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

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Short Description</th>
<th>Page Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Account Information</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✔ FileNet Link</td>
<td>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></td>
<td>Page 2</td>
</tr>
<tr>
<td>✔ NY.gov Account</td>
<td>FileNet requires all end users to have an active NY.gov ID account for authentication. This account will be used to login.</td>
<td>Page 2</td>
</tr>
<tr>
<td>✔ NY.gov / ID and Password</td>
<td>How to get help with ID and Password Issues</td>
<td>Page 3</td>
</tr>
<tr>
<td>✔ FileNet Roles</td>
<td>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.</td>
<td>Page 2</td>
</tr>
<tr>
<td><strong>PC &amp; Browser Information</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✔ Supported Browsers</td>
<td>FileNet is supported in IE 8, 9, 10; Firefox; Chrome (if email feature will not be used)</td>
<td>N/A</td>
</tr>
<tr>
<td>✔ Pop-Up Blockers</td>
<td>Turn off pop-up blockers</td>
<td>Page 4</td>
</tr>
<tr>
<td>✔ Trusted Sites</td>
<td>Add <a href="https://services.bsc.ny.gov">https://services.bsc.ny.gov</a></td>
<td>Page 4</td>
</tr>
<tr>
<td>✔ Compatibility View</td>
<td>IE 10 only</td>
<td>Page 4</td>
</tr>
<tr>
<td><strong>Java Install</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✔ V. 7 Update 51.2</td>
<td>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.</td>
<td>Page 5</td>
</tr>
<tr>
<td><strong>Java Configuration / Console Options</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✔ V. 7 Update 51.2</td>
<td>This section should be used to confirm configuration details for Java on the user workstation using Java console.</td>
<td>Pages 5 &amp; 6</td>
</tr>
</tbody>
</table>
Using either:
https://content.ny.gov/navigator/?desktop=NYSDSBSfinanceOSAgency
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/SelfRegV3/agencyContact.xhtml

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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.
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.

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=NYSDSBSCfinanceOSAgency](https://content.ny.gov/navigator/?desktop=NYSDSBSCfinanceOSAgency)
3) **IE 10 Only** - Add [https://content.ny.gov/navigator/?desktop=NYSDSBSCfinanceOSAgency](https://content.ny.gov/navigator/?desktop=NYSDSBSCfinanceOSAgency) into **Compatibility View** under **Tools**
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