



e-Employment Operating System

# OSOS/REOS Browser Settings & Maintenance

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The OSOS and REOS browser-based applications must be run in Internet Explorer.



Users who have not setup the browser correctly and regularly cleared the browsing history will experience issues using OSOS and REOS. These issues can result in browser hang-ups, glitches and potentially lost or compromised records.

#### **BROWSER SETTINGS:**

All OSOS and REOS users must set up their Internet Explorer browser to be compatible with the application used.

✓ For users who access OSOS and REOS from computers connected to the Department of Labor HSEN network, the current URL for OSOS and REOS are displayed by default in the Personal Links section of the DOL Intranet webpage.



#### **BROWSER MAINTENANCE:**

In addition, users should delete the 'browsing history' (temporary files, history, cookies, passwords, and web form information) <u>at least once each week</u>. To do this, please refer to the instructions titled "DELETING COOKIES AND TEMP FILES". Staff performing weekly download scheduling should delete the browsing history every week before beginning the download scheduling process.

**Note:** Users should have <u>only one session of Internet Explorer open</u> when changing browser settings or performing browser maintenance.

THE INSTRUCTIONS YOU USE FOR BROWSER SETTINGS & MAINTENANCE WILL DEPEND ON THE VERSION OF INTERNET EXPLORER INSTALLED ON YOUR PC. TO IDENTIFY WHICH VERSION OF INTERNET EXPLORER (IE8 OR IE11) IS ON YOUR COMPUTER:

1. Select "About Internet Explorer" from the Help Menu in the Menu Bar, the Help Menu in the Command Bar, or the Gear Icon in the Command Bar (IE11 only).

File Edit View Favorites Tools Help	
🔆 Favorites 🌈 New Tab Internet Explorer Help F1	🟠 🕁 🗱
What's New in Internet Explorer 8 Online Support About Internet Explorer	Print  File  Zoom (100%) Safety
Internet Explorer Help F1	Add site to Start menu View downloads Ctrl+J Manage add-ons F12 Developer Tools
What's New in Internet Explorer 8 Online Support	Go to pinned sites Compatibility View settings Report website problems
About Internet Explorer	Internet options
	About Internet Explorer

**Note:** Depending on your version of Internet Explorer and how your browser is configured, some of these toolbars may not be visible. To enable additional toolbars, right-click an empty area in any toolbar; clicking on a listed toolbar will toggle the option to display that toolbar.

🏉 OSOS - Windows Internet Explorer	
🚱 🔍 🗢 🐓 🗙 🕅 https://nyosos.labor.state.nyenet/osos.html	🝷 🔒 🔶 Bing 👂 👻
File Edit View Favorites Tools Help	
🖌 Favorites 🕅 OSOS	✓ Menu Bar
CUSTOMER PROVIDER EMPLOYER	Favorites Bar
	Compatibility View Button
	Command Bar
	✓ Status Bar
	WebEx Productivity Tools
AOSC	Lock the Toolbars
America's One-Stop C	Customize 🕨

2. The "About Internet Explorer" pop-up window will display the version of Internet Explorer installed on your pc. Please note the version then close the "About Internet Explorer" window and consult corresponding guide. The guide for IE8 begins on page 4. The guide for IE11 begins on page 11.

# **Browser Settings in INTERNET EXPLORER version 8**



To access your browser settings:

In the Menu bar, click Tools then select Internet Options to open the Internet Options window.



#### **IE8: DELETING COOKIES AND TEMP FILES**

1. In the **General** Tab of the **Internet Options** window, click the "**Delete**" button in the Browsing history section. The **Delete Browsing History** window will open.



 In the Delete Browsing History window, make sure "Preserve Favorites website data" checkbox is *unchecked* and all other checkboxes are *checked* (see above). Then click the Delete button and wait while your browsing history is deleted.

Delete Browsing History	
Please wait while the browsing	g history is deleted.
Deleting history	
	Cancel
	Cancer

**3.** After this is completed, close out of Internet Explorer completely then reopen it. If you have multiple Internet Explorer windows open you **must** close all of them. This allows the changes to take effect.

#### **IE8: DELETING CACHE**

If you are having issues with OSOS or REOS that are not resolved by Deleting Cookies and Temp Files, try the steps below to delete the browser cache.

To manually delete your browser cache in IE8:

- **1.** From anywhere in IE8, press F12 to open the **Developer Tools** window.
- 2. Select Cache from the Menu bar, and then select Clear Browser Cache from the dropdown.

♦ OSOS - Developer Tools	_			
File Find Disable View Outline Images	Cache Tools Validate Browser Mode: IE8 Compat View	/ Document Mode: IE	7 Standards	
HTML CSS Script Profiler	Always Refresh from Server		Search HTML	Q
	Clear Browser Cache Ctrl+R	ace Styles Layout	Attributes	
	Clear Browser Cache for this Domain Ctrl+D			
	Disable Cookies			
⊞ <numi xmins="nutp://www.ws.org/i&lt;/th"><th>Clear Session Cookies</th><th></th><th></th><th></th></numi>	Clear Session Cookies			
	Clear Cookies for Domain			
	View Cookie Information			

3. When the Clear Browser Cache pop-up box appears, click Yes then close the Developer Tools window.



Please note: The F12 Developer Tools in Internet Explorer 11 do not include a cache menu. IE11 users can follow the instructions for "DELETING COOKIES AND TEMP FILES" to clear the browser cache.

### **IE8: TEMPORARY INTERNET FILE SETTINGS**

1. In the General Tab of the Internet Options window, click the "Settings" button in the Browsing history section. The Temporary Internet Files and History Settings window will open.

Internet Options	Temporary Internet Files and History Settings
General Security Privacy Content Connections Programs Advanced	
	Temporary Internet Files
To create home page tabs, type each address on its own line.	Internet Explorer stores copies of webpages, images, and media for faster viewing later.
http://sdolintranet:81/	Check for newer versions of stored pages:
-	every time I visit the webpage
	Every time I start Internet Explorer
Use <u>c</u> urrent Use de <u>f</u> ault Use <u>b</u> lank	<u>Automatically</u>
Browsing history	
Delete temporary files, history, cookies, saved passwords, and web form information.	Disk space to use (8-1024MB)
✓ Delete browsing history on exit	
Delete	Current location: C: \Users\usdjra\AppData\Local\Microsoft\Windows\Temporary Internet Files\
Change search defaults. Settings	Move folder View <u>o</u> bjects <u>V</u> iew files
Change how webpages are displayed in Settings tabs.	History
Appearance	Specify how many days Internet Explorer should save the list of websites you have visited.
Colors Languages Fonts Accessibility	Days to keep pages in history: 20 束
OK Cancel Apply	OK Cancel

- 2. In the **Temporary Internet Files and History Settings** window, select "**Every time** I visit the webpage" and set the Disk Space to use value to **1024**.
- **3.** Click the **OK** button. This will return you to the **Internet Options** window and apply your changed settings.

#### IE8: SECURITY SETTINGS: Add Trusted Sites and Enable Protected Mode

1. In the **Security** tab of the **Internet Options** window, click the **Trusted Sites** green checkmark symbol to select the **Trusted Sites** zone.

Internet Options		
General Security Privacy Content Connections Programs Advanced		
Select a zone to view or change security sectings.		
🧶 🔩 ( 🗸 ) 🛇 🛛		
Internet Local intranet. Trusted sites Restricted sites		
Trusted sites		
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.		
Security level for this zone		
Custom Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level.		
Enable Protected Mode (requires restarting Internet Explorer)     Qustom level     Default level		
Reset all zones to default level		
Some <u>settings</u> are managed by your system administrator.		
OK Cancel Apply		

- 2. Click Sites button to open the Trusted Sites window.
- 3. In the **Trusted Sites** window, check the **"Websites"** list to see if the website addresses you use to access OSOS and REOS are listed.

Trusted sites	Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.	You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:	Add this website to the zone:
Websites: http://wp.ososinfo.org https://applications.labor.nv.gov https://nyosos.labor.state.nyenet https://nyslearn.ny.gov	Websites:         http://wp.ososinfo.org         https://applications.labor.ny.gov         https://nyosos.labor.state.nyenet         https://nyslearn.ny.gov         tatter://constant
Require <u>s</u> erver verification (https:) for all sites in this zone	Require <u>s</u> erver verification (https:) for all sites in this zone

#### IE8: SECURITY SETTINGS: Add Trusted Sites and Enable Protected Mode, cont.

Current browser-based operating system web addresses for OSOS & REOS:

- Users accessing OSOS from a NYSDOL computer dedicated to the Department of Labor HSEN network should add <u>https://nyosos.labor.state.nyenet/</u>
- Users accessing OSOS from a computer not connected to the Department of Labor HSEN network should add <u>https://osos.labor.ny.gov/</u>
- Users accessing REOS should add <u>https://applications.labor.ny.gov</u>
- 4. If your appropriate website(s) is not already listed in the Trusted sites "Websites" list, enter the address into the "Add this website to the zone" field and then click the Add button. When you are done, click the Close button.

Trusted sites	Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.	You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:          https://nyosos.labor.state.nyenet       Add	Add this website to the zone:
Inttp://wp.ososinfo.org       Image: Constraint of the second secon	http://wp.ososinfo.org         http://wp.ososinfo.org         http://upolications.labor.nv.gov         https://nyosos.labor.state.nyenet         https://nyslearn.ny.gov
Glose	Close

Trusted sites	Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.	You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
A <u>d</u> d this website to the zone: https://applications.labor.ny.gov	Add this website to the zone:
Websites:	Websites:
http://wp.ososinfo.org     Remove       https://nyosos.labor.state.nyenet     Image: state st	http://wp.ososinfo.org     Remove       https://applications.labor.ny.gov     E       https://nyosos.labor.state.nyenet     E       https://nyslearn.ny.gov     T
Require server verification (https:) for all sites in this zone	Require server verification (https:) for all sites in this zone
Qose	Glose

## IE8: SECURITY SETTINGS: Add Trusted Sites and Enable Protected Mode, cont.

#### **Enable Protected Mode**

- 5. While in the **Trusted Sites** zone **Security** tab of the **Internet Options** window, click the **"Enable Protected Mode"** checkbox if it is not already checked.
- 6. Click the **Apply** button to apply the changes to IE8. Please note: enabling Protected Mode requires restarting Internet Explorer.

Internet Options			
General Security Privacy Content Connections Programs Advanced			
Select a serie to view or change and view activity			
Select a zone to view of change security settings.			
📗 🔮 👒 ( 🗸 👌 🛇 👘			
Internet Local intranet Trusted sites Restricted sites			
Trusted sites			
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.			
Security level for this zone			
<b>Custom</b> Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level.			
Enable Protected Mode (requires restarting Internet Evplorer)			
<u>C</u> ustom level <u>D</u> efault level			
Reset all zones to default level			
Some settings are managed by your system administrator.			
OK Cancel Apply			

# **Browser Settings in INTERNET EXPLORER version 11**



### COMPATIBILITY VIEW SETTINGS for REOS in IE11

In IE11, REOS must be used with Compatibility View enabled.

Also, after clearing your cookies and temp files, any existing **Compatibility View** settings for REOS will have been deleted. *Compatibility View settings for REOS will need to be replaced each time you clear cookies and temp files.* 

🗲 🕣 🔊 🕫 🖬 https://applications.labor.ny.gov/REOS/Login.jsp 🔎 🛩 🔒 🔤 Re-Employment Operating >	<	습 🛠 🇱
Re-Employment Operating System	Print File Zoom (100%) Safety	+ + + +
Login	View downloads	Ctrl+J
Please enter a valid username and password	Manage add-ons F12 Developer Tools Go to pinned sites	
Username:	Compatibility View sett	ings
Password:	Report website problem Internet options About Internet Explorer	15
Last Revised: 9/2/2016 Version: 1.8.2		
Internet Explorer has finished deleting the selected browsing history.	×	

If the REOS login screen appears shifted leftwards, add/replace the Compatibility View settings.

1. To access your Compatibility settings, click the **Tools** button (*gear icon*) then select **Compatibility View Settings** to open the **Compatibility View Settings** window.

## COMPATIBILITY VIEW SETTINGS in IE11, cont.

2. Enter <u>ny.gov</u> in the "Add this website:" box then click the Add button.

Compatibility View Settings	Compatibility View Settings
Change Compatibility View Settings	Change Compatibility View Settings
Add this website:	Add this website:
Websites you've added to Compatibility View:	Websites you've added to Compatibility View:
Remove	ny.gov
Display intranet sites in Compatibility View	Display intranet sites in Compatibility View
Use Microsoft compatibility lists	Use Microsoft compatibility lists
Learn more by reading the <u>Internet Explorer privacy statement</u>	Learn more by reading the <u>Internet Explorer privacy statement</u>

**3.** When you are done, click the **Close** button. Your view of REOS will be corrected.

< ->	https://applications.labor.ny.gov/REOS/Login.jsp 🔎 🖛 🔒 📧 Re-Employment Operating 🗙	☆ ☆ 🔅
	Login	Â
	Please enter a valid username and password	
	Username: Password: Login	
	Last Revised: 9/2/2016 Version: 1.8.2	
	Internet Explorer has finished deleting the selected browsing history. $ imes$	~

## **IE11: ACCESSING BROWSER SETTINGS**

To access your browser settings:

Click the Tools button (gear icon), then select Internet Options to open the Internet
 Options window.

CUSTOMER PROVIDER EMPLOYER STAFF	Print + File + Zoom (100%) + Safety +
AOSOS America's One-Stop Operating System NY PROD v6.5.03	Add site to Start menu View downloads Ctrl+J Manage add-ons F12 Developer Tools Go to pinned sites Compatibility View settings Report website problems
Username: Password:	Internet options About Internet Explorer
<	>

#### IE11: DELETING COOKIES AND TEMP FILES

1. In the **General** Tab of the **Internet Options** window, click the "**Delete**" button in the Browsing history section. The **Delete Browsing History** window will open.

Internet Options	Delete Browsing History
General Security Privacy Content Connections Programs Advanced Home page	Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
To create home page tabs, type each address on its own line.           Inttp://go.microsoft.com/fwlink/p/?LinkId=255141	Iemporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.
Use <u>current</u> Use de <u>f</u> ault <u>U</u> se new tab	Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.
Startup Start with tabs from the last session	✓ History List of websites you have visited.
Tabs Change how webpages are displayed in tabs. Tabs	Download History List of files you have downloaded.
Browsing history	Form data Saved information that you have typed into forms.
form information.	Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
Delete         Settings           Appearance	Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.
OK Cancel Apply	About deleting browsing history Delete Cancel

2. In the Delete Browsing History window, make sure that "Preserve Favorites website data" is unchecked and all other checkboxes are checked (see above). Then click the Delete button and wait while your browsing history is deleted. IE11 will provide a notification at the bottom of the browser window when this is complete.

Please wait while the br	owsing history is deleted.
Deleting history	

Internet Explorer has finished deleting the selected browsing history.

- After this is completed, close out of Internet Explorer completely then reopen it. If you have multiple Internet Explorer windows open, you must close all of them to allow the changes to take effect.
- ✓ Remember: After clearing your cookies and temp files, your Compatibility View settings for REOS will need to be replaced. (see page 11)

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#### IE11: TEMPORARY INTERNET FILE SETTINGS

1. In the General Tab of the Internet Options window, click the "Settings" button in the Browsing history section. The Website Data Settings window will open.

Internet Options	
General Security Privacy Content Connections Programs Advanced	
Home page	
To create home page tabs, type each address on its own line.	
Use current Use default Use new tab	Website Data Settings
Startup	Temporary Internet Files History Caches and databases
Start with tabs from the last session	Internet Explorer stores copies of webpages, images, and media for faster viewing later.
Tabs	Check for newer versions of stored pages:
Change how webpages are displayed in tabs.	Every time I visit the webpage     Every time I start Internet Explorer
Browsing history	<u>Automatically</u>
Delete temporary files, history, cookies, saved passwords, and web	○ Never
Delete browsing history on exit	Disk space to use (8-1024MB) (Recommended: 50-250MB)
Delete	Current location:
Appearance	C:\Users\usdjra\AppData\Local\Microsoft\Windows\Temporary Internet Files\
Colors Languages Fonts Accessibility	Move folder View objects View files
	OK Cancel

- 2. In the **Temporary Internet Files** tab, select "**Every time I visit the webpage**" and set the Disk Space to use value to **1024**.
- **3.** Click the **OK** button. This will return you to the **Internet Options** window and apply your changed settings.

#### IE11: SECURITY SETTINGS: Add Trusted Sites and Enable Protected Mode

1. In the **Security** tab of the **Internet Options** window, click the **Trusted Sites** green checkmark symbol to select the **Trusted Sites** zone.

Internet Options	
General Security Privacy Content Connections Programs Advanced	
Select a zone to view or change security sectors.	
🥥 👒 ( 🗸 ) 🛇 🛛	
Internet Local intranet Trusted sites Restricted sites	
Trusted sites	
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.	
Security level for this zone	
Custom Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level.	
Enable Protected Mode (requires restarting Internet Explorer)     Qustom level      Default level	
Reset all zones to default level	
Some <u>settings</u> are managed by your system administrator.	
OK Cancel Apply	

- 2. Click Sites button to open the Trusted Sites window.
- 3. In the **Trusted Sites** window, check the **"Websites"** list to see if the website addresses you use to access OSOS and REOS are listed.

Trusted sites	Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.	You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:	Add this website to the zone:
Websites: http://wp.ososinfo.org https://applications.labor.nv.gov https://nyosos.labor.state.nyenet https://nyslearn.ny.gov	Websites:         http://wp.ososinfo.org         https://applications.labor.ny.gov         https://nyosos.labor.state.nyenet         https://nyslearn.ny.gov         tatter://constant
Require <u>s</u> erver verification (https:) for all sites in this zone	Require <u>s</u> erver verification (https:) for all sites in this zone

#### IE11: SECURITY SETTINGS: Add Trusted Sites and Enable Protected Mode, cont.

Current browser-based operating system web addresses for OSOS & REOS:

- Users accessing OSOS from a NYSDOL computer dedicated to the Department of Labor HSEN network should add <u>https://nyosos.labor.state.nyenet/</u>
- Users accessing OSOS from a computer not connected to the Department of Labor HSEN network should add <u>https://osos.labor.ny.gov/</u>
- Users accessing REOS should add <u>https://applications.labor.ny.gov</u>
- 4. If your appropriate website(s) is not already listed in the Trusted sites "Websites" list, enter the address into the "Add this website to the zone" field and then click the Add button. When you are done, click the Close button.

Trusted sites	Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.	You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone: https://nyosos.labor.state.nyenet Add	Add this website to the zone:
Websites:	Websites:
http://wp.ososinfo.org     Remove       https://applications.labor.ny.gov     E       https://nyslearn.ny.gov     E       https://osostest     T	http://wp.ososinfo.org <ul> <li><u>Remove</u></li> <li><u>Ittps://applications.labor.nv.gov</u></li> <li><u>https://nyosos.labor.state.nyenet</u></li> <li><u>https://nyslearn.ny.gov</u></li> <li><u>Lttps://nyslearn.ny.gov</u></li> </ul> <ul> <li>Ittps://nyslearn.ny.gov</li> <li>Ittps://nyslea</li></ul>
Require server verification (https:) for all sites in this zone	Require server verification (https:) for all sites in this zone
Close	Glose

Trusted sites You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.	Trusted sites You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone: https://applications.labor.ny.gov	Add this website to the zone:
websites:         http://wp.ososinfo.org         http://nyosos.labor.state.nyenet         https://nyslearn.ny.gov         https://osostest         v	Websites: http://wp.ososinfo.org https://applications.labor.ny.gov https://nyosos.labor.state.nyenet https://nyslearn.ny.gov
Close	

#### IE11: SECURITY SETTINGS: Add Trusted Sites and Enable Protected Mode, cont.

#### **Enable Protected Mode**

- 5. While in the **Trusted Sites** zone **Security** tab of the **Internet Options** window, click the **"Enable Protected Mode"** checkbox if it is not already checked.
- 6. Click the **Apply** button to apply the changes to IE8. Please note: enabling Protected Mode requires restarting Internet Explorer.



## **Assistance Troubleshooting Issues in OSOS and REOS**

If you are still experiencing issues in OSOS or REOS after you have determined that your browser settings are set correctly and you have deleted your cookies and temp files (and your cache in IE8) please contact the corresponding help desk for additional assistance:

#### **OSOS Help Desk**

- email: <u>Help.OSOS@labor.ny.gov</u>
- phone: (518) 457-6586

**REOS Help Desk** 

email: <u>Help.REOS@labor.ny.gov</u>