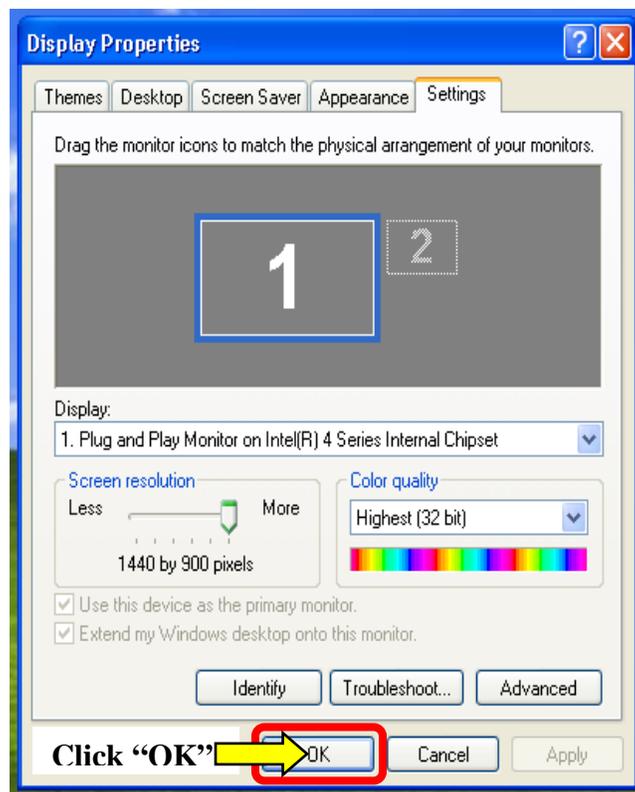
## Wide Screen



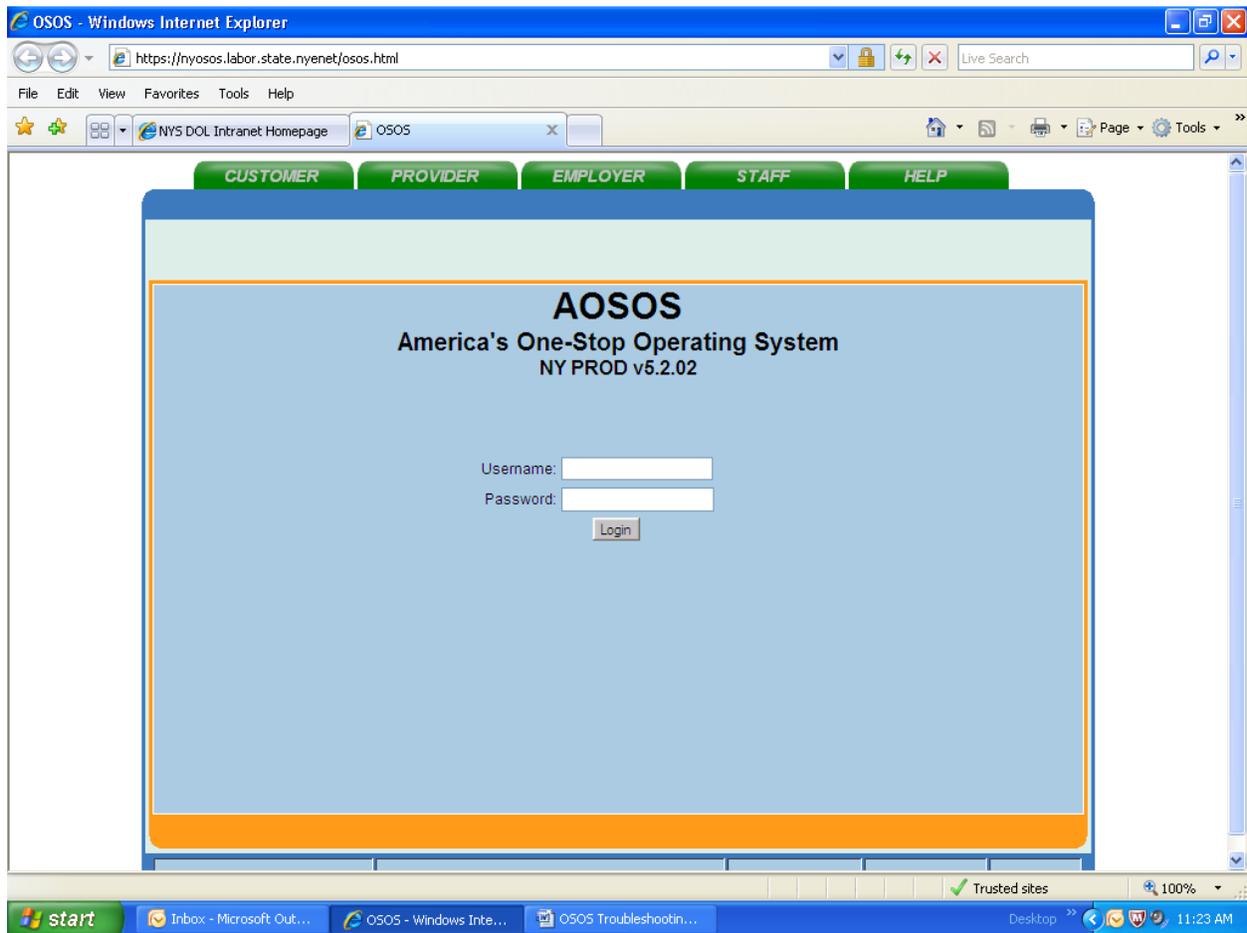
6. Once you have selected your desired resolution size, Click on the “Apply” button.



7. Then click “OK”



8. Open up OSOS. You should find that OSOS now fits into your display screen.

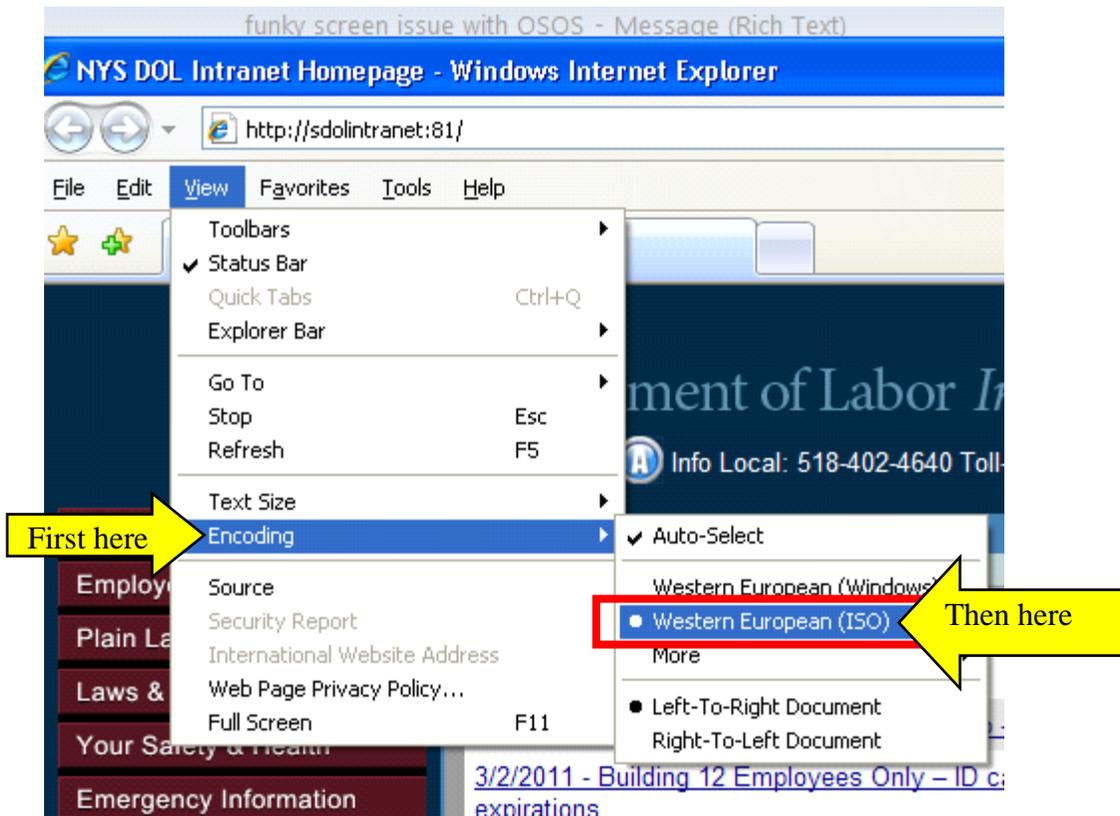


When going to <https://osos.labor.ny.gov/osos.html> , users will often find that the OSOS screens are incomplete and buttons and scroll bars may not be visible or accessible; the boxes inside each Tab do not seem to fit appropriately; and text on the buttons may be cut off. These conditions make it hard to see the buttons at the bottom and to easily navigate within a screen or go to other screens.

The issue is with the proxy server for the outward facing application.

A temporary fix is to bring up OSOS, then go to the menu bar, select View / Encoding / Western European (Windows) or Western European (ISO) – this should rectify the issue.

NOTE: When logging on to the internal website (inside our firewall) the Encoding is set to Western European (Windows). A more permanent resolution is being pursued.



### **If no Agency is listed:**

If the Agency Info tab is blank, check the Activities tab in Customer Detail to be sure the services have been entered using the Activity button. If so, check back on a daily basis to see if the functional alignment process has taken place.

If the functional alignment conversion of enrolling or enrollment extending services from Customer Detail into the Services module has not occurred after **5 days**, contact OSOS help at [OSOS.Help@labor.state.ny.us](mailto:OSOS.Help@labor.state.ny.us) for assistance.

### **If your Agency is not listed:**

Some of the reasons the Agency is not listed:

- 1) The functional alignment process has not occurred;
- 2) The entered service was not an enrolling or enrollment extending service.
- 3) The customer is shared with a different area that entered the enrolling service;

If the functional alignment process has not yet occurred, please check the Activities tab to determine if enrolling services have been entered.

If the customer is shared with another area, make sure to contact the staff person in the other area that is connected with the customer, so services can be coordinated. If a telephone number is not readily available, contact OSOS help at [OSOS.Help@labor.state.ny.us](mailto:OSOS.Help@labor.state.ny.us) for assistance.

Level 2 services can be entered into the Services module once the functional alignment process has completed converting services.

### **If an Agency is listed and the status is Active:**

Click on **Service History tab**, which shows services the customer may have already received from the Department of Labor or other partners, and provides confirmation of WIA enrollments, services and exits. The Services History information can be sorted by Service, Date, Staff, Agency, or Office by double-clicking on any of the column headers. Details can also be viewed by clicking on an entry on the Service History tab, and then the Detail button.

### **If funding does not appear in the Services module:**

Missing required WIA eligibility data will prevent funding from appearing. Check if data has been entered into the Date of Birth and Gender fields, and / or the Selective Service field for males between the age of 18 and 27.

If there is no eligibility criteria entered into the Comprehensive Assessment module for youth customers, funding will not be available.

Check the Intake and Enrollment Date fields on the Agency Info tab. The customer must be Active in the agency with dates.

NYOSOS Help Desk: [help.osos@labor.ny.gov](mailto:help.osos@labor.ny.gov) or (518) 457-6586.