













# Office of General Services Business Services Center

## FileNet – Agency Technical Support Sheet

If you have issues logging into FileNet you should check these items.

Task Name	Short Description	Page Reference
<b>General Account Information</b>		
 FileNet Link	FileNet requires an internet connection and is accessible at <a href="https://my.ny.gov/">https://my.ny.gov/</a> or <a href="https://content.ny.gov/navigator/?desktop=NYSDSBSCfinanceOSAgency">https://content.ny.gov/navigator/?desktop=NYSDSBSCfinanceOSAgency</a>	Page 2
 NY.gov Account	FileNet requires all end users to have an active NY.gov ID account for authentication. This account will be used to login.	Page 2
 NY.gov / ID and Password	How to get help with ID and Password Issues	Page 3
 FileNet Roles	End-users with active NY.gov accounts will be role mapped into FileNet based on function. Users roles are mapped by the Agency Security Administrator (ASA) in conjunction with the Agency Finance Liaison.	Page 2
<b>PC &amp; Browser Information</b>		
 Supported Browsers	FileNet is supported in IE 8, 9, 10; Firefox; Chrome (if email feature will not be used)	N/A
 Pop-Up Blockers	Turn off pop-up blockers	Page 4
 Trusted Sites	Add <a href="https://services.bsc.ny.gov">https://services.bsc.ny.gov</a>	Page 4
 Compatibility View	IE 10 only	Page 4
<b>Java Install</b>		
 V. 7 Update 51.2	If the email feature will be used, note that Internet Explorer 10 must be used. The system requires Java version 7.51.2 or greater installed on each PC using FileNet. We recommend the latest version of Java, which is 1.8u171. If the email feature will not be used, Java install is not needed.	Page 5
<b>Java Configuration / Console Options</b>		
 V. 7 Update 51.2	This section should be used to confirm configuration details for Java on the user workstation using Java console.	Pages 5 & 6

## FileNet Link and NY.gov Login

### Using either:

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

or

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

Login to FileNet using your NY.gov credentials.

If you need assistance logging into the NY.gov portal page, please consult with your Agency IT resources to gain access.

For additional information regarding NY.gov please visit <https://ws04.nyenet.state.ny.us/SelfReg/V3/agencyContact.xhtml>

My NY.gov Online Services

Please login after reading the Acceptable Use Policy below

NY.gov ID

Username:

Password:

Sign In

Forgot your Username or Password ?  
[NY.gov ID - Terms of Service](#)

[Agency Assistance & Contact Information](#)

ACCEPTABLE USE POLICY FOR USERS OF NY.gov

This application uses the New York State (hereinafter State) Central Directory Service of the NY.gov for authentication and authorization. In addition to any obligations arising under acceptable use policies or terms of service implemented by NY.gov Participating Organizations, logging into this application indicates your agreement to abide by the following:

1. You shall use this application only for purposes directly related to the conduct of official business with the State or its agencies and the application shall not be used for nonpublic purposes including, but not limited to, the pursuit of personal activities, the mass distribution of unsolicited messages ("spamming"), and the promotion of commercial ventures or religious or political causes.
2. You are responsible for acquiring and safeguarding your own user ID and password used to access this application.
3. You shall be responsible for any activity attributable to the use of your account whether by you or any other person.
4. You shall not engage in activities that may cause interference with or disruption to any network, information service, equipment or user thereof.
5. You shall comply with all applicable confidentiality and security requirements as set forth in any applicable acceptable use policies or terms of service implemented through this application directly or by NY.gov Participating Organizations, and shall not seek information on other users or attempt to obtain access to, copy, or modify other user files without express permission.
6. You shall not violate the rights of any person or entity protected by copyright, trade secret, patent, or other similar laws or regulations.
7. You shall not use this application for any fraudulent or illegal purpose, including, but not limited to, the transmission of obscene or harassing materials.
8. You must report any abuse or misuse of this application to ITS and you shall cooperate fully in any investigation into any such abuse or misuse, and
9. You understand and agree that the State reserves the right to revise, amend, or modify this Acceptable Use Policy or other related policies and agreements at any time in any manner. Notice of any revisions, amendments, or modifications will be posted on this and other sites.

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Contact Us

## FileNet Login

After successfully logging into the NY.gov portal you should have a button displaying **BSC Agency FileNet Services**.

If you do not have this button available, please consult with your Agency Finance Liaison to confirm access.

All Agency Credit Card, Accounts Payable and Purchasing FileNet users will access the worklists using this NY.gov portal button.

My NY.gov Online Services

State Agencies

You are logged in as -- [Log Out](#)

Welcome Michele to the My NY User Management site at [NY.gov](#)  
Your NY.gov ID is  
You previously logged in at Wed Mar 05 08:22:22 EST 2014

You have access to the following applications

<b>BSC Agency FileNet Services</b>	NYS IT Service Management System
e-Learning Application	Statewide Learning Management
ITS Inside Edge	Statewide Telephone Directory

## General Contact Information for FileNet

### How do I set up a new account in FileNet?

The designated Agency Liaison will need to contact BSC's Agency Security Administrator (ASA). BSC's ASA can be contacted via email at [OGS.sm.BSCFileNet@ogs.ny.gov](mailto:OGS.sm.BSCFileNet@ogs.ny.gov).

### How to manage my NY.gov ID Account, UserID and Password

#### Does my government NY.gov ID account password expire?

Yes. A government NY.gov ID password expires ninety days from the time it was last changed, or after one hundred eighty days of inactivity.

#### What should I do if I forget my password?

Passwords can be reset but not recovered. If you forget your password, the "Forgot Your Password" link on the NY.gov login screen provides you with the ability to reset your password.

If you require additional assistance, contact the Customer Care Center at (518) 457-4272.

#### What should I do if I forget my password and forget the answers to my password reset questions?

The "Forgot Your Password" service provides the option to reset your password by shared secrets or email. The email option is only available if you have an email address listed on your account.

If you require additional assistance, contact the Customer Care Center at (518) 457-4272.

#### Can I change my government NY.gov ID password?

Yes. You can change your password at any time by logging on to my.ny.gov with your NY.gov ID and password.

- Click "Change Password" from left menu.
- Follow the instructions provided.

If you require additional assistance, contact the Customer Care Center at (518) 457-4272.

#### What should I do if I forget my NY.gov user ID?

Click on the "Forgot your Username" link on the login screen. You will be taken to a screen where you enter your information and your username will be emailed to you.

If you require additional assistance, contact the Customer Care Center at (518) 457-4272.

#### What should I do if I forget my NY.gov user ID and password?

First, request your Username (as documented above) and then return to the login page and click on the "Forgot your Password" link.

If you require additional assistance, contact the Customer Care Center at (518) 457-4272.

## Browser Configurations

- 1) Verify **Pop-Up Blocker** under **Tools** is turned off
- 2) Verify **Trusted Sites** are set for <https://content.ny.gov/navigator/?desktop=NYDSBSCfinanceOSAgency>
- 3) **IE 10 Only** - Add <https://content.ny.gov/navigator/?desktop=NYDSBSCfinanceOSAgency> into **Compatibility View** under **Tools**

The screenshot displays the Internet Options dialog box in Internet Explorer. The 'Trusted sites' tab is selected, and the 'Trusted sites' zone is highlighted with a red box. The 'Sites' button is also highlighted. The background shows the My NY.gov Online Services page with the 'Tools' menu highlighted in red.

Internet Options

General Security Privacy Content Connections Programs Advanced

Select a zone to view or 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

**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)

Custom level... Default level

Reset all zones to default level

Some settings are managed by your system administrator.

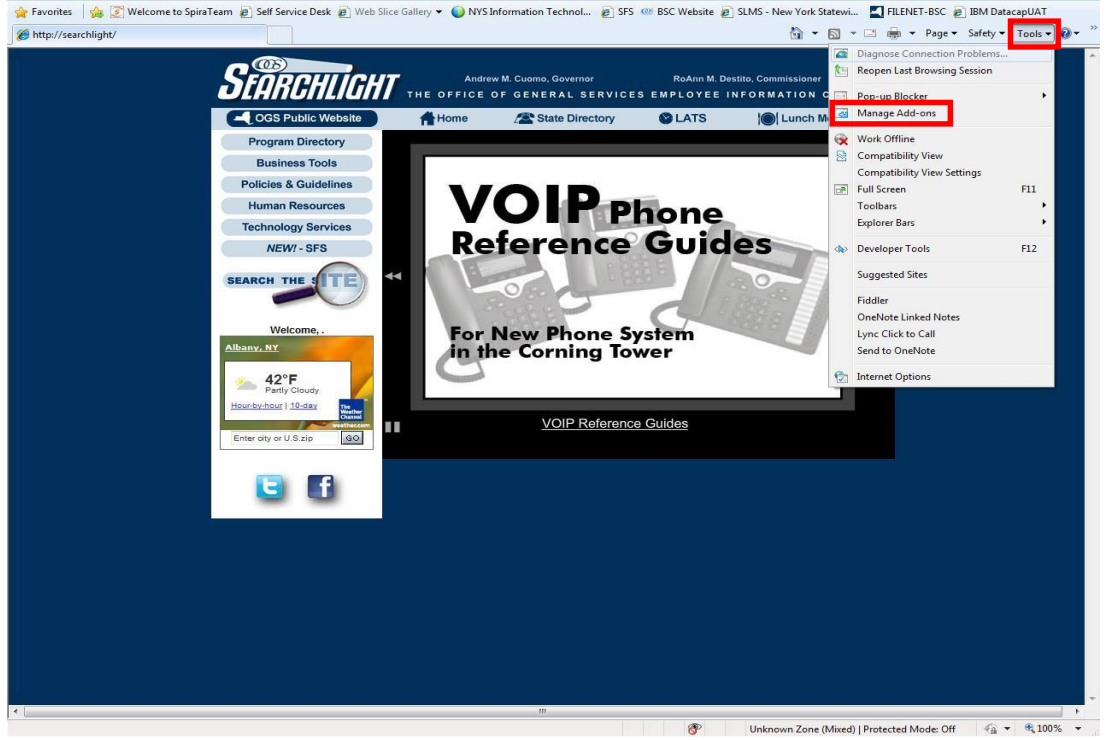
OK Cancel Apply

## Java V.1.7.51 or Greater

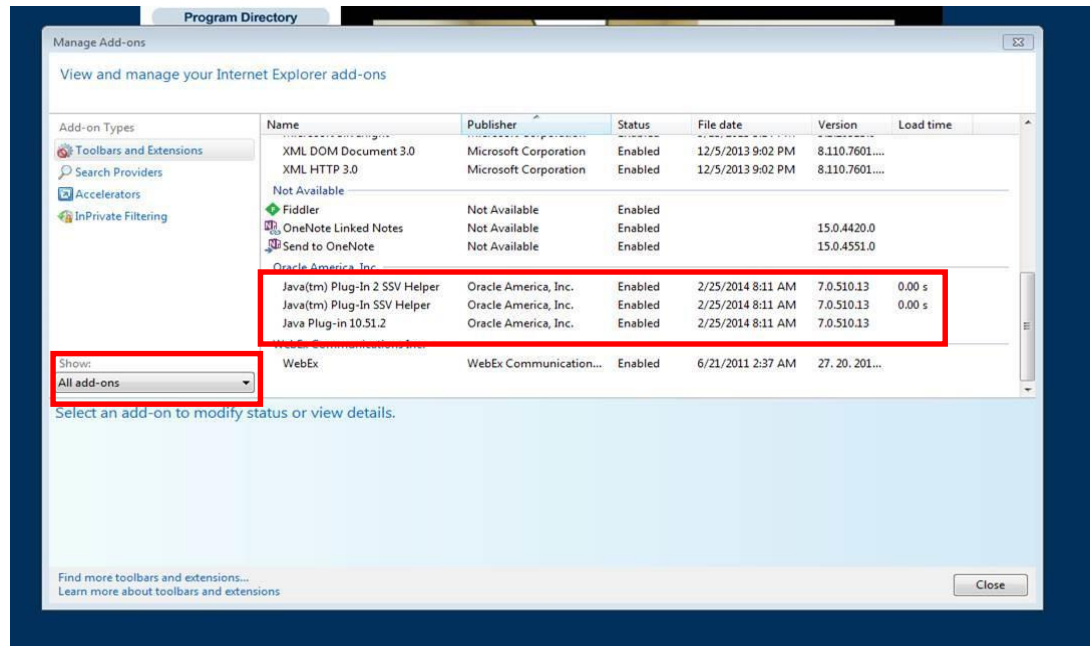
User's computer needs to be at **Java Version 7 Update 51.2**, preferably latest version (8 Update 171).

This setting can be checked by selecting **Tools**, then **Manage Add-ons** from your browser window.

Warning – Security Message may pop up, if it does check the box that says **Always trust content from this publisher** and select **Run**.

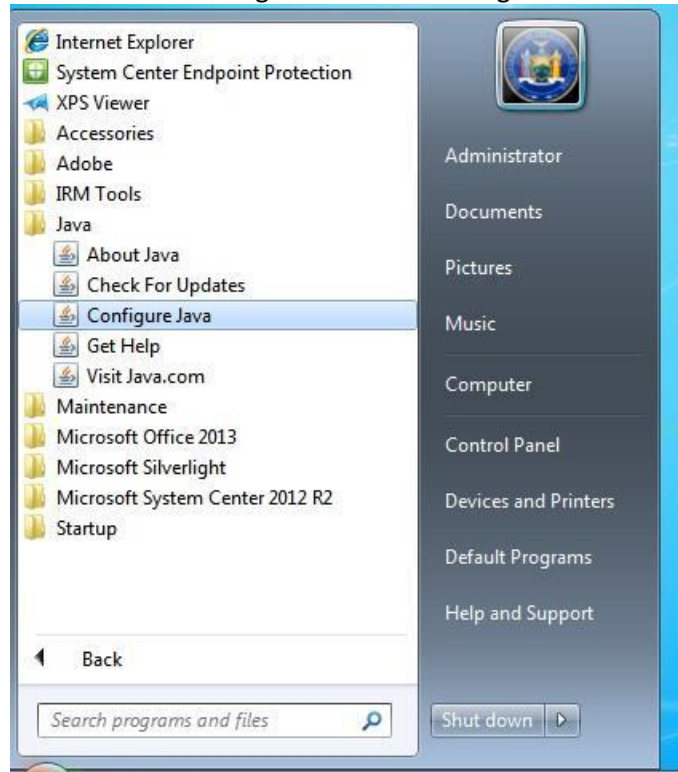


All 3 of the Java Plug-ins shown below need to be installed. The 2 SSV Helper add-ons may not be installed when Java is updated remotely and may require Admin-level assistance to locate and install.

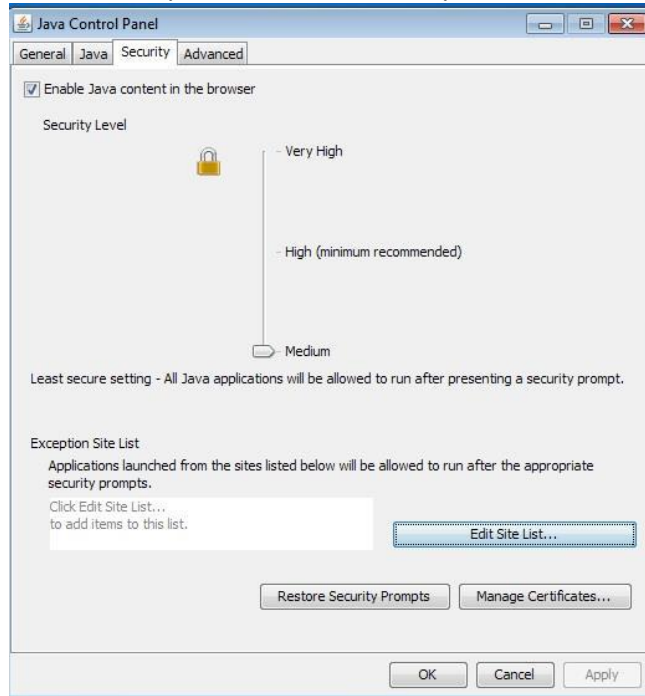


## Java configuration for <https://services.bsc.ny.gov>

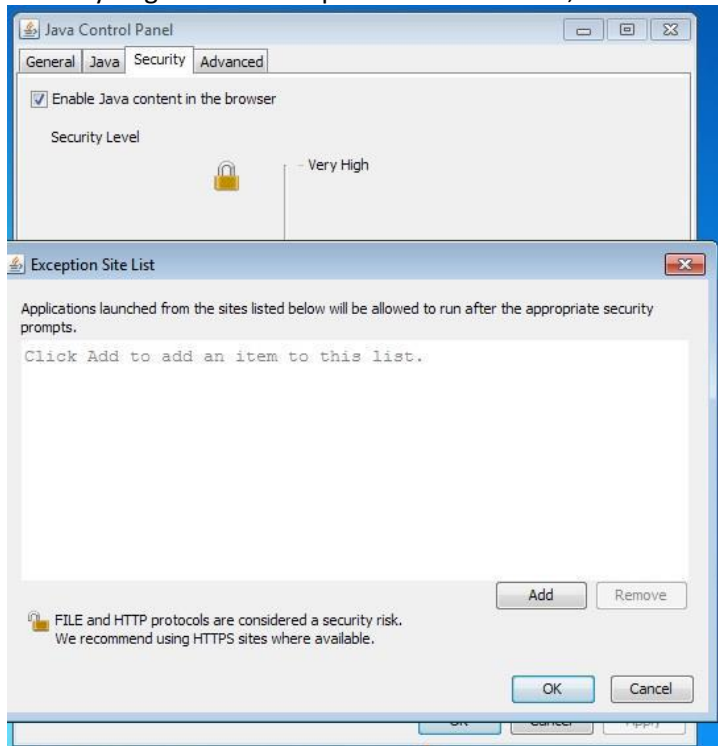
Start > All Programs > Java > Configure Java



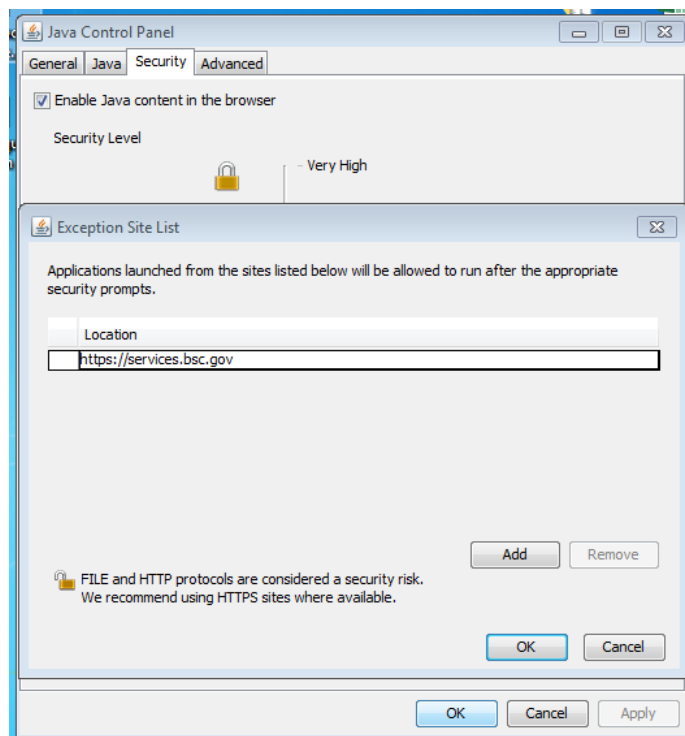
Go to Security tab and lower Security Level to medium



When you get to the Exception Site List screen, click on **Add**



Type in <https://services.bsc.ny.gov>



Click **Add** > Then click **OK** > Then click **OK** on the bottom