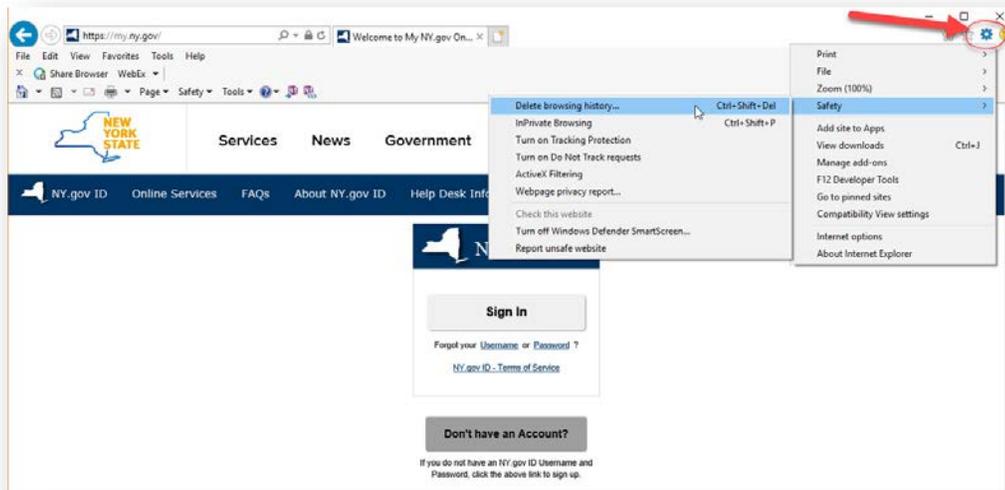


# Ethics for Lobbyists Troubleshooting Cheat Sheet

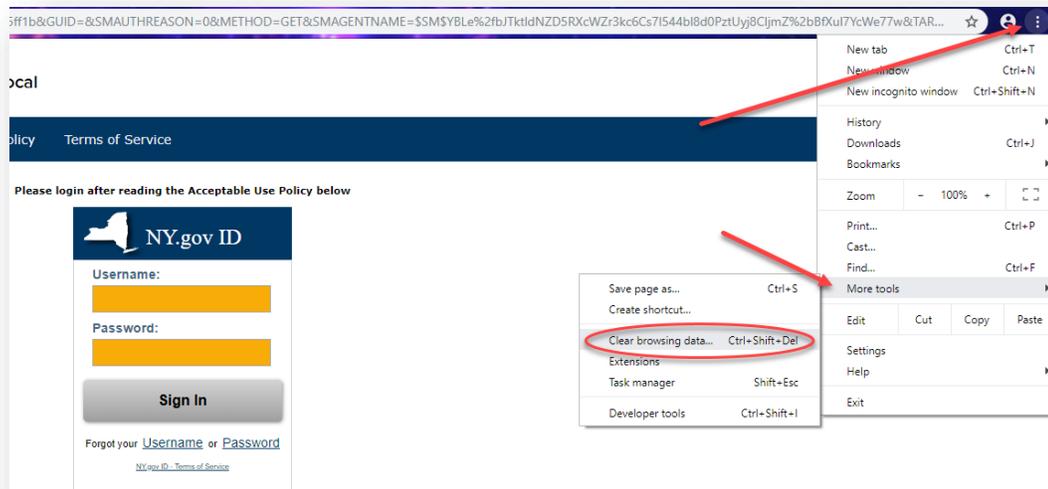
90% of all technical problems are solved with the following three steps.

**Step 1.** DELETE your browsing history from your internet browser.

From **Internet Explorer**, click on the settings wheel in the top right corner, click **"Safety"** and select **"Delete Browsing History"** or use the keyboard shortcut, **CTRL + Shift + Delete**.



From **Google Chrome**, see the screen shot below. Click the menu button  in the top right corner, then select **"More tools"** → **"Clear browsing data"** → and select the following check boxes: browsing history, download history, cookies and other plug in site data, cached images and files → click **"Clear Data."** Deleting your password history is **not** required.



## Step 2. Disable your pop-up blocker. (See instructions below)

### If you're using Google Chrome:

1. Click on the menu button  in the top right corner and select **"Settings."**
2. Click the link at the bottom which says **"Advanced."**
3. Under Privacy and Security click the button labeled **"Content Settings."**
4. Scroll down to the selection named Pop-ups and redirects.
5. Select the toggle to read as **"Allowed."**
6. Click **"Done."**

### If you're using a Mac/Safari:

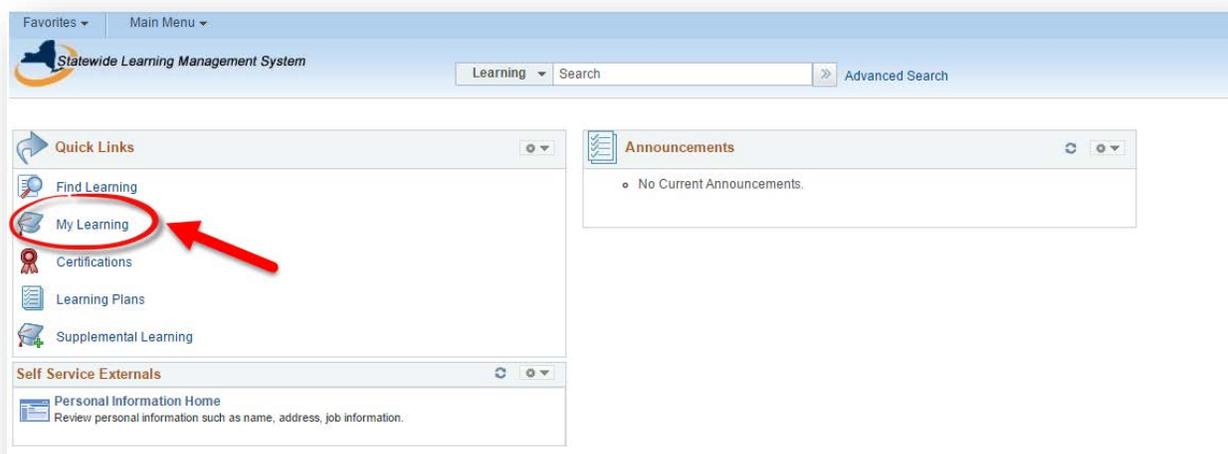
1. Click on **"Safari menu."**
2. Click on **"Preferences."**
3. Click on **"Security."**
4. **"Uncheck"** the box next to Block pop-up windows.

### If you're using Internet Explorer:

1. Click on the settings wheel in the top right corner and select Internet Options.
2. Go to the **"Privacy"** tab.
3. Uncheck the box marked **"Turn on Pop-Up Blocker."**
4. Click **"Apply"** then **"OK."**

## Step 3. Launching the course in SLMS.

1. Go to <https://nyslearn.ny.gov/>.
2. Click the orange button that says **"SLMS Login."**
3. Enter the lobbyist e-mail address under **"Username."**
4. Password (if you haven't already reset your initial password is all lower case): **welcome1** .
5. See the following screen shots.
6. Click **"My Learning."**



→ Click the “Launch button” symbol.

The screenshot shows the 'My Learning' page in the Statewide Learning Management System. At the top, there is a navigation bar with 'Favorites', 'Main Menu', 'Self Service', 'Learning', and 'My Learning'. Below this is the system logo and a search bar. The main content area has a 'My Learning' heading and several utility links: 'View Calendar', 'Request New Learning', and 'Learning Home'. A filter section shows '\*View All Learning, All Status, All Dates, All Types' with 'Go' and 'View Training Credits' buttons. Below is a table with columns: Title, Type, Status, Date, Launch, Action, and My Ratings. The first row contains 'JCOPE 2019 Ethics for Lobbyists', '\*Online', 'Enrolled', '03/01/2019', a blue play button icon (circled in red), a 'Drop' button, and a five-star rating.

→ Click the word “Launch.”

The screenshot shows the 'Table Of Contents' page. It includes the system logo, search bar, and 'View Progress Page' link. The page title is 'Table Of Contents'. Below this, there are fields for 'Component Name: 2019 JCOPE Ethics for Lobbyists', 'Type: Web-based', 'Class: JCOPE 2019 Ethics for Lobbyists', and 'Duration: --'. A table with columns 'Title', 'Status', and 'Score' contains one row: '2019 Ethics for Lobbyists', 'Not Attempted', and a blue 'Launch' link (circled in red). Below the table are 'Return To Class Progress' and 'Launch' links, and fields for 'Last Enrollment Date' and 'Last Drop Date'.



The Ethics for Lobbyists training will appear in a separate window of your internet browser. If you fail to disable your pop-up blocker, you will not be able to access the training.

### TROUBLE-SHOOTING TIPS FOR KNOWN ISSUES:

The Statewide Learning Management System (SLMS) is generally a reliable platform for course hosting, but there are known issues that users occasionally experience when enrolling in, launching, or completing courses.

In the event you experience a disruption while completing the course, return to [my.ny.gov](http://my.ny.gov) and sign in with the username and password emailed to you. If you forget your password, use the password reset feature.

Many issues in SLMS can be resolved by logging out and trying again. Do NOT create a new account each time you have technical difficulties. Log back in using the account credentials that were created in the account registration process at the beginning of these instructions.

If you receive an error message “You are not authorized to access this component” when trying to enroll in the course, log out of SLMS and log back in using the account credentials that were emailed to you. This is a common error message in SLMS.

If you get to the last page of the course and clicking the “X” does not seem to complete the course, please log out and log back in to SLMS using the account credentials that were emailed to you. Re-launch the course from your “My Learning” page, navigate to the last page of the course, and click “X” again. This is a common issue in SLMS.

If you experience technical difficulties during the account request set up or enrollment process, please contact the SLMS help desk at (518) 473-8087 M-F, 7:30 a.m. - 5:00 p.m., or request help via email at [SLMSHelpdesk@its.ny.gov](mailto:SLMSHelpdesk@its.ny.gov). **JCOPE is unable to correct technical issues that relate to the SLMS service.**