

Login Procedures OSOS Guide



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PURPOSE

This guide will provide users the directions to login to OSOS.

Before logging in to OSOS, individuals must request permission from their Local Security Coordinator and complete the required documentation and confidentiality training. Please refer to the [Accessing the System OSOS Guide](#).

Once Access has been approved, users will be provided a username and temporary password created by the OSOS/REOS Central Support Unit. The user is strongly advised to change the temporary password when logging in for the first time. 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 OSOS and REOS accounts active, the user must sign into the OSOS system at least once every 180 days. Signing into REOS does not extend or restart the 180 day count.

Failure to login to OSOS before the 180 day deadline will result in the account becoming inactive and it will prevent the ability to log into OSOS and REOS. Reactivating an account requires the user to contact the OSOS Support Unit and requires an overnight process to complete. Therefore, the user will not be able to login until the following day.



OSOS DATA ENTRY

SYSTEM REQUIREMENTS AND INITIAL SETUP

OSOS is viewed best in Internet Explorer.

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

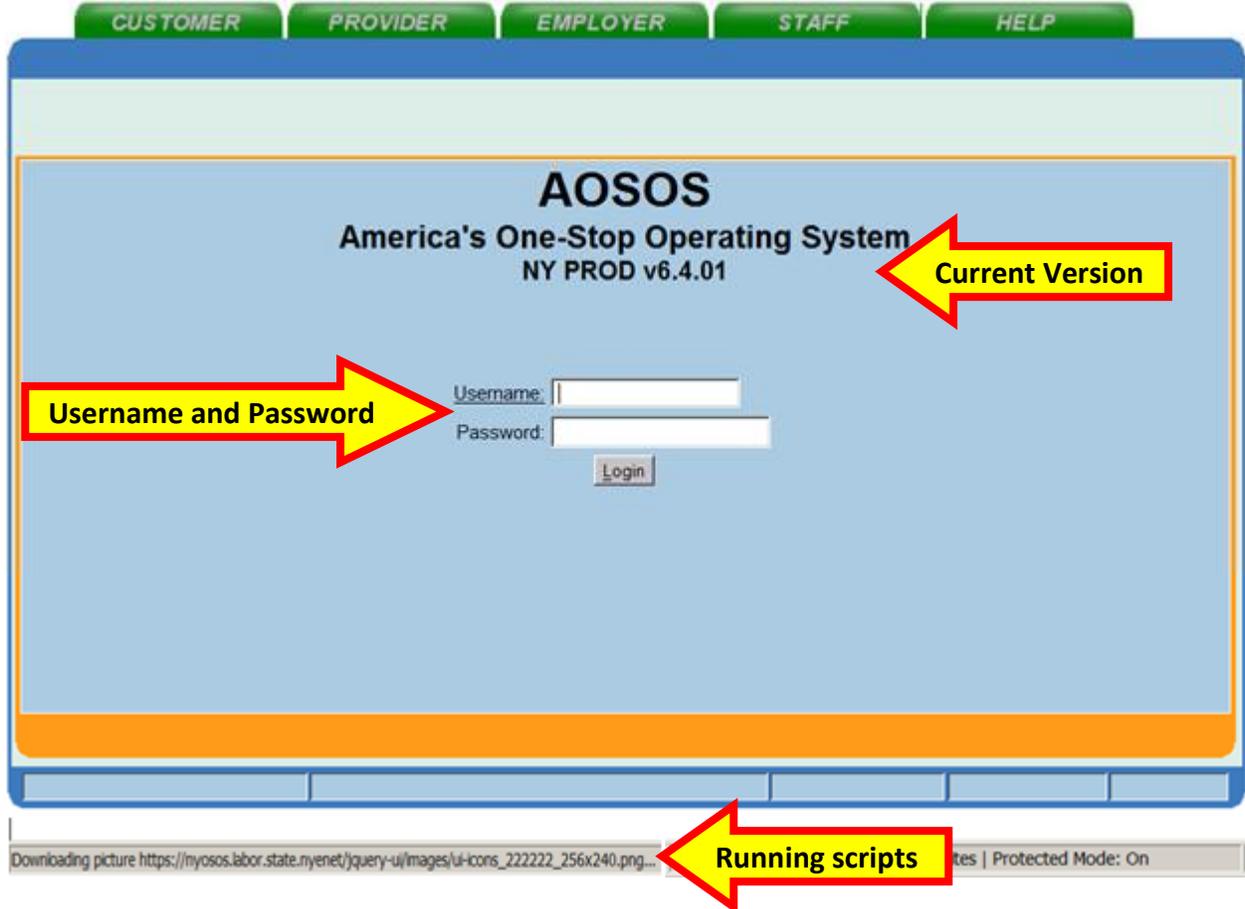
NY PROD v6.4.01

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

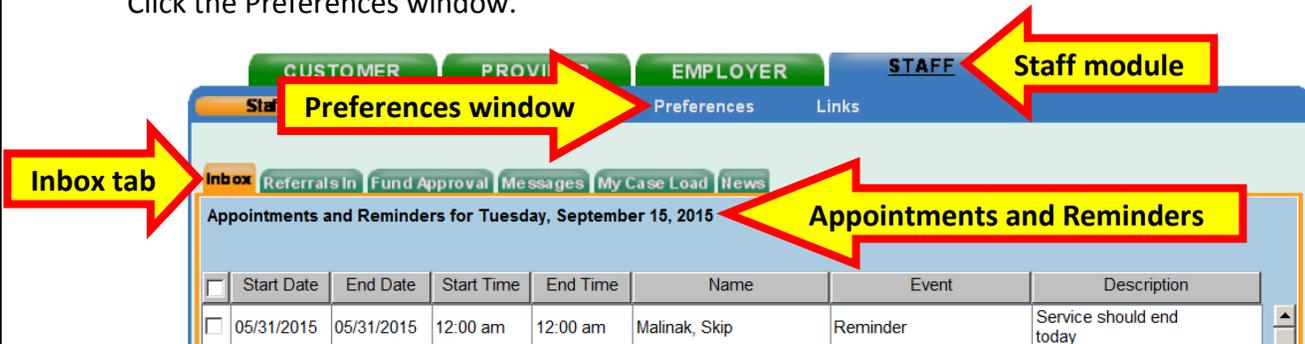
It will require a few moments for the system to upload and allow access the login screen. The running scripts in the bottom left hand corner of the Internet Explorer browser are visible while the system is loading.

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



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

Click the Preferences window.

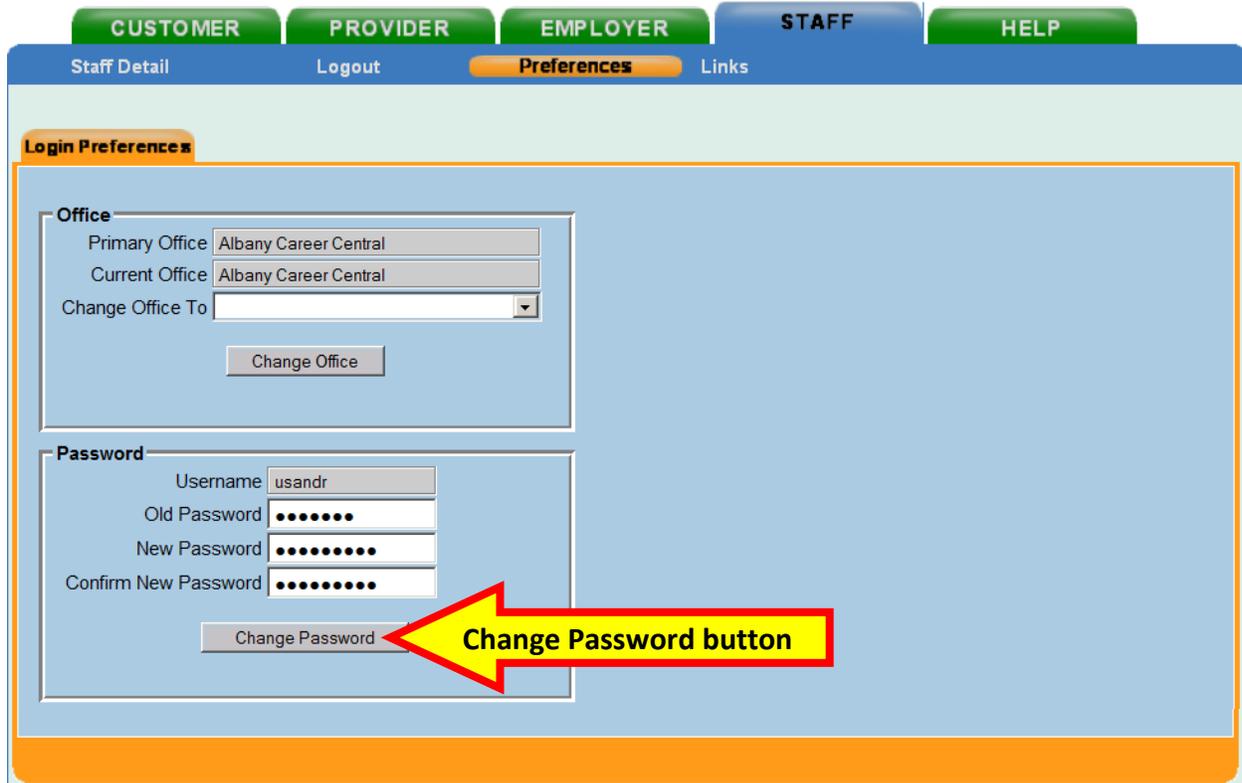


CHANGING YOUR PASSWORD

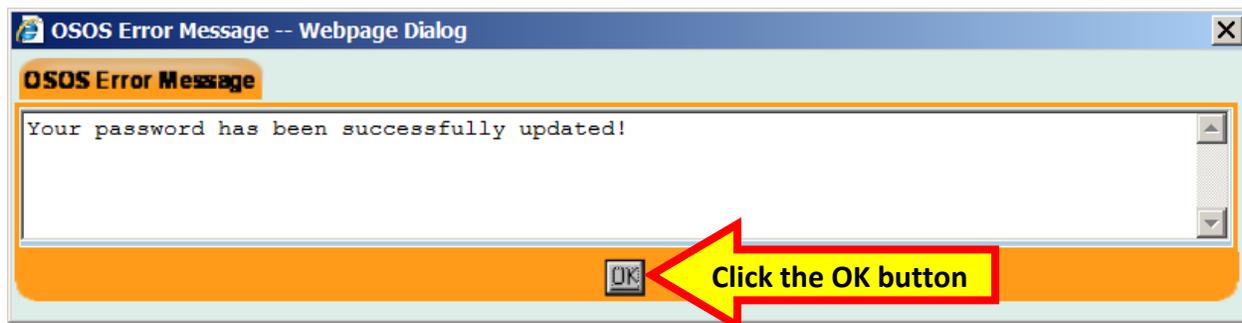
After logging into OSOS for the first time with the temporary password, it is necessary to change the password and keep it confidential.

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

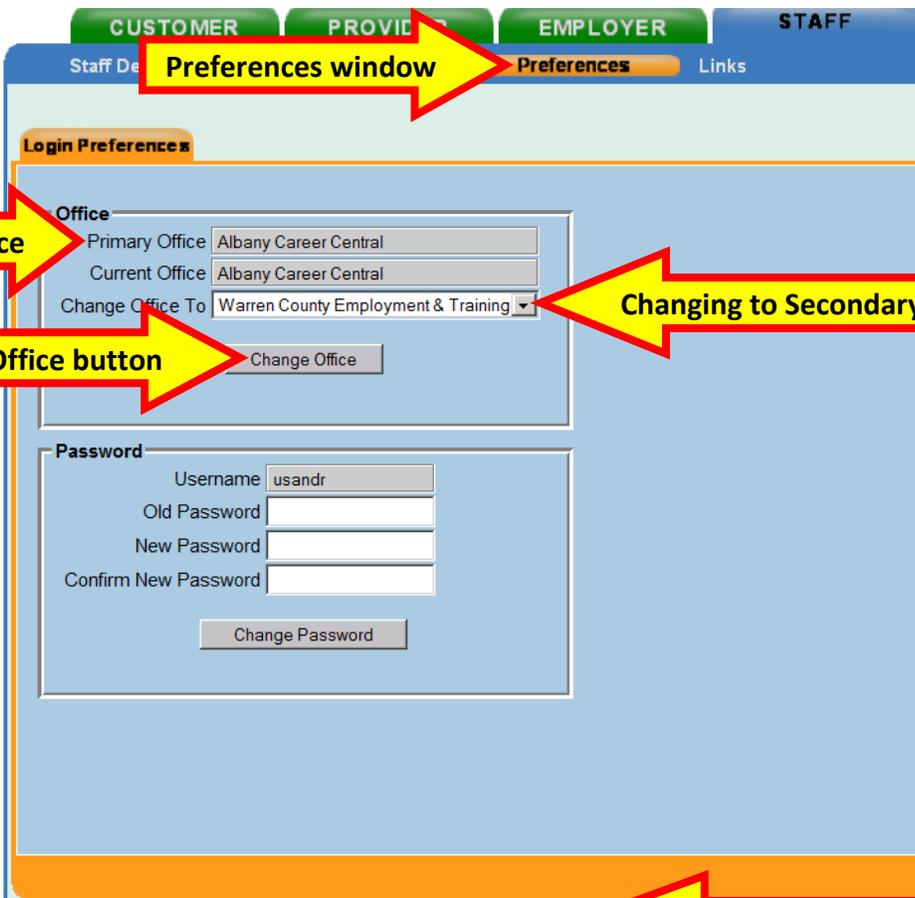
The **Login Preferences** tab displays the user's **Primary Office** and, if the user has one or more secondary offices, which **Current Office** the user is logged into. Users with more than one office must be careful to enter data into the appropriate office. Therefore, the user may be required to 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 Preferences window for a staff member. The window has a blue header with tabs for 'CUSTOMER', 'PROVIDER', 'EMPLOYER', and 'STAFF'. The 'STAFF' tab is active, and the 'Preferences' sub-tab is selected. The main content area is titled 'Login Preferences' and contains two sections: 'Office' and 'Password'. The 'Office' section has three text boxes: 'Primary Office' (Albany Career Central), 'Current Office' (Albany Career Central), and 'Change Office To' (Warren County Employment & Training). A 'Change Office' button is located below these boxes. The 'Password' section has four text boxes: 'Username' (usandr), 'Old Password', 'New Password', and 'Confirm New Password', with a 'Change Password' button below. A status bar at the bottom shows 'Staff: Rotman, Neil' and 'Office: Albany Career Central'. Red arrows with yellow text boxes point to various elements: 'Preferences window' points to the 'Preferences' tab; 'Primary Office' points to the 'Primary Office' text box; 'Change Office button' points to the 'Change Office' button; 'Changing to Secondary Office' points to the 'Change Office To' dropdown menu; and 'Current Office always listed here' points to the 'Office: Albany Career Central' text in the status bar.

Preferences window

Primary Office

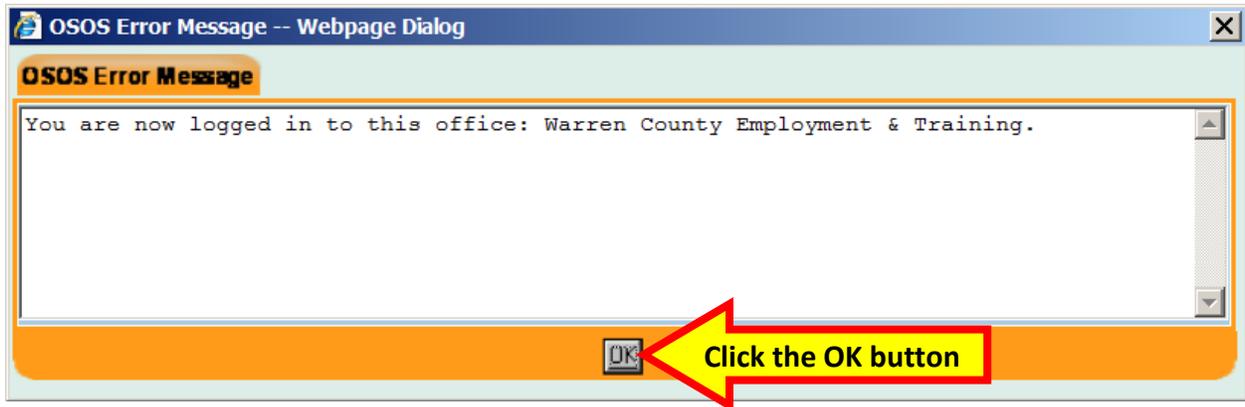
Change Office button

Changing to Secondary Office

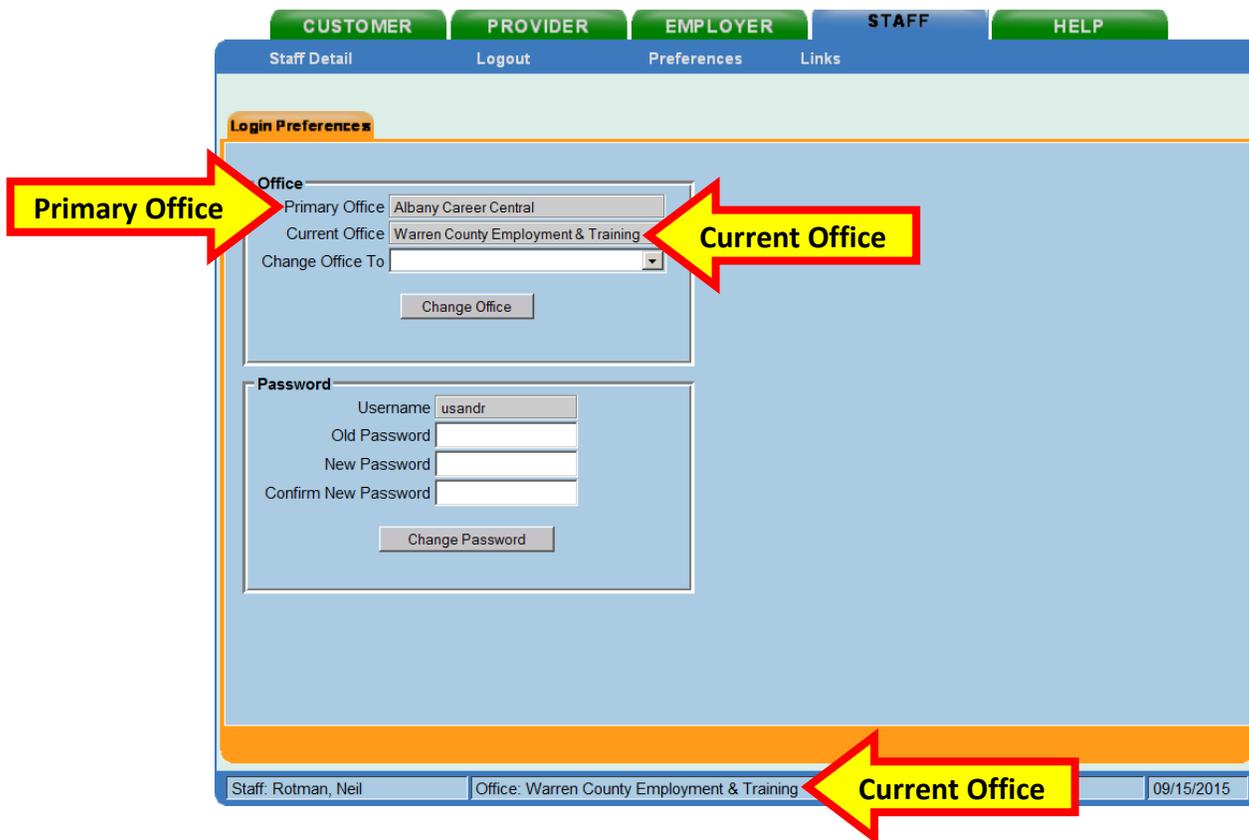
Current Office always listed here

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**:





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