

# Accessing the System

## OSOS Guide



## TABLE OF CONTENTS

Purpose .....	2
Requesting Access to OSOS .....	2
OSOS Confidentiality.....	2
System Requirements and Initial Setup.....	3
Username and Passwords .....	4
Changing Your Password.....	7
Logging Into the Correct Office.....	8
Logging out of OSOS .....	10
Resources and Assistance .....	11



## **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](mailto: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

Viewing OSOS properly requires Microsoft Windows 98 and Internet Explorer 7 or newer versions in Compatibility Mode.

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/>

The links on the validation site provide useful information regarding the compatibility and viewing OSOS in various operating systems. Take a moment to check that the computer meets the minimum system requirements and complete any required steps listed.

Click the purple link near the top of the page: [Click for the AOSOS Mediated Application](#) to access the OSOS logon screen.

### AOSOS Validation Site

#### Software Requirements NY PROD v6.4.01

[Click for the AOSOS Mediated Application](#)

Supported Operating Systems		
Microsoft Windows 98 Microsoft Windows NT Microsoft Windows 7	Microsoft Windows ME Microsoft Windows 2000	Microsoft Windows XP Microsoft Windows Vista

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

Supported Resolution	
800x600 or higher	Small Fonts

Supported for Correspondence		
Microsoft Word 97 Microsoft Word 2003	Microsoft Word 2000 Microsoft Word 2007	Microsoft Word 2002 Microsoft Word 2010

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

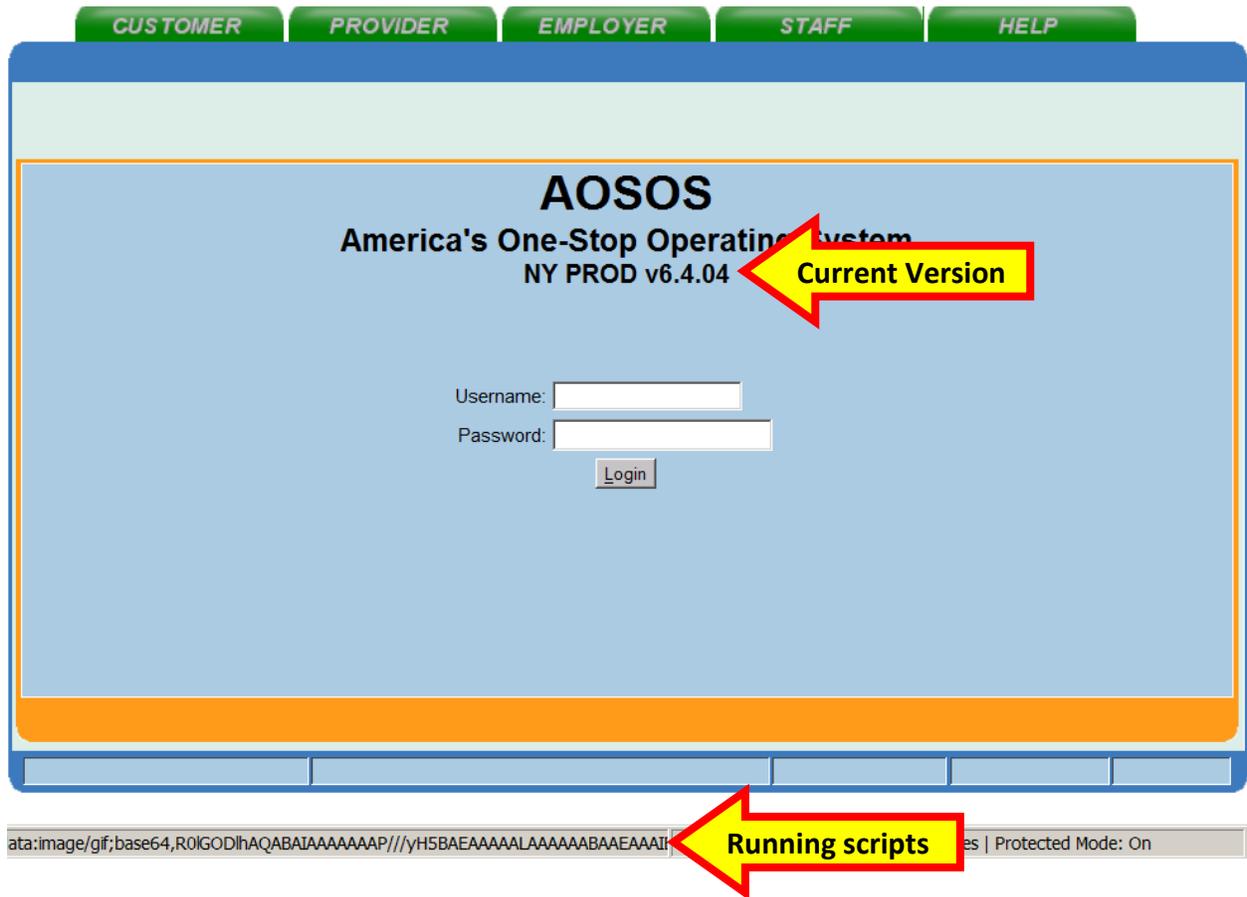
**\* Extra steps for Internet Explorer 8** [show](#)

**\*\* 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](#)

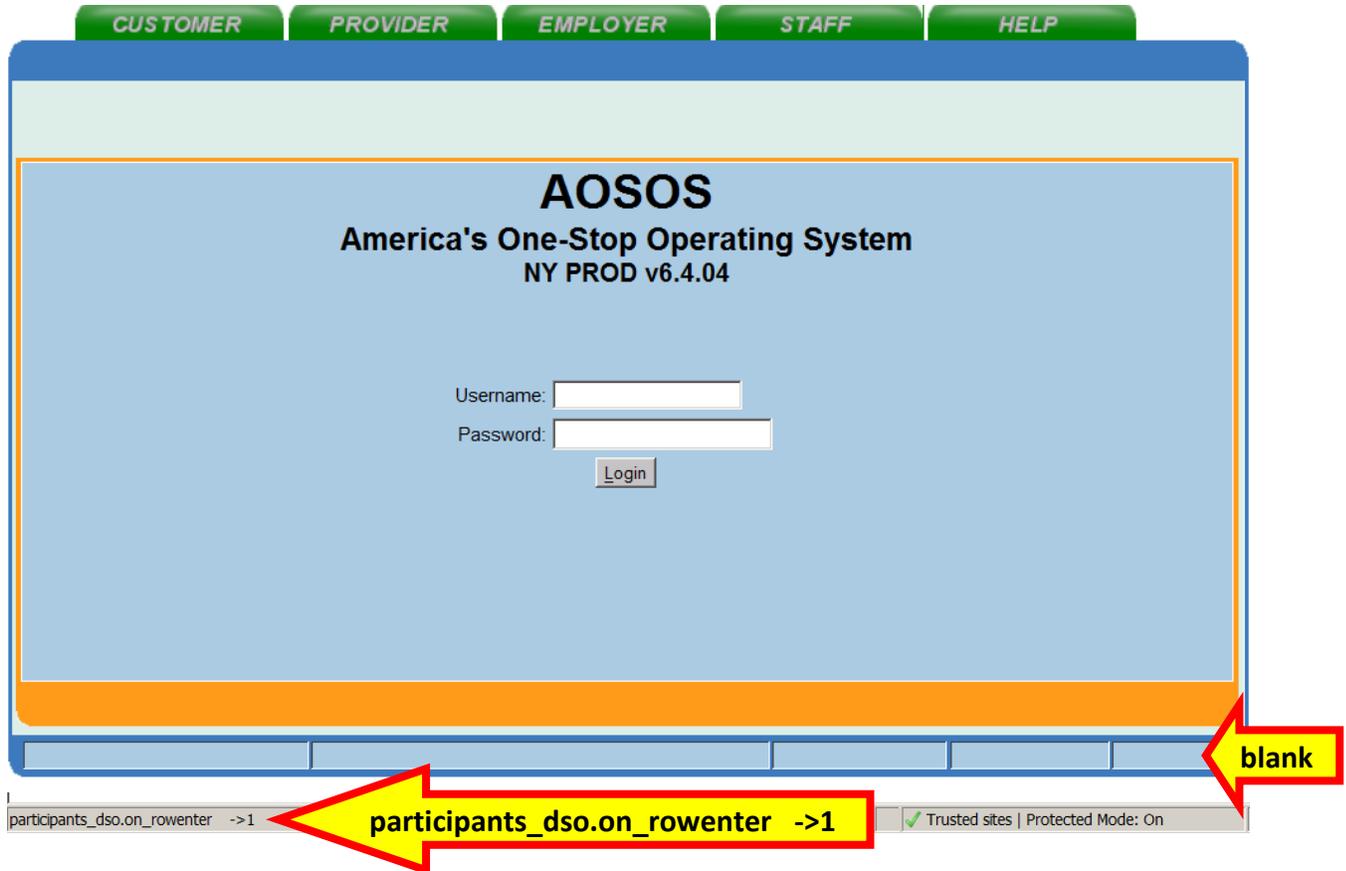
## USERNAMES AND PASSWORDS

It will require a few moments for the system to upload and allow access the login screen. The running scripts in the bottom left hand corner of the Internet Explorer browser are visible while the system is loading.

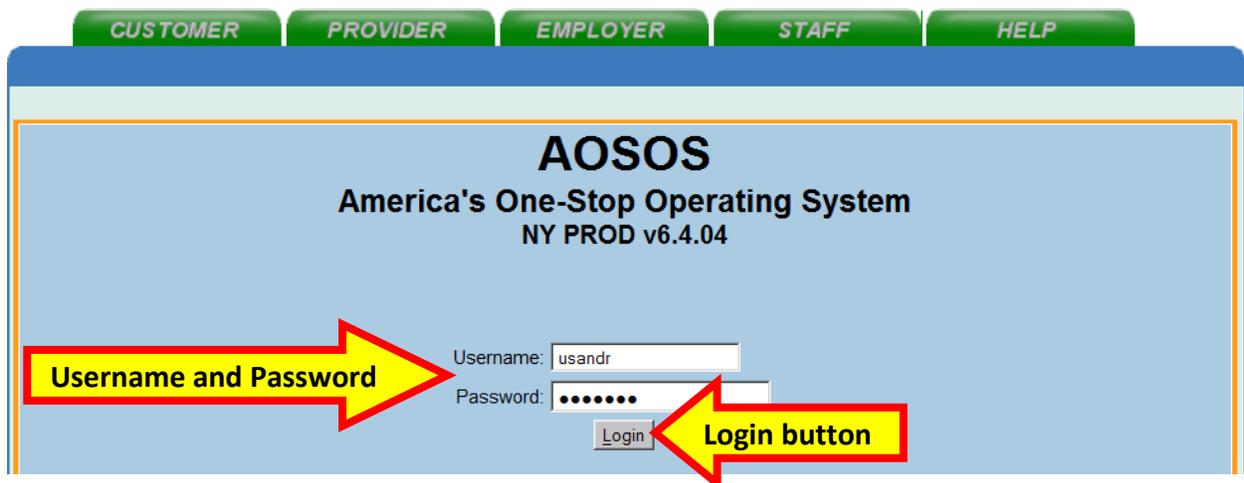




Wait for the application to finish loading. The last script section will read "participants\_dso.on\_rowenter ->1" and the bottom of the OSOS screen will be blank.



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.

<input type="checkbox"/>	Start Date	End Date	Start Time	End Time	Name	Event	Description
<input type="checkbox"/>	05/31/2015	05/31/2015	12:00 am	12:00 am	Malinak, Skip	Reminder	Service should end today
<input type="checkbox"/>	05/31/2015	05/31/2015	12:00 am	12:00 am	Malinak, Skip	Missed date	Service should have ended.
<input type="checkbox"/>	02/13/2015	02/13/2015	12:00 am	12:00 am	Malinak, 6.3.01	Reminder	Year 3 Post Test should be given.
<input type="checkbox"/>	05/31/2015	05/31/2015	12:00 am	12:00 am	Malinak, Skip	Missed date	Service should have ended.
<input type="checkbox"/>	03/28/2014	03/28/2014	12:00 am	12:00 am	Malinak, Lit	Missed date	Missed achievement objective end date
<input type="checkbox"/>	08/30/2014	08/30/2014	12:00 am	12:00 am	Young, Veronica	Reminder	Achievement objective to end

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.



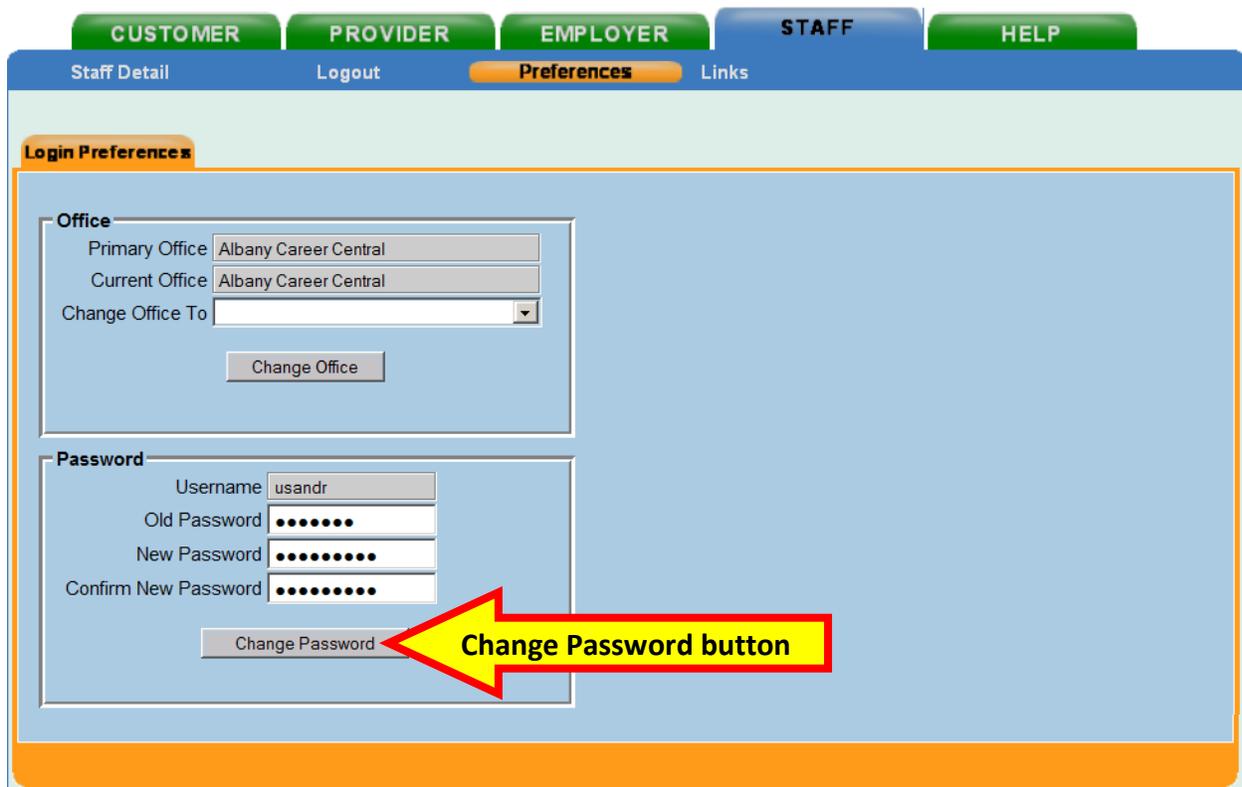
*In order to keep your OSOS/REOS account active, you must sign in to OSOS at least once every 180 days. Signing into REOS does not extend or restart the 180 day count. If you fail to do this, your account will become inactive and you will not be able to sign into the system without contacting the OSOS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

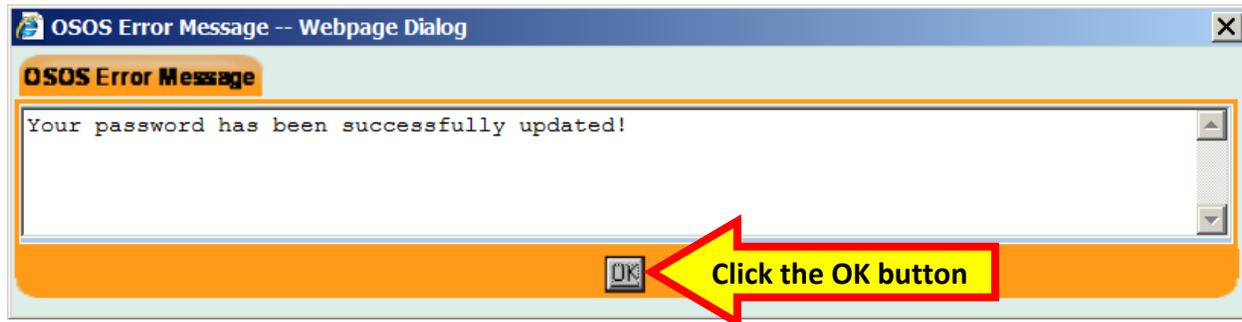
Enter the temporary password into the **Old Password** and the new confidential password, using 6 – 12 letters and numbers only into the **New Password** and **Confirm New Password** fields.

Click the **Change Password** button.



The screenshot shows the OSOS web interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Staff Detail, Logout, Preferences (highlighted), and Links. The main content area is titled "Login Preferences" and contains two sections: "Office" and "Password". The "Office" section has fields for Primary Office (Albany Career Central), Current Office (Albany Career Central), and Change Office To (a dropdown menu), with a "Change Office" button below. The "Password" section has fields for Username (usandr), Old Password (masked with dots), New Password (masked with dots), and Confirm New Password (masked with dots), with a "Change Password" button below. A red arrow points to the "Change Password" button with the text "Change Password button".

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



The screenshot shows a "Webpage Dialog" window titled "OSOS Error Message -- Webpage Dialog". The dialog has a title bar with a close button (X). The main content area is titled "OSOS Error Message" and contains the text "Your password has been successfully updated!". At the bottom of the dialog is an "OK" button. A red arrow points to the "OK" button with the text "Click the OK button".

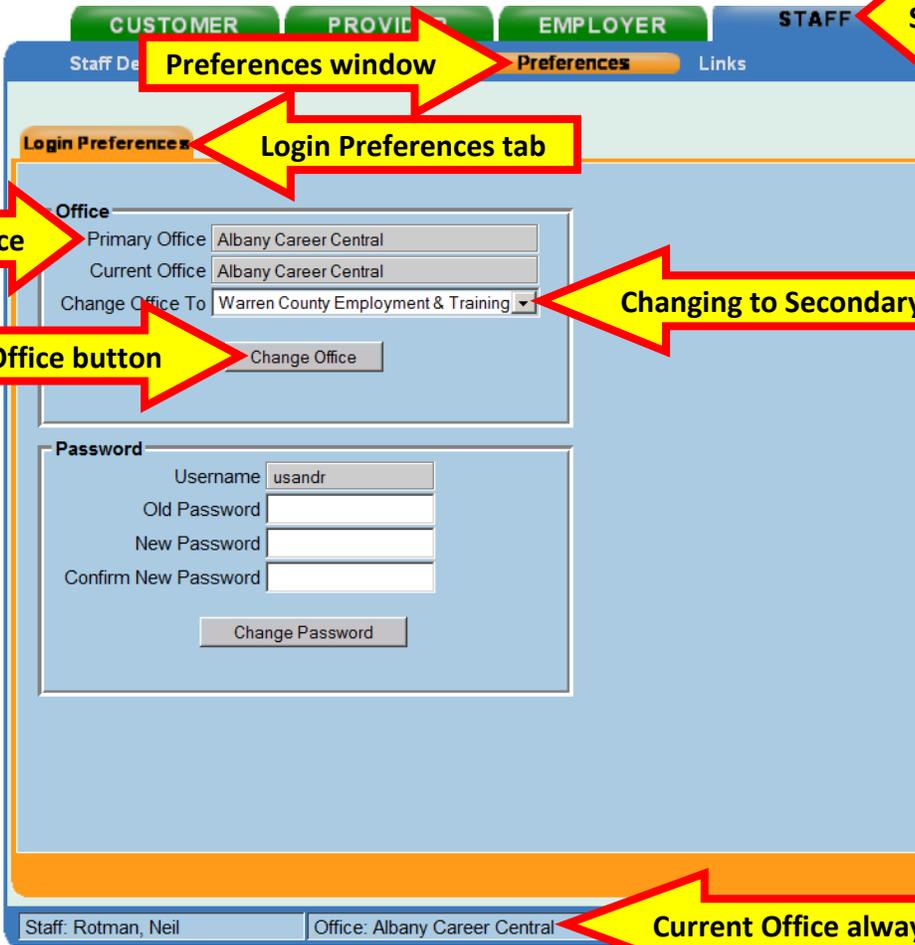
## LOGGING INTO THE CORRECT OFFICE

The **Login Preferences** 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.

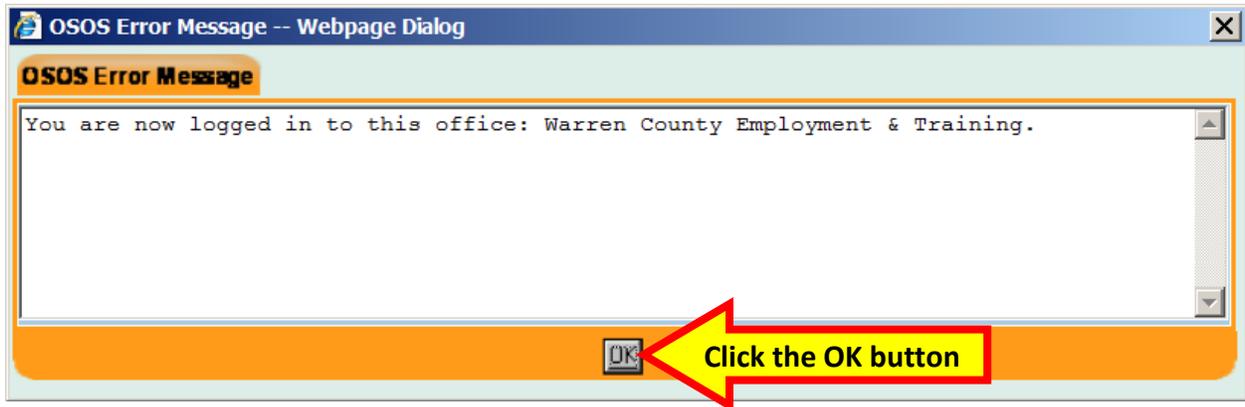


The screenshot shows the OSOS interface with several annotations in yellow boxes with red arrows:

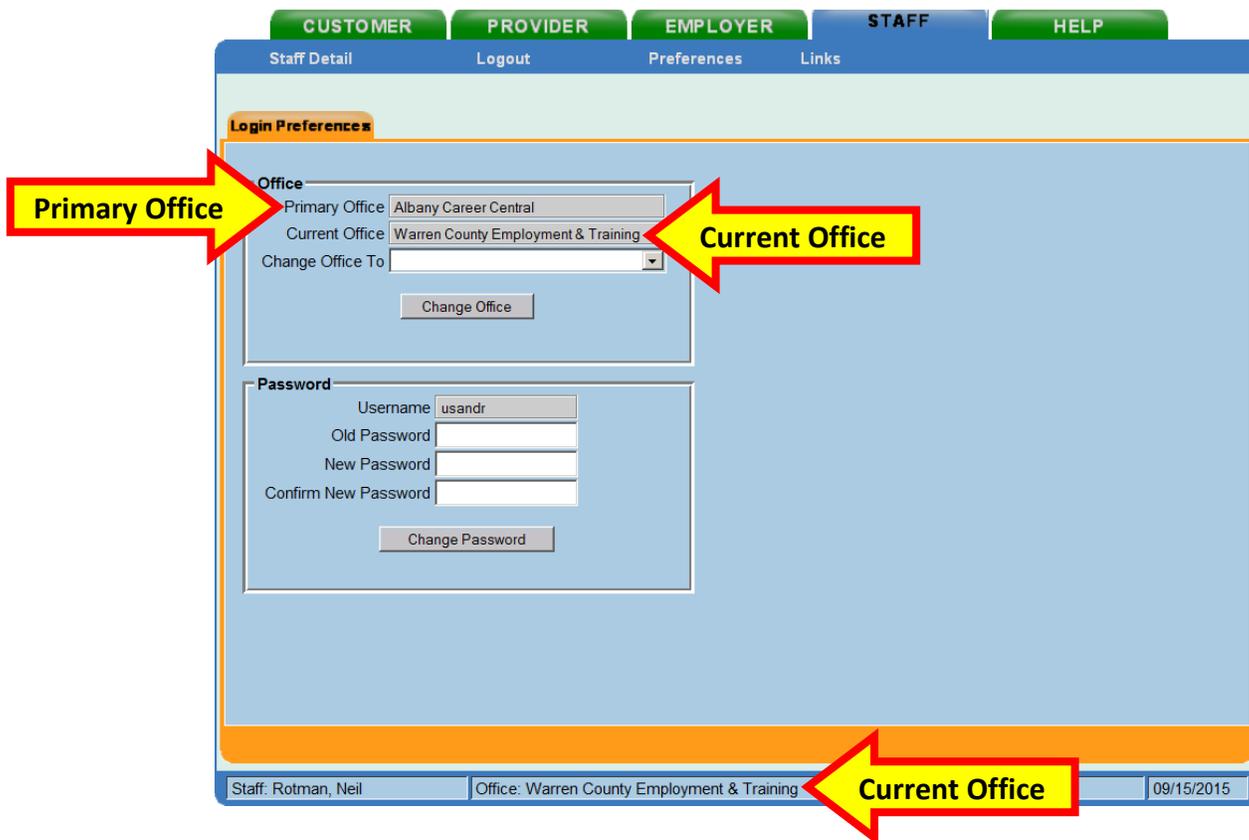
- Staff module**: Points to the 'STAFF' tab in the top navigation bar.
- Preferences window**: Points to the 'Preferences' tab in the sub-navigation bar.
- Login Preferences tab**: Points to the 'Login Preferences' tab in the main content area.
- Primary Office**: Points to the 'Primary Office' dropdown menu, which is currently set to 'Albany Career Central'.
- Changing to Secondary Office**: Points to the 'Change Office To' dropdown menu, which is currently set to 'Warren County Employment & Training'.
- Change Office button**: Points to the 'Change Office' button below the dropdown menus.
- Current Office always listed here**: Points to the status bar at the bottom right, which displays 'Office: Albany Career Central'.

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

Click the OK button.



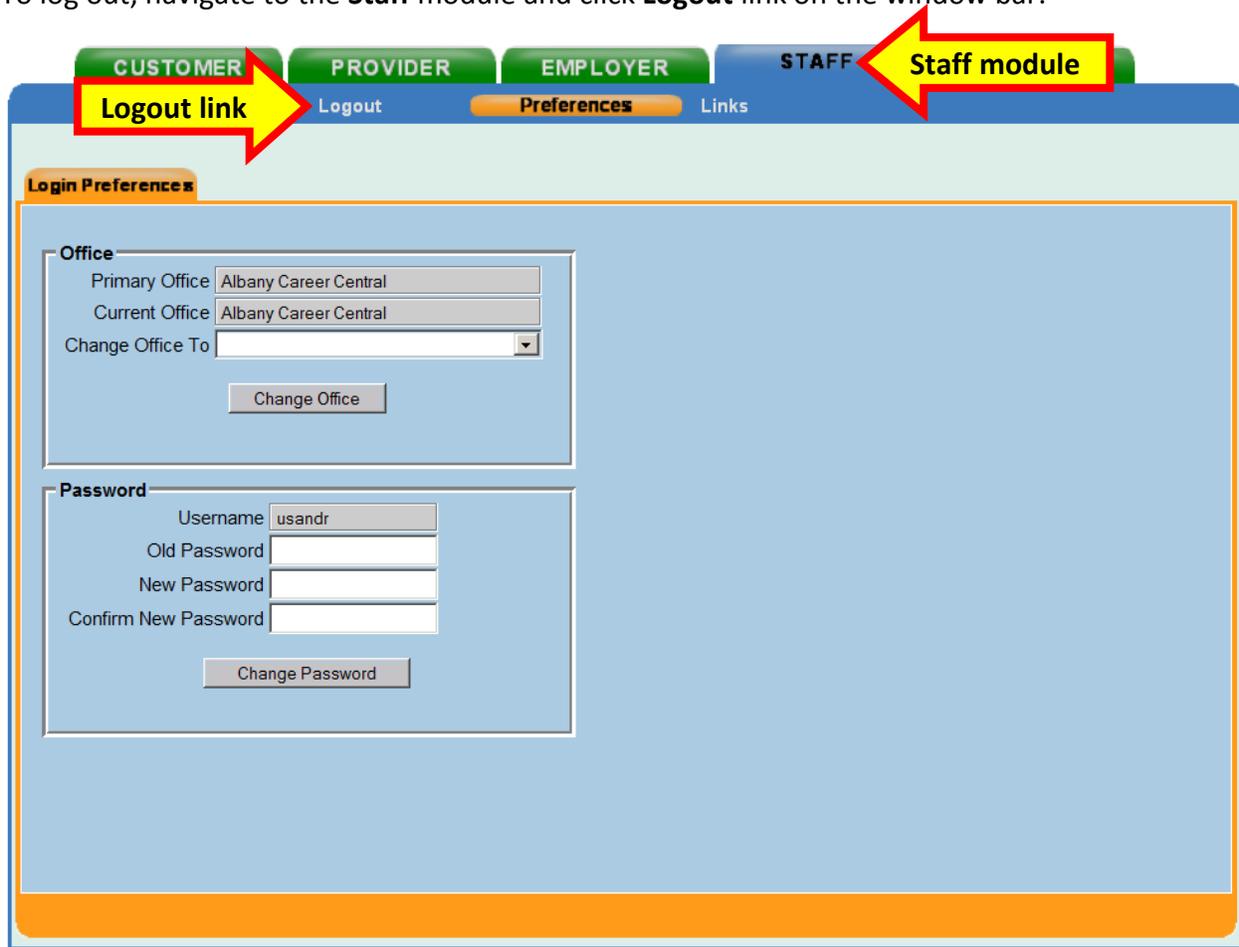
The **Login Preferences** tab will continue to list the **Primary Office**, but will now list the secondary office as the **Current Office**:



## 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, navigate to the **Staff** module and click **Logout** link on the window bar.



The screenshot shows the OSOS interface with a navigation bar at the top. The navigation bar has four tabs: CUSTOMER, PROVIDER, EMPLOYER, and STAFF. The STAFF tab is highlighted in blue and has a yellow arrow pointing to it with the text "Staff module". Below the navigation bar, there are three buttons: Logout, Preferences, and Links. The Logout button is highlighted in yellow and has a yellow arrow pointing to it with the text "Logout link". The main content area is titled "Login Preferences" and contains two sections: "Office" and "Password". The "Office" section has three dropdown menus: "Primary Office" (Albany Career Central), "Current Office" (Albany Career Central), and "Change Office To" (empty). Below these is a "Change Office" button. The "Password" section has three text input fields: "Username" (usandr), "Old Password" (empty), and "New Password" (empty). Below these is a "Confirm New Password" field and a "Change Password" button.

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

Additional program information, OSOS guides and other resources can be found at:

<http://labor.ny.gov/workforcenypartners/osos.shtm>

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

By email: [help.osos@labor.ny.gov](mailto:help.osos@labor.ny.gov)