Information Announcement

LATS-NY Server Error Resolution Instructions

August 17, 2018

LATS-NY Users receiving a Server Error/ Runtime Error when accessing their LATS-NY accounts may attempt to resolve the issue by completing the following steps within the internet browser:

Internet Explorer:

1. Open browser and select "Tools"
2. In the drop down select *Delete browsing history*
3. In the pop-up, ensure the following boxes are checked:

    o Preserve Favorites website data
    o Temporary Internet files and website files
    o Cookies and website data
    o History

4. Click on the "Delete" button
5. Once completed, the box may close or, a yellow message may display indicating the following:
    o "Internet Explorer has finished deleting the selected browsing history."
6. Should the Delete Browsing History box or yellow message box remain open, select the "x" button to close
7. Close out of all internet browsing tabs and windows by selecting the "X" on the upper right corner
8. Re-open LATS-NY

Google Chrome:

1. Open browser and select the three vertical dots located on the upper right corner
2. In the drown down menu, select *More Tools>Clear browsing data*

    Note: This will open a new browser tab labeled "Settings"

3. In the pop-up window under the Basic tab click on the drop down for "Time range" and select *All time*
4. In the same pop-up window, ensure the following boxes are checked:
    o Browsing history
    o Cookies and other site data
    o Cache images and files
5. Click on the "CLEAR DATA" button
6. Once finished the pop-up box will close on its own
7. Close out of all internet browsing tabs (including the "Settings" tab) and windows by selecting the "X" on the upper right corner
8. Re-open LATS-NY

> **If the problem persists after completing the above, users may repeat the steps as needed.**

> If you have any questions regarding this announcement, please contact BSC Time & Attendance at BSCTimeAdmin@ogs.ny.gov or call (518) 457-4272.