Accessing the System
OSOS Guide

6/5/2024

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PURPOSE

This guide is intended to help new staff and end-users understand the basics of how to gain access and login to OSOS.

Topics in this guide are as follows:

- Requesting Access to OSOS
- OSOS Confidentiality
- Usernames and Passwords
- System Requirements
- Logging into OSOS
- Changing Your Password
- Changing Your Office (if applicable)
- Logging out of OSOS

REQUESTING ACCESS TO OSOS

Before getting started using OSOS, staff will need to submit a request to their supervisor for a user account. If it is determined that an OSOS account is necessary for the staff person to perform their assigned tasks, the supervisor will complete the Account Request Form and submit it through the local OSOS Security Coordinator to the OSOS/REOS Central Support Unit.

If you and/or your supervisor have any questions or concerns about setting up a new OSOS account, please contact OSOS Security Permissions mailbox at OSOS.WDTD@labor.ny.gov.

OSOS CONFIDENTIALITY

OSOS contains information which is absolutely confidential. All staff and users using OSOS are legally bound by confidentiality agreements to not disclose any information in OSOS to anyone other than those who are authorized to have this information.

Department of Labor staff members are bound by a confidentiality agreement signed when completing orientation forms.

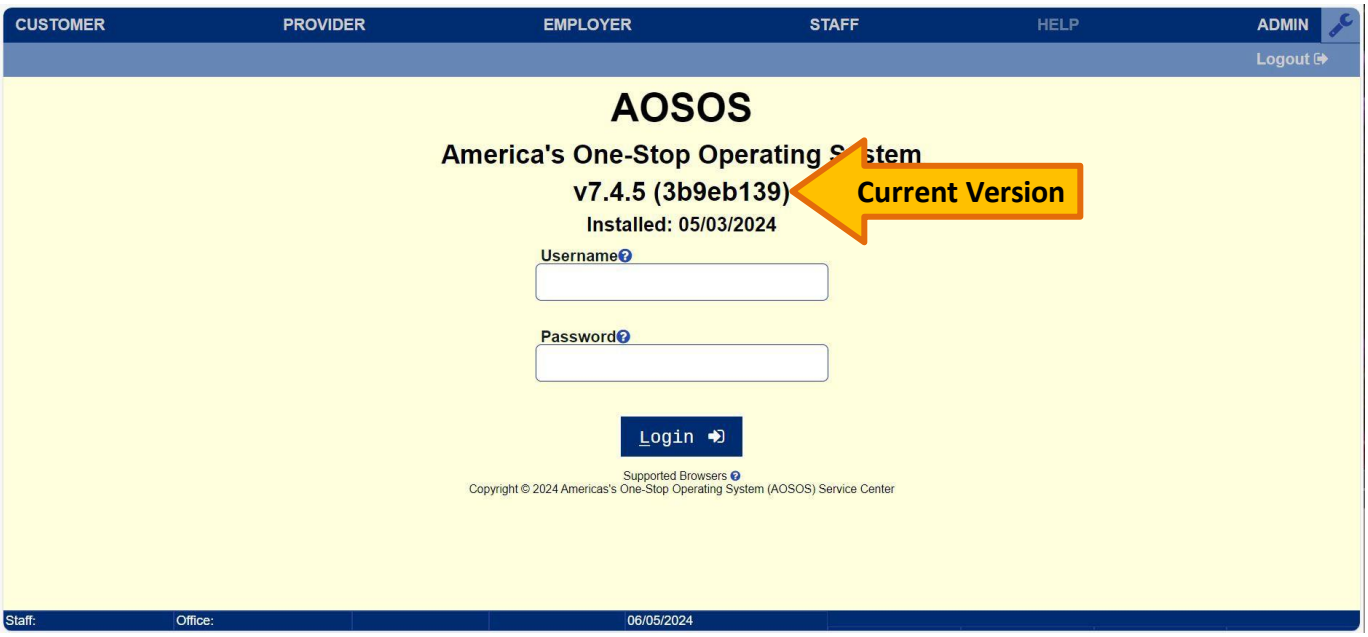
Local Workforce Investment Areas (LWIA) staff must sign an Individual Confidentiality Agreement in order to gain access to OSOS or view the data from OSOS.

Contractors and other users have all signed confidentiality agreements not to disclose any information in OSOS to unauthorized persons.

SYSTEM REQUIREMENTS AND INITIAL SETUP

USERNAMES AND PASSWORDS

It will require a few moments for the system to upload and allow access the login screen.

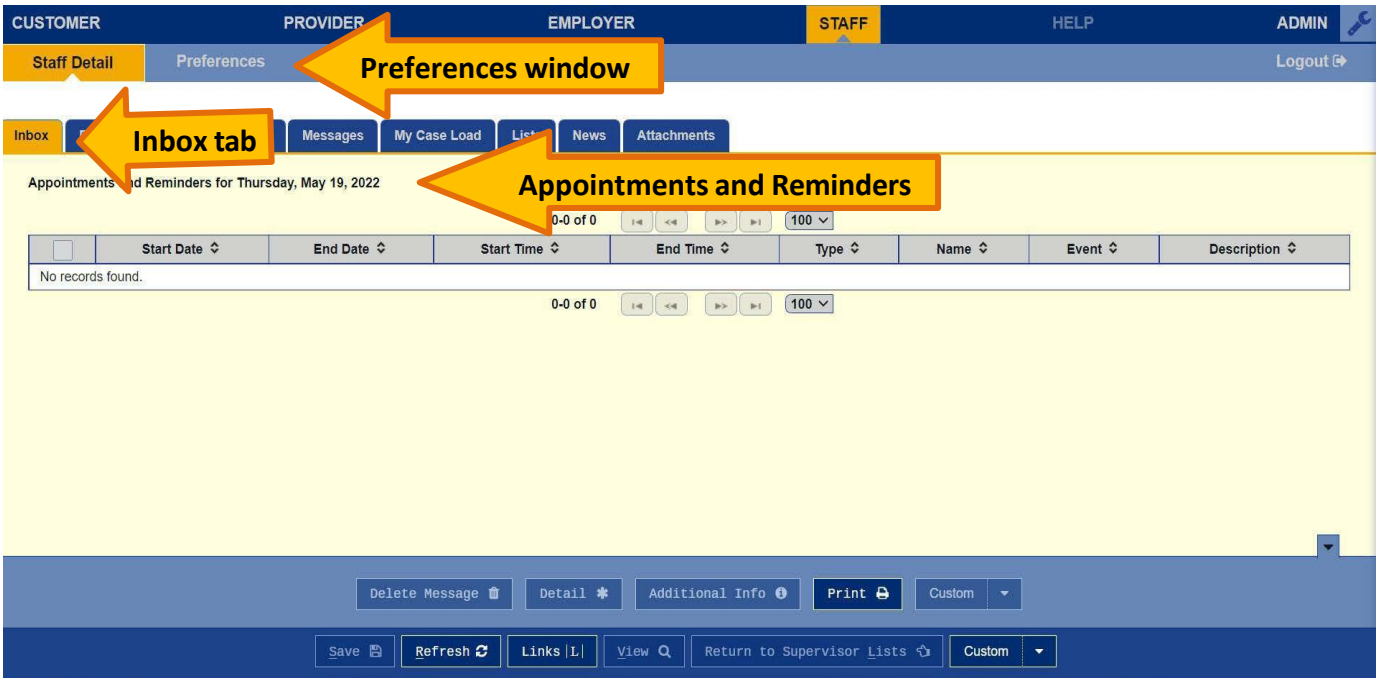


Wait for the application to finish loading. The bottom of the OSOS screen will be blank and just show the date.

Enter the username and password in the appropriate data fields and click, either the **Login** button on the screen, or the **Enter** button on the keyboard.

When logged in, the system automatically opens to the **Inbox** tab of the **Staff** module.

Click the **Preferences** window.



The username and temporary password will be created by the OSOS/REOS Central Support Unit for first time users. The first-time logging in requires a change to the temporary password. Usernames and passwords in OSOS are case-sensitive.

For staff with access to the Reemployment Operating System (REOS), OSOS usernames and passwords are used to log in to REOS as well.

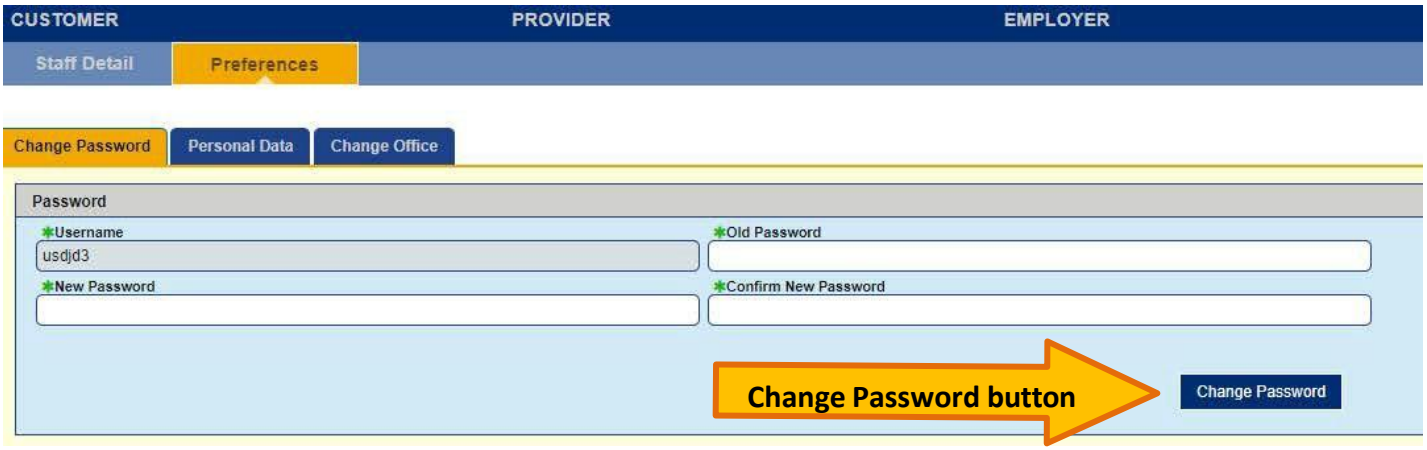
In order to keep your OSOS/REOS account active, you must sign in to OSOS at least once every 180 days. Signing into REOS does not extend or restart the 180-day count. If you fail to do this, your account will become inactive, and you will not be able to sign into the system without contacting the OSOS Central Support Unit to reactivate your account.

CHANGING YOUR PASSWORD

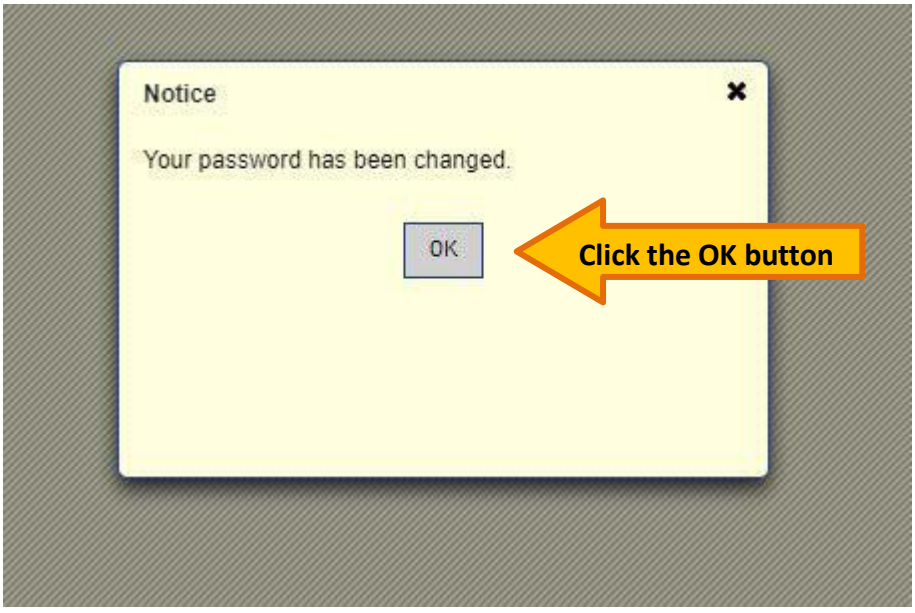
After logging into OSOS for the first time with the temporary password, it is necessary to change the password and keep it confidential.

Enter the temporary password into the **Old Password** and the new confidential password, using 6 – 12 letters and numbers only into the **New Password** and **Confirm New Password** fields.

Click the **Change Password** button.



The Webpage Dialog screen will pop up and state if the password was successfully changed or not:



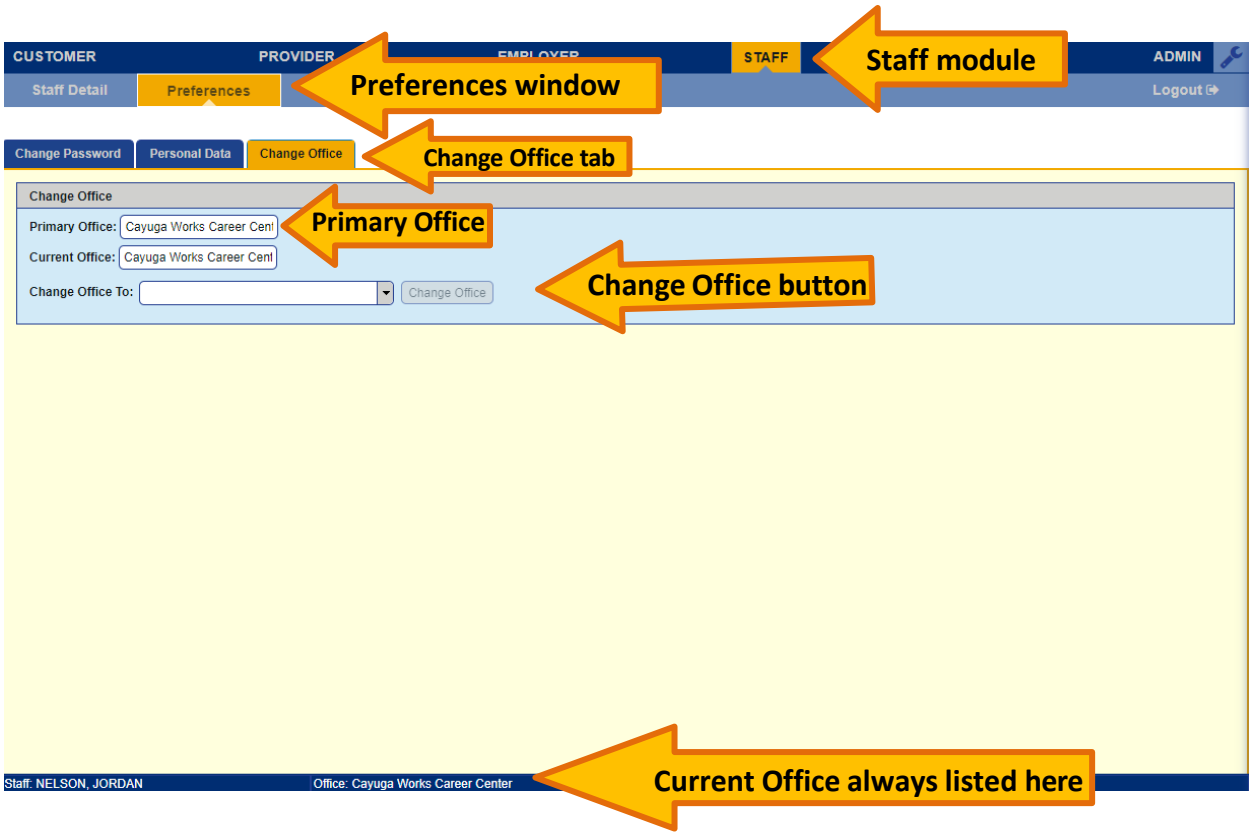
LOGGING INTO THE CORRECT OFFICE

The **Change Office** tab displays the user's **Primary Office** and, if the user has one or more secondary offices, which **Current Office** the user is logged into. Users with more than one office must be careful to enter data into the appropriate office. Therefore, the user may be required to change the office.

When logging in, OSOS always logs the user into the primary office.

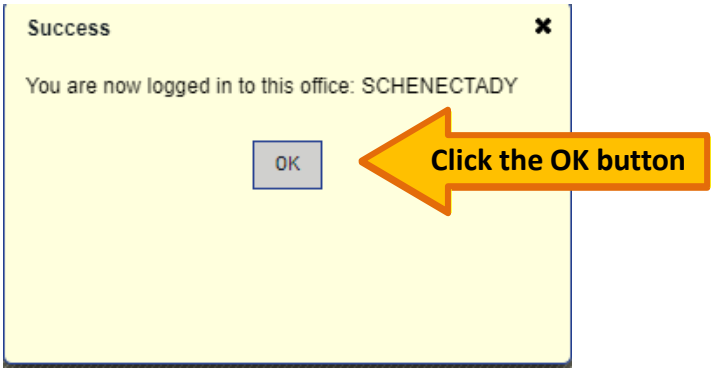
If it is necessary to change the current office, click the drop down arrow for the **Change Office To** data field and select the appropriate office.

Click the **Change Office** button.

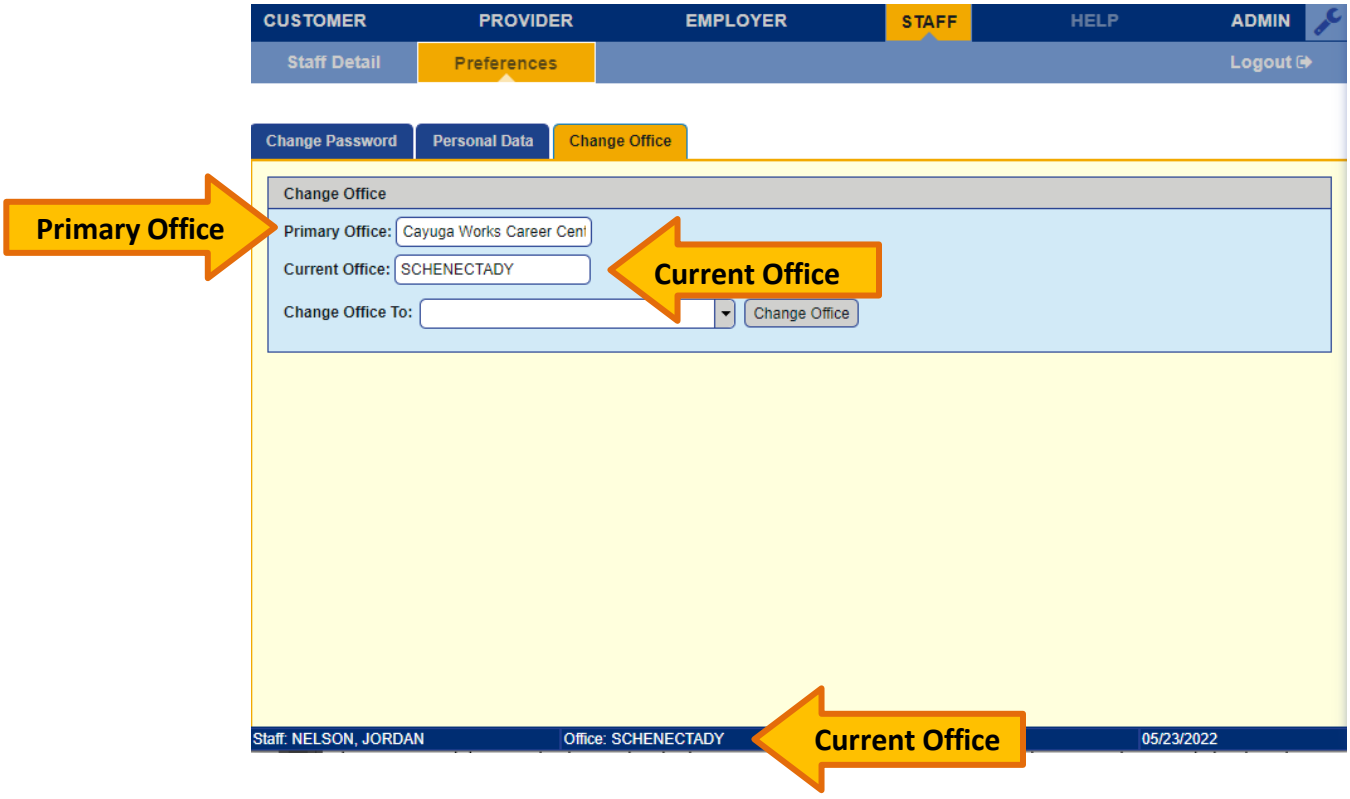


The webpage Dialog screen will pop up indicating which office the user is now logged into.

Click the OK button.



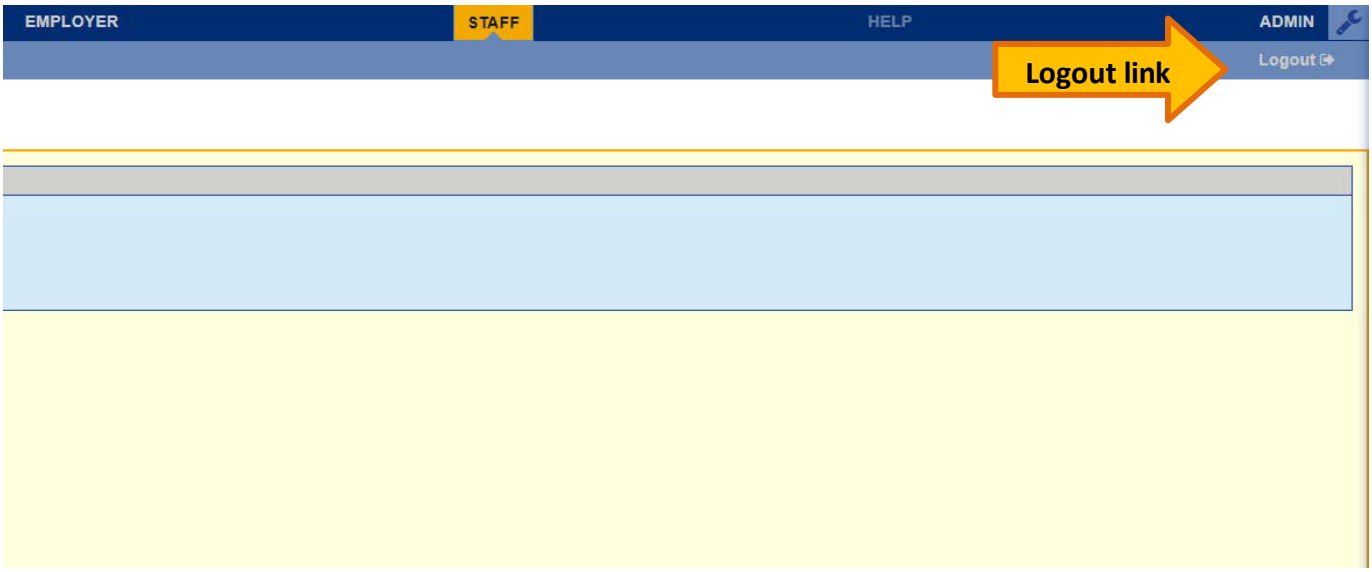
The **Change Office** tab will continue to list the **Primary Office**, but will now list the secondary office as the **Current Office**:



LOGGING OUT OF OSOS

Whenever finished using OSOS or will be away from the computer, be sure to log out of OSOS.

To log out, click **Logout** link on the window bar.



Logging out will return the user to the login screen. You will need to re-enter your username and password when ready to continue using OSOS.

Because of the confidential nature of the information in OSOS, it is very important to log out anytime you will be away from your computer. After thirty minutes of inactivity, you will automatically be logged out of OSOS.

RESOURCES AND ASSISTANCE

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

By email: help.osos@labor.ny.gov