OSOS/REOS Browser Settings & Maintenance

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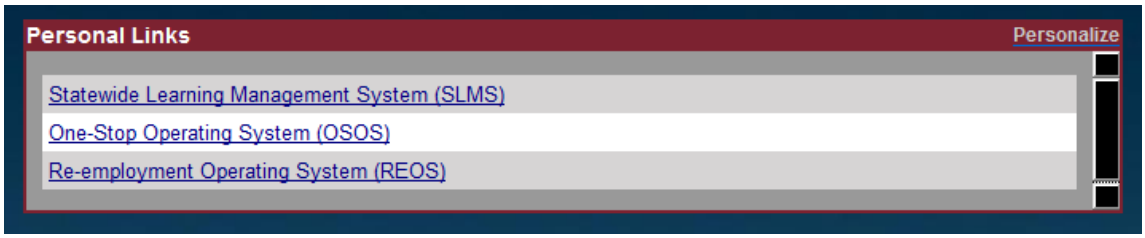
The OSOS and REOS browser-based applications must be run in Internet Explorer.

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:

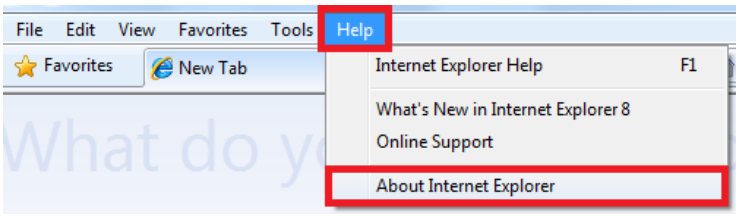
In addition, users should delete the 'browsing history' (temporary files, history, cookies, passwords, and web form information) at least once each week. To do this, please refer to the instructions titled "DELETING COOKIES AND TEMP FILES". Staff performing weekly download scheduling should delete the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

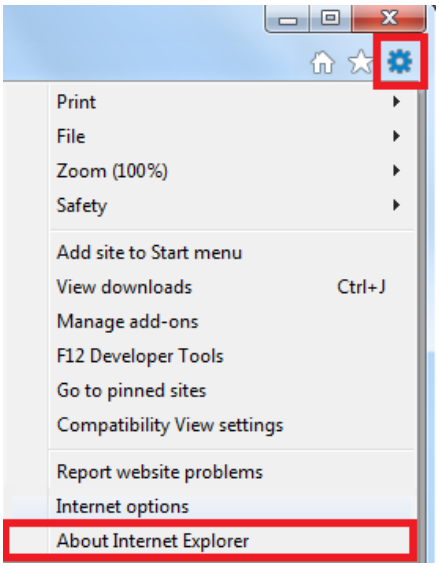
Note: Users should have only one session of Internet Explorer open when changing browser settings or performing browser maintenance.

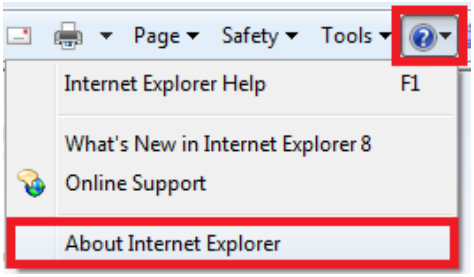
Identifying the version of Internet Explorer on your computer

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:

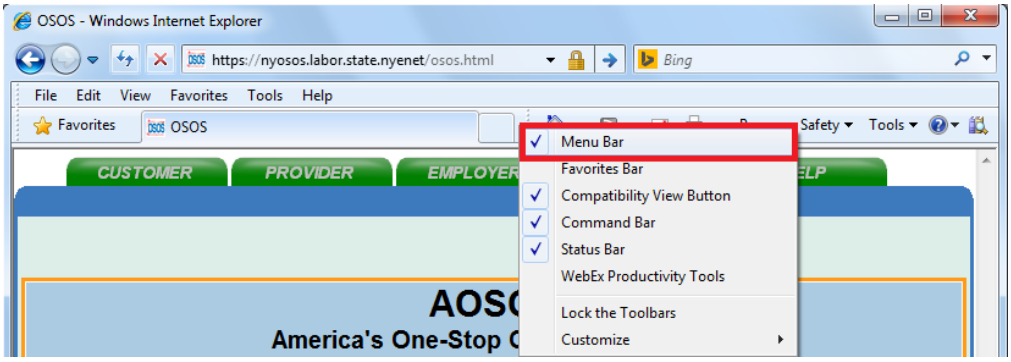
1. Select "**About Internet Explorer**" from the Help Menu in the Menu Bar, the Help Menu in the Command Bar, or the Gear Icon in the Command Bar (IE11 only).







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.

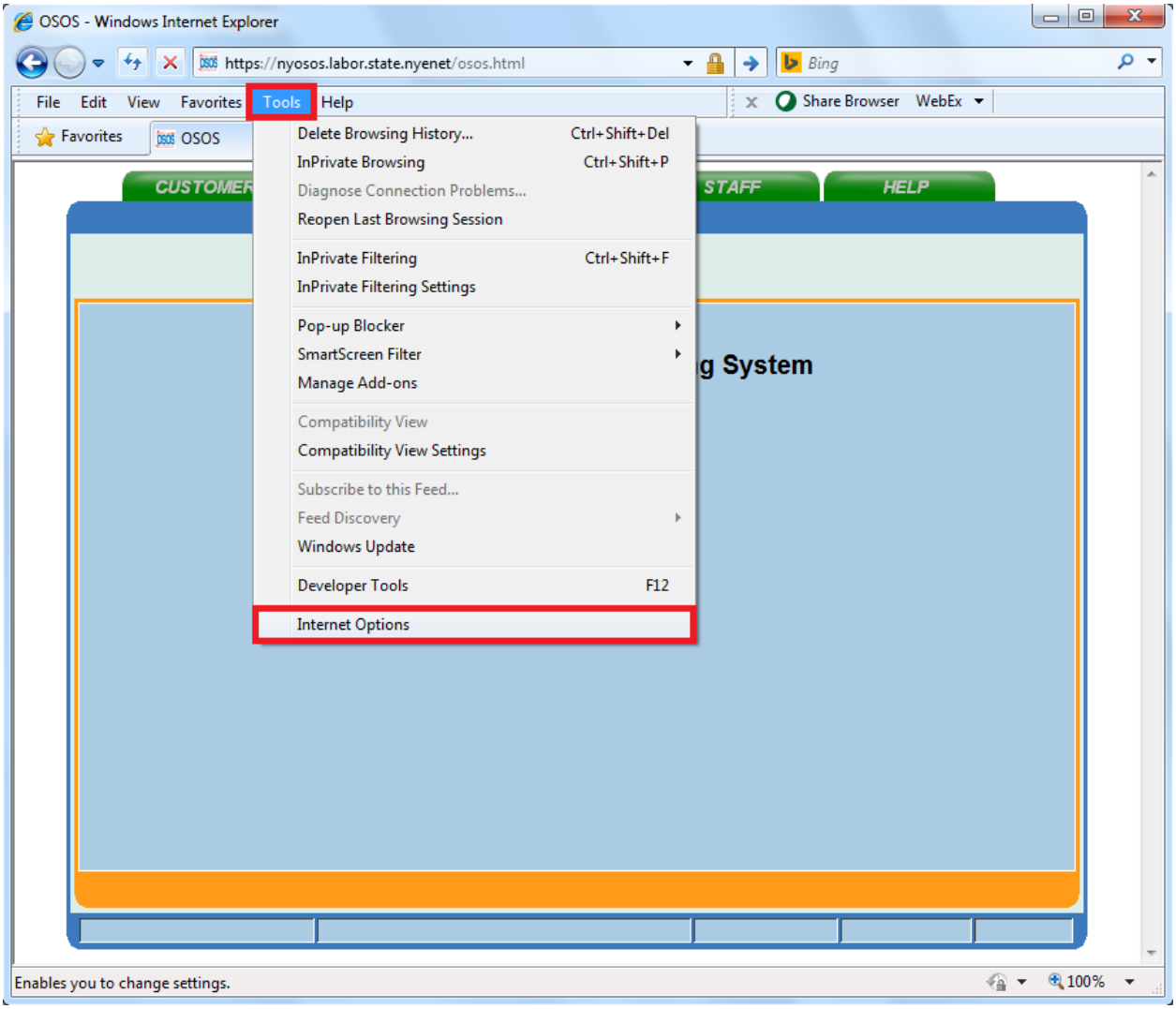


2. The "About Internet Explorer" pop-up window will display the version of Internet Explorer installed on your pc. **Please note the version then close the "About Internet Explorer" window and consult corresponding guide. The guide for IE8 begins on page 4. The guide for IE11 begins on page 11.**

Browser Settings in INTERNET EXPLORER version 8

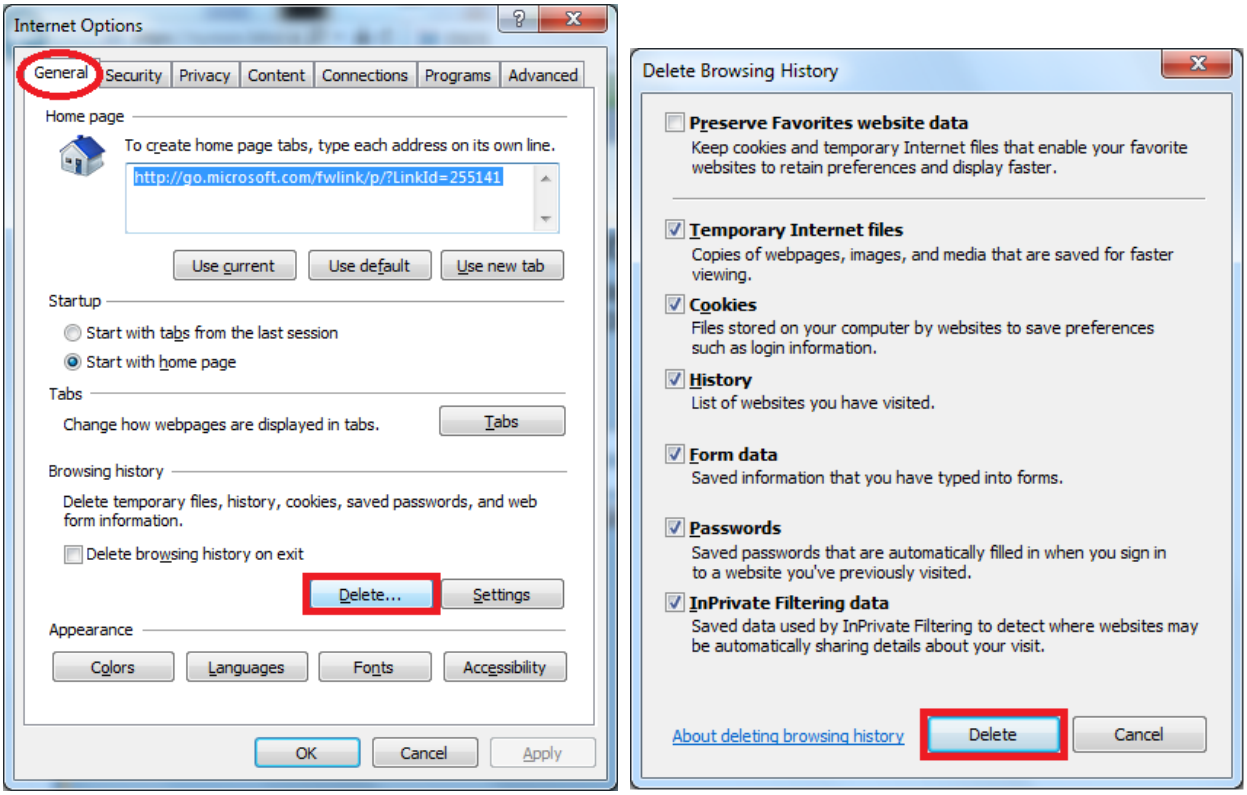
To access your browser settings:

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

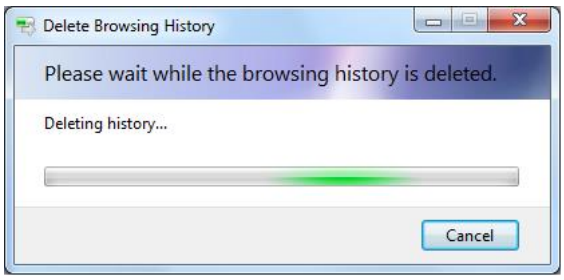


IE8: DELETING COOKIES AND TEMP FILES

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.



2. 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.



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.

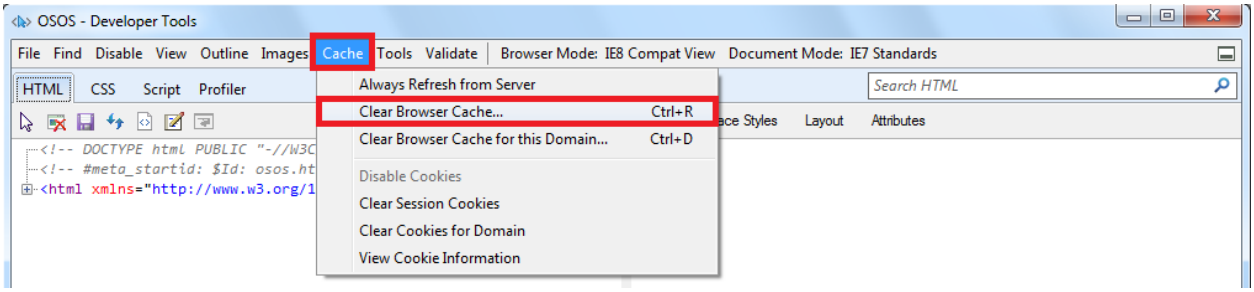
IE8: DELETING CACHE

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.

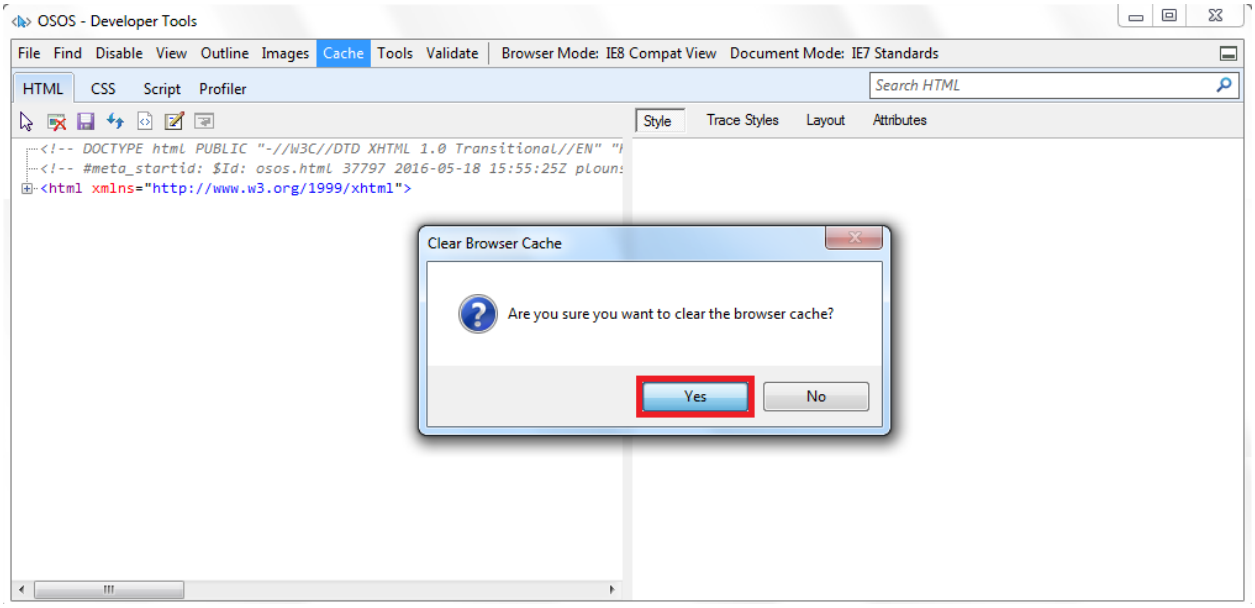
To manually delete your browser cache in IE8:

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.



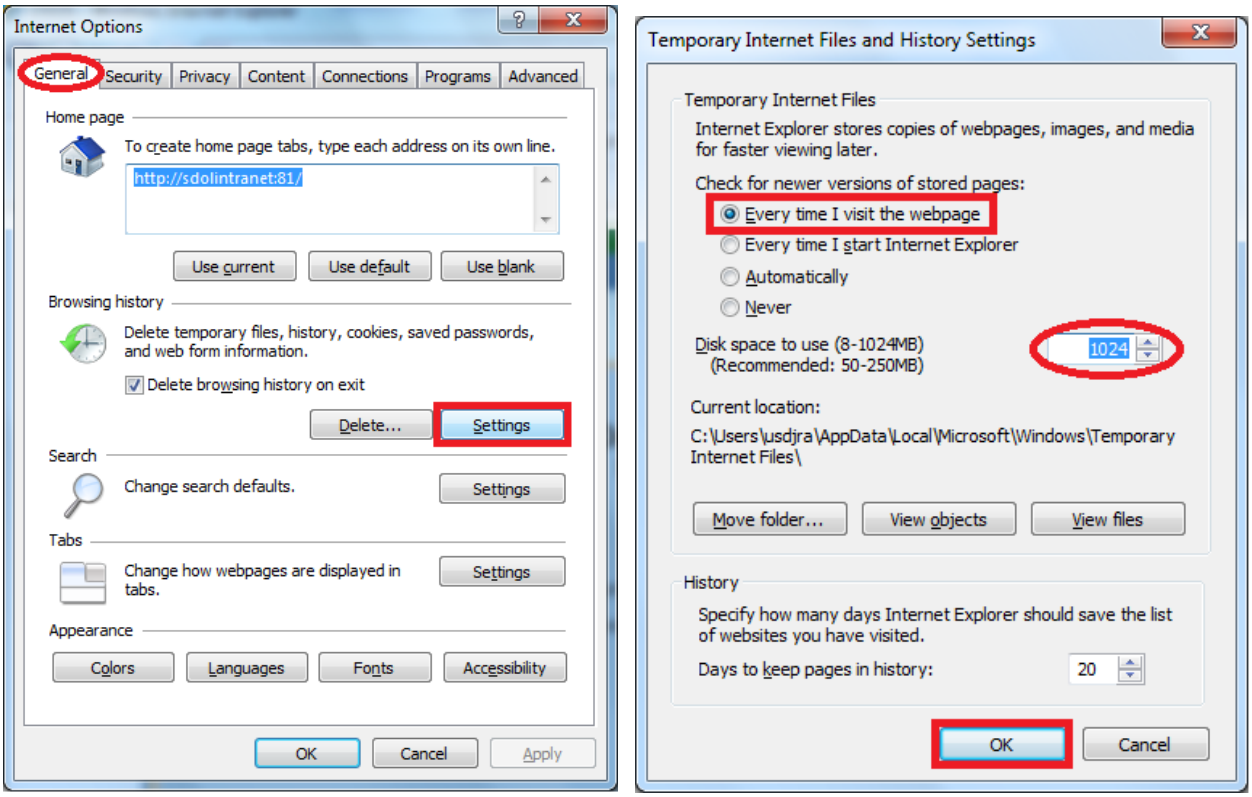
3. When the **Clear Browser Cache** pop-up box appears, click **Yes** then close the **Developer Tools** window.



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.

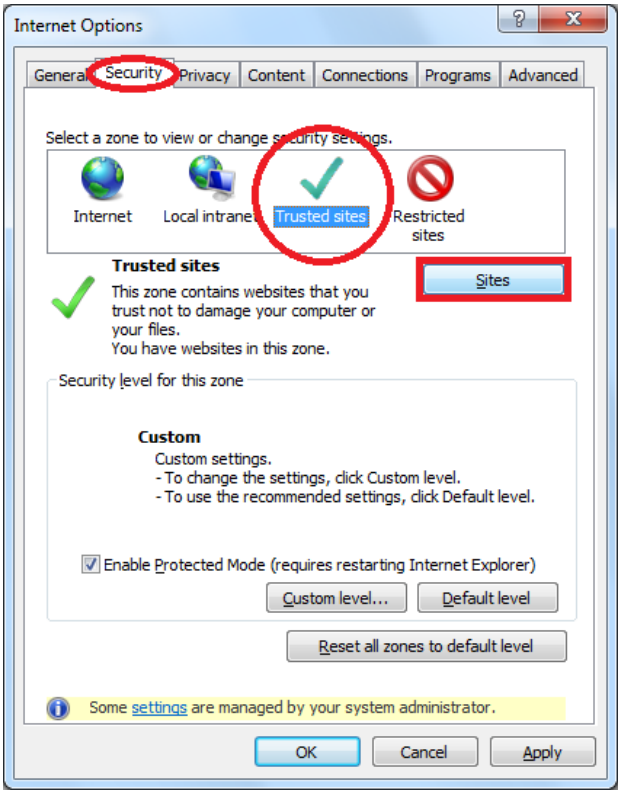


2. In the **Temporary Internet Files and History Settings** window, select "**Every time I visit the webpage**" and set the Disk Space to use value to **1024**.

3. Click the **OK** button. This will return you to the **Internet Options** window and apply your changed settings.

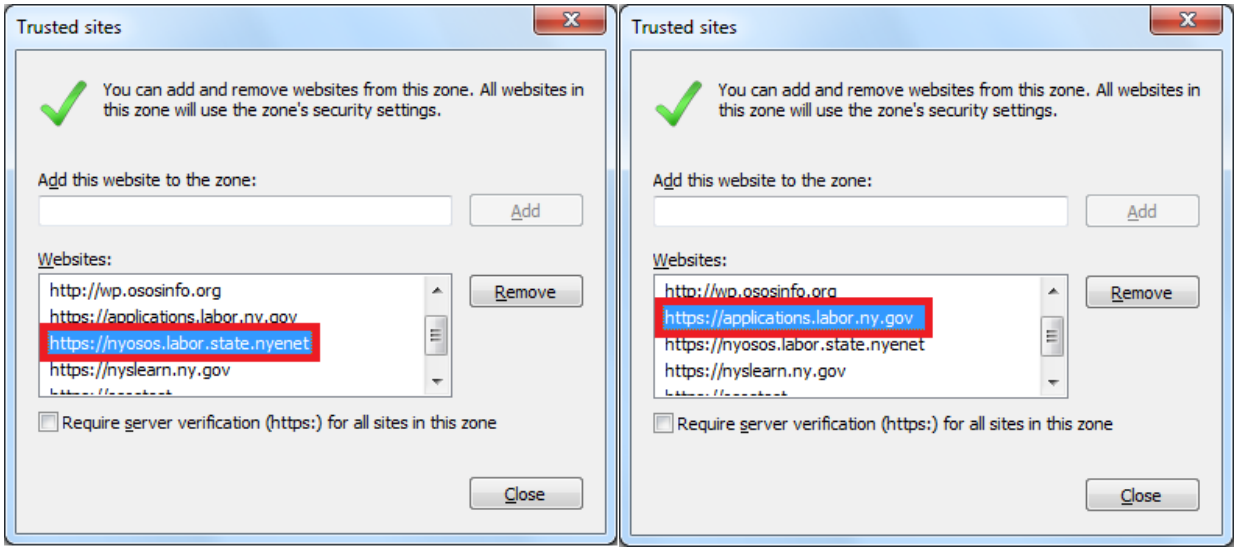
IE8: SECURITY SETTINGS: Add Trusted Sites and Enable Protected Mode

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



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.

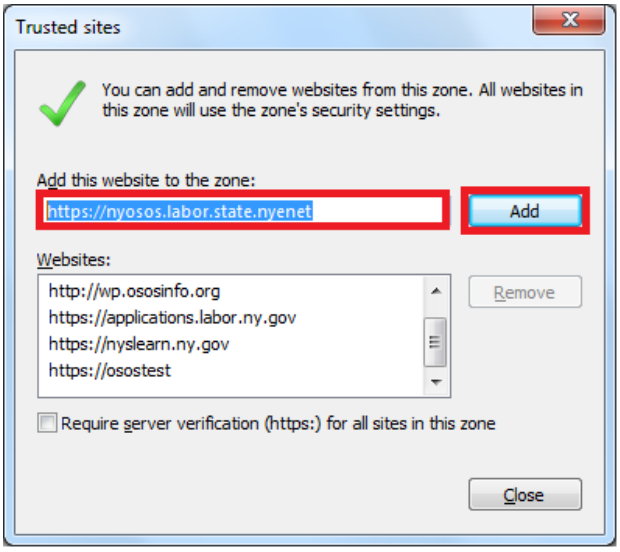


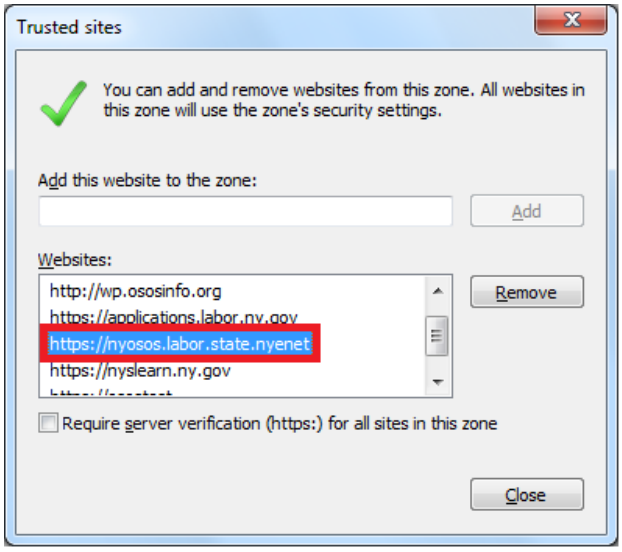
IE8: SECURITY SETTINGS: Add Trusted Sites and Enable Protected Mode, cont.

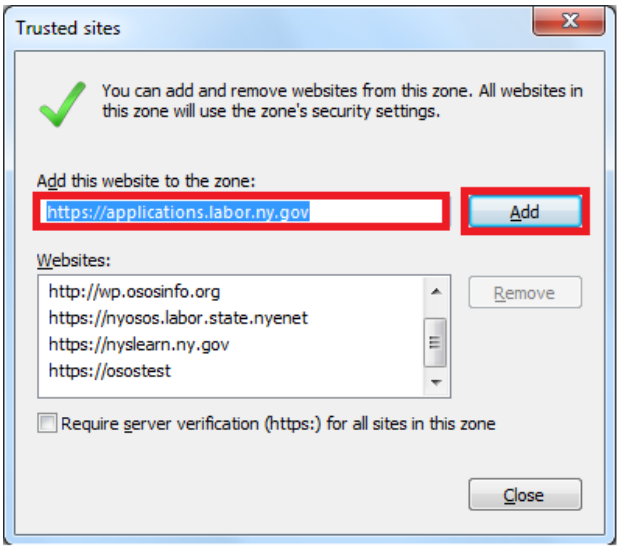
Current browser-based operating system web addresses for OSOS & REOS:

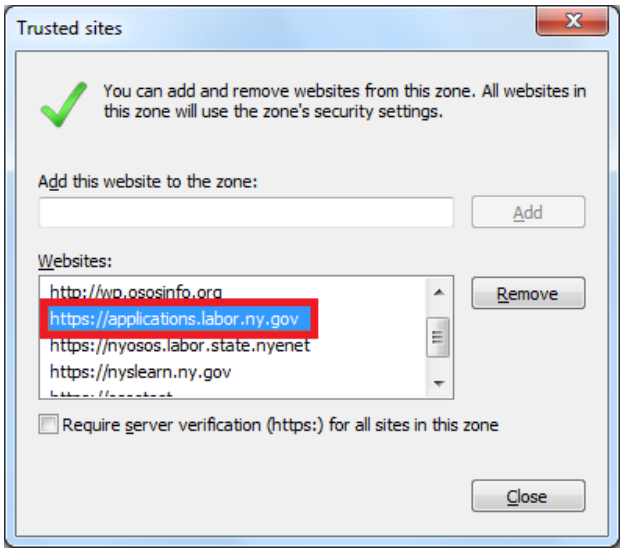
- Users accessing OSOS from a NYSDOL computer dedicated to the Department of Labor HSEN network should add **https://nyosos.labor.state.nyenet/**
- Users accessing OSOS from a computer not connected to the Department of Labor HSEN network should add **https://osos.labor.ny.gov/**
- Users accessing REOS should add **https://applications.labor.ny.gov**

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.







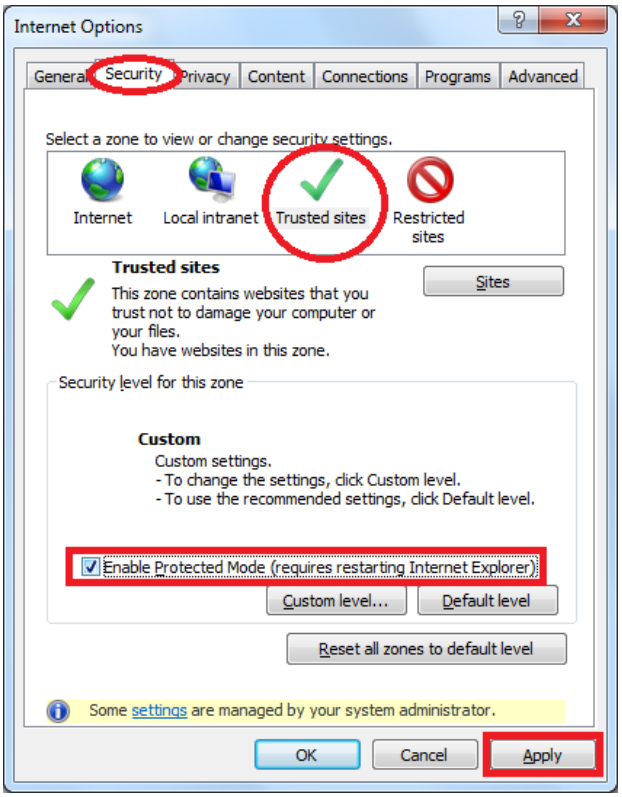


IE8: SECURITY SETTINGS: Add Trusted Sites and Enable Protected Mode, cont.

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.

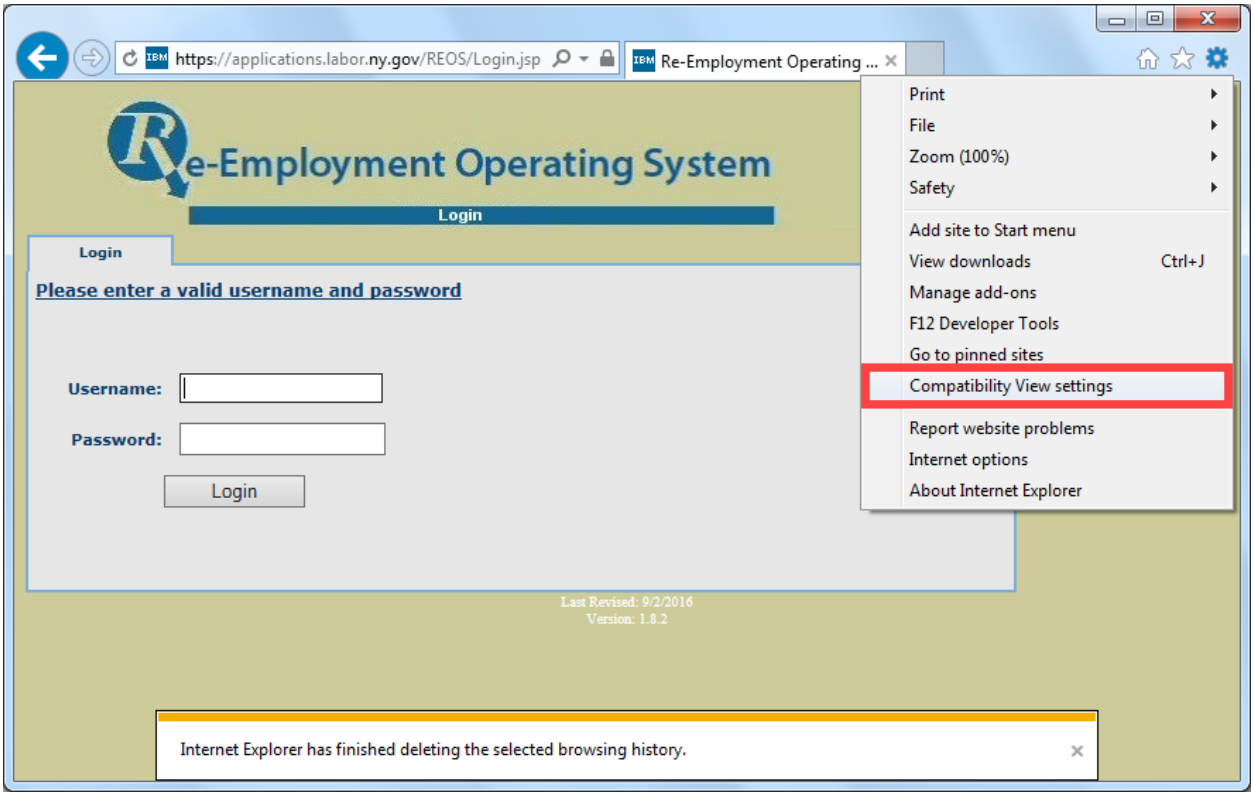


Browser Settings in INTERNET EXPLORER version 11

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.*

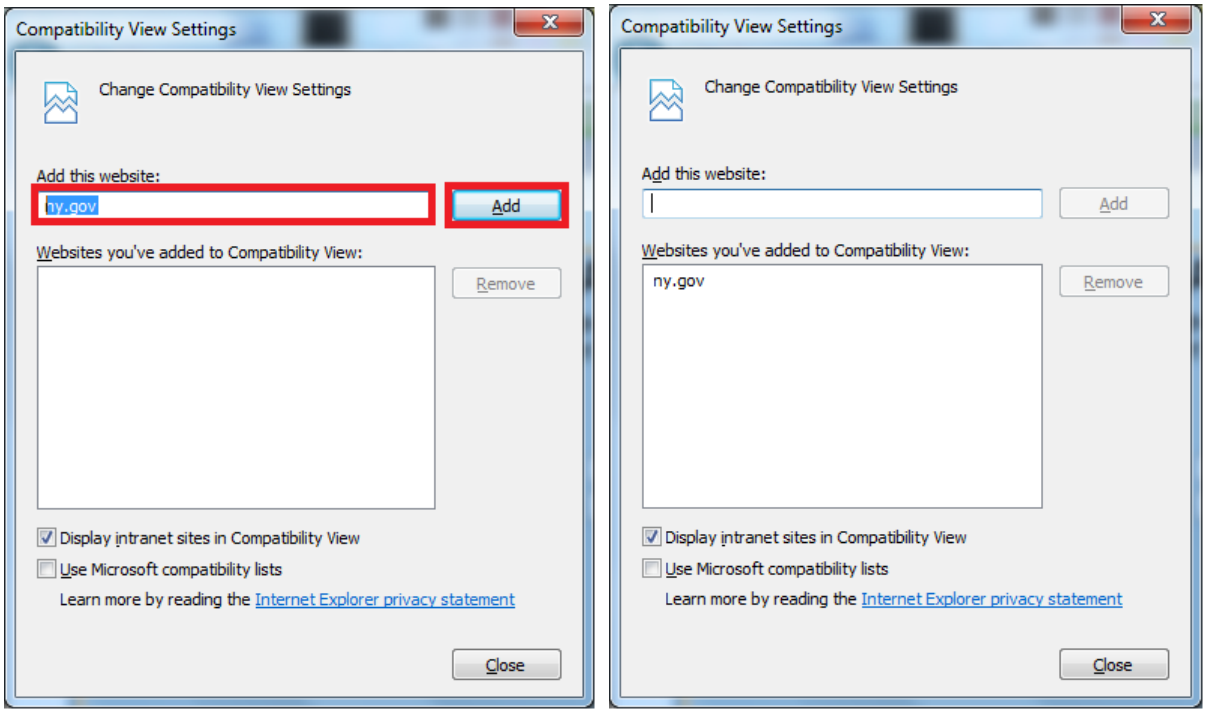


If the REOS login screen appears shifted leftwards, add/replace the Compatibility View settings.

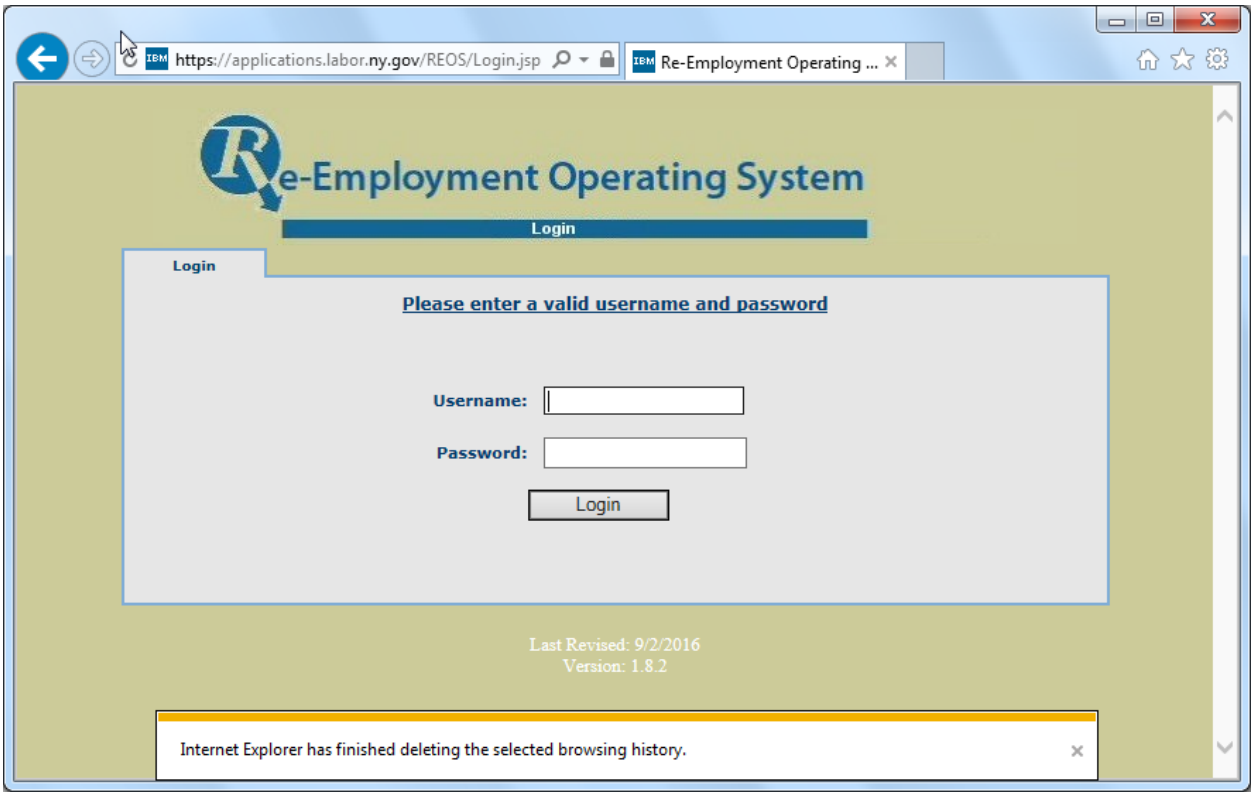
1. To access your Compatibility settings, click the **Tools** button (*gear icon*) then select **Compatibility View Settings** to open the **Compatibility View Settings** window.

COMPATIBILITY VIEW SETTINGS in IE11, cont.

2. Enter **ny.gov** in the "**Add this website:"** box then click the **Add** button.



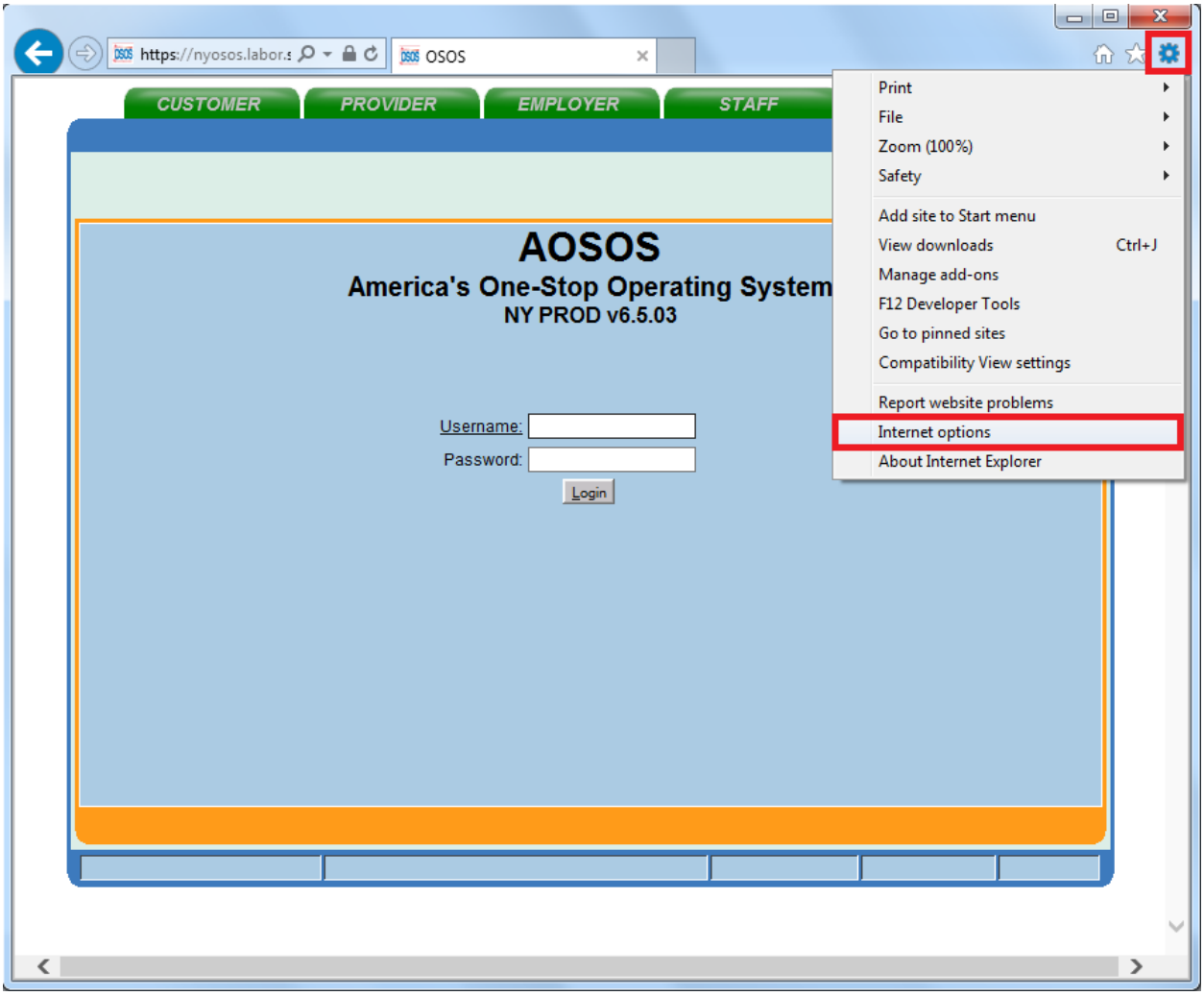
3. When you are done, click the **Close** button. Your view of REOS will be corrected.



IE11: ACCESSING BROWSER SETTINGS

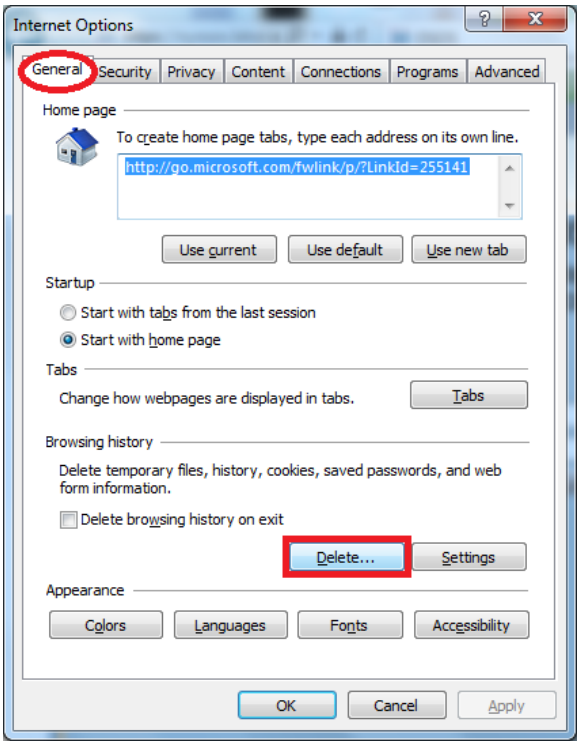
To access your browser settings:

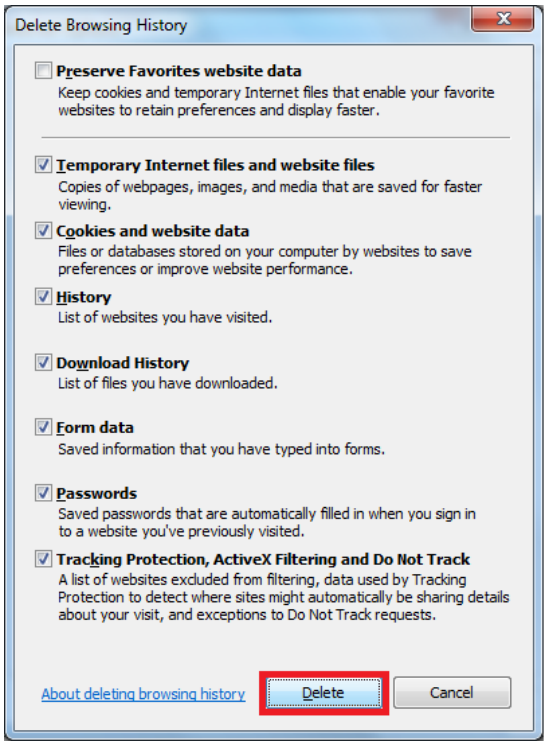
- Click the **Tools** button (*gear icon*), then select **Internet Options** to open the **Internet Options** window.



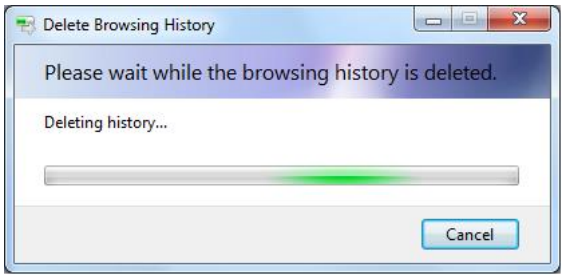
IE11: DELETING COOKIES AND TEMP FILES

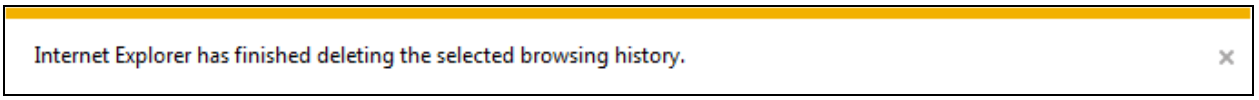
1. In the **General** Tab of the **Internet Options** window, click the "**Delete"** button in the Browsing history section. The **Delete Browsing History** window will open.





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.



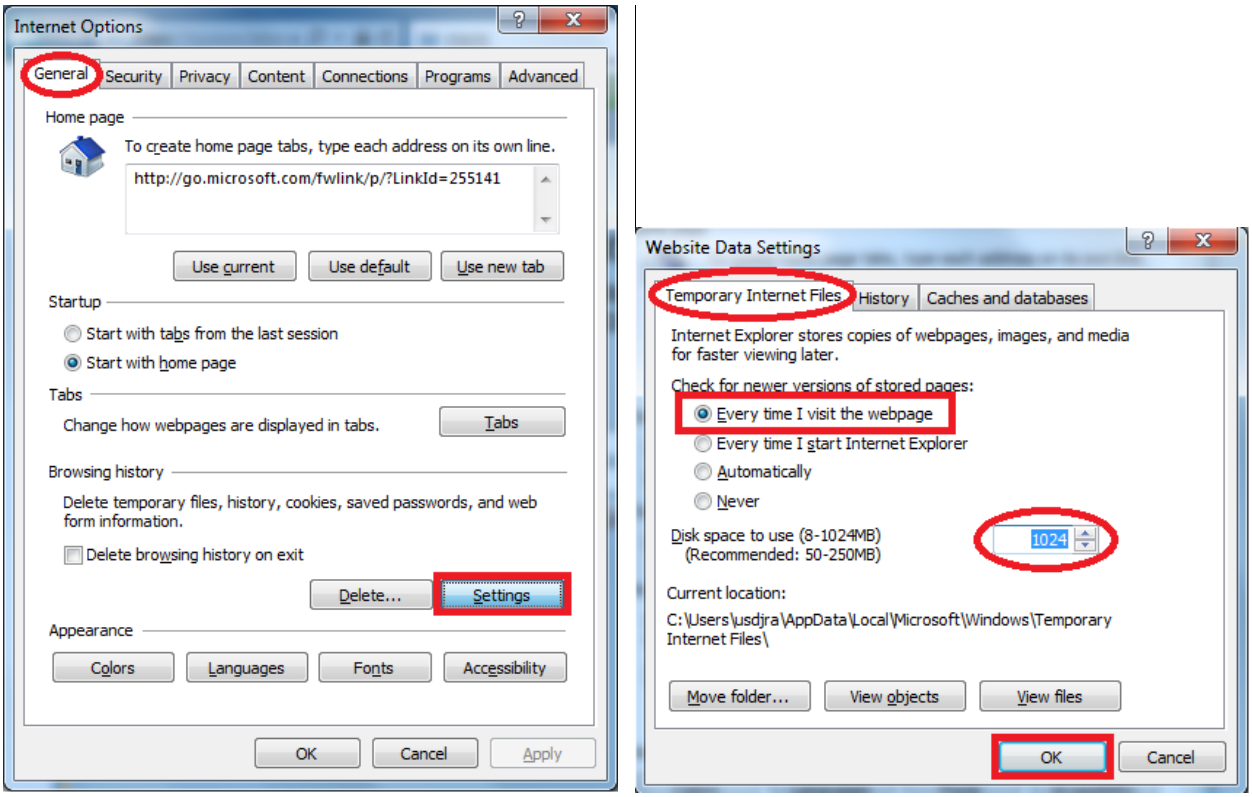


3. After this is completed, close out of Internet Explorer completely then reopen it. If you have multiple Internet Explorer windows open, you **must** close all of them to allow the changes to take effect.

✓ *Remember: After clearing your cookies and temp files, your **Compatibility View** settings for REOS will need to be replaced. (see page 11)*

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.



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.

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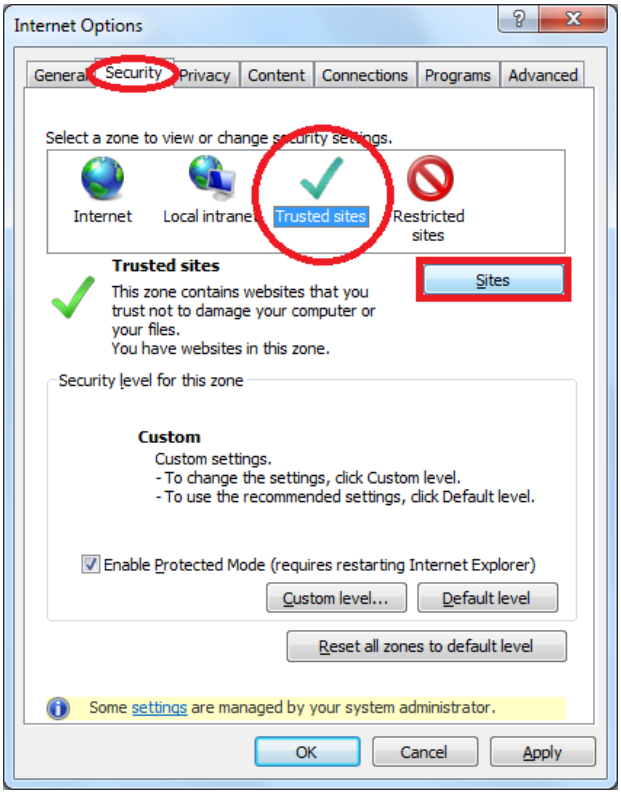
1. In the **Security** tab of the **Internet Options** window, click the **Trusted Sites** green checkmark symbol to select the **Trusted Sites** zone.



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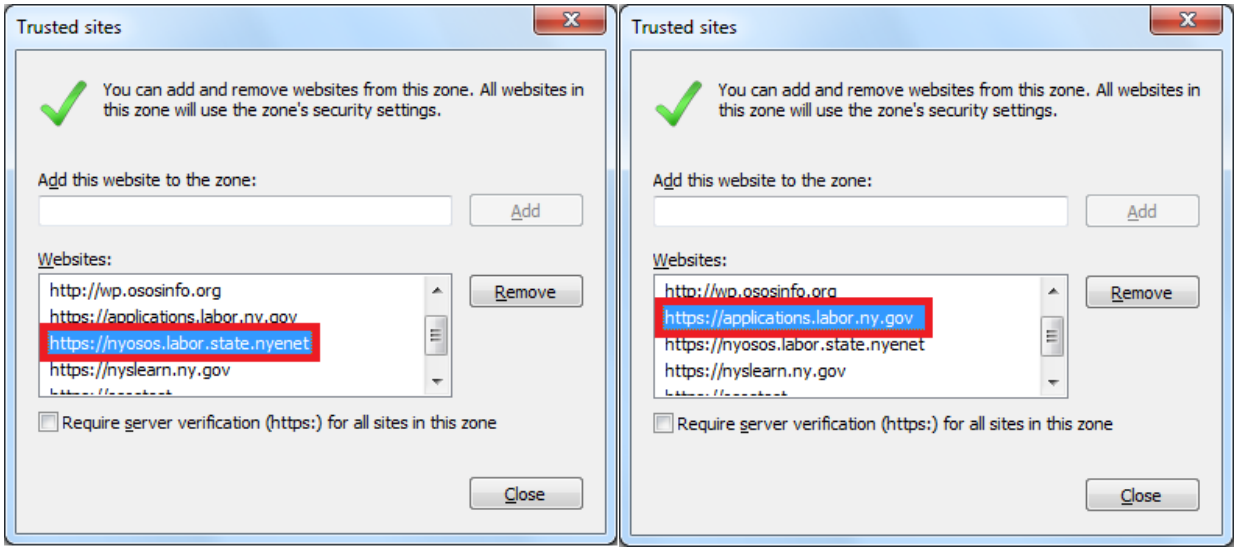

IE11: SECURITY SETTINGS: Add Trusted Sites and Enable Protected Mode, cont.

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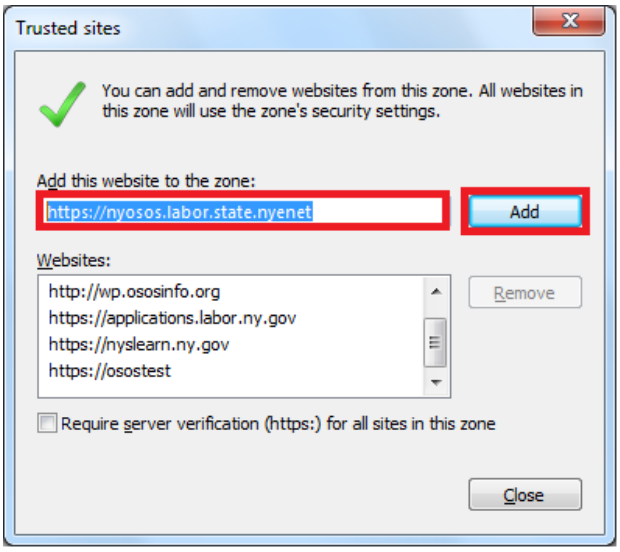
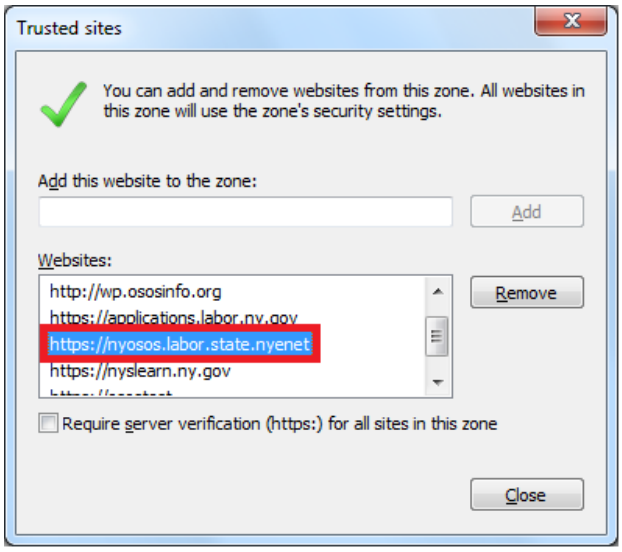
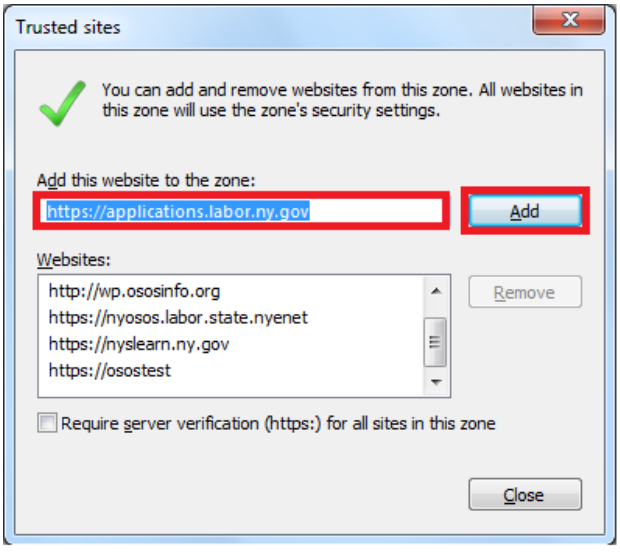
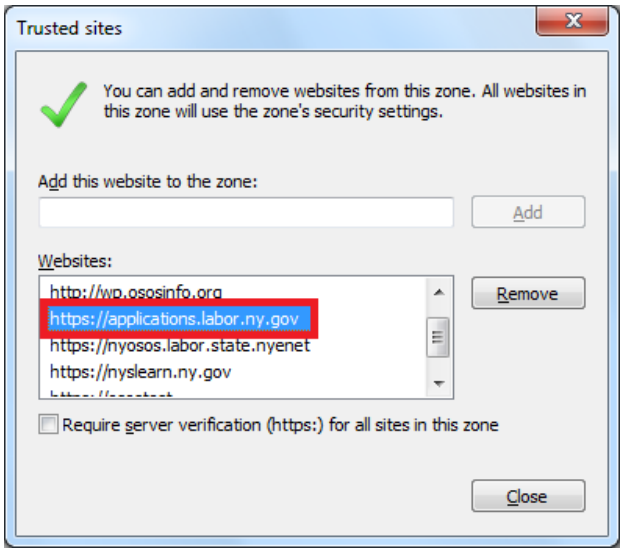
- Users accessing OSOS from a NYSDOL computer dedicated to the Department of Labor HSEN network should add **https://nyosos.labor.state.nyenet/**
- Users accessing OSOS from a computer not connected to the Department of Labor HSEN network should add **https://osos.labor.ny.gov/**
- Users accessing REOS should add **https://applications.labor.ny.gov**

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.







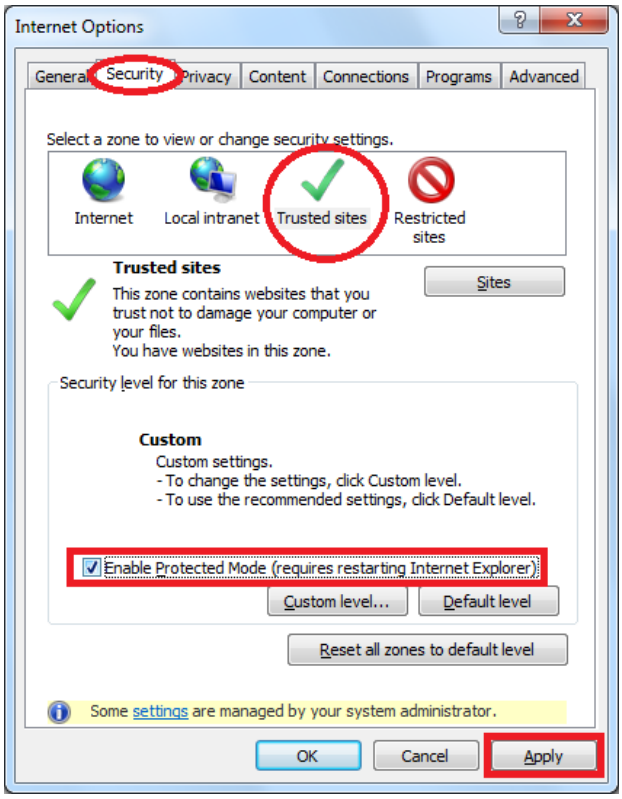


IE11: SECURITY SETTINGS: Add Trusted Sites and Enable Protected Mode, cont.

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: **Help.OSOS@labor.ny.gov**
- phone: (518) 457-6586

REOS Help Desk

- email: **Help.REOS@labor.ny.gov**