



Office of General Services Business Services Center

How to Log into the Agency Desktop

Logging into the FileNet Workflow Solution will allow users to complete tasks for credit card processing workflows. This solution will be used by employees in the BSC and supported agencies. This document will step through the login process for the FileNet Workflow Solution.

The FileNet Workflow Solution can be accessed through the following URL:

<https://content.ny.gov/navigator/?desktop=NYSDSBSCfinanceOSAgency>

or

<https://my.ny.gov/>

Once logged in you will find your applications and work queues based on the roles that you have been assigned to in the FileNet Workflow Solution. If you do not have all the access that you require to complete your work, please contact the BSC FileNet group at bscfilenet@ogs.ny.gov and request the necessary role assignment.

To begin, login to the FileNet Workflow Solution using: <https://my.ny.gov/>.

Enter your Username and Password.

If you do not have a username or password, click **Don't have an Account?** and follow the instructions.

The screenshot shows the NY.gov ID login interface. At the top, there are navigation links for News, Government, and Local. Below that is a dark blue header with links for NY.gov ID, Help Desk Information, Privacy Policy, and Terms of Service. The main content area features the NY.gov ID logo and a central sign-in form. Two black ovals highlight the 'Sign In' button and the 'Don't have an Account?' button. Below the 'Sign In' button, there is a link for 'Forgot your Username or Password?' and another link for 'NY.gov ID - Terms of Service'. Below the 'Don't have an Account?' button, there is a note: 'If you do not have an NY.gov ID Username and Password, click the above link to sign up.'

Choose **BSC Agency FileNet Services.**

Welcome to the My NY User Management site at [NY.gov](#)
 Your NY.gov ID is - [Redacted]
 Last login - *Fri May 25 08:31:28 EDT 2018* [Log Out](#)

You have access to the following applications

BSC FileNet Services

ICN Cashier Desktop

NEW NYS IT Service Management System 2.0

NYS IT Service Management System

NYS Payroll Online

SFS Secure

Statewide Learning Management

Click the **arrow** next to the application to expand the workflow queues.

BSC Workflow Desktop IBM

Work ▾

Preferences

- ▶ AP
- ▶ **CardServices**
- ▶ Purchasing
- ▶ Security

Your assigned role will show under the application.

Double click on the **workflow icon** to display the work in the agency outreach queue.

Preferences

- ▶ AP
- ▶ Purchasing
- ▶ Agencies
- ▶ CardServices
 - ▶ DOH01 Agency Liasons
 - ▶ **DOH01**

User Role(s) ↓

DOH01

Get All Refresh Open Export Actions ▾

CardServices ▶ DOH01 Agency Liasons ▶ DOH01

Filter: No filters applied [Reset](#)

	Date Received	Agency	Business Unit
🔒	6/10/2014, 2:07 PM	DOH01	DOH01

Workflow Queue ↑

Workflow icon ↑

Who should you call if you run into login issues or problems while processing items?

If you are experiencing issues logging into my.NY.gov, please contact your IT Department.