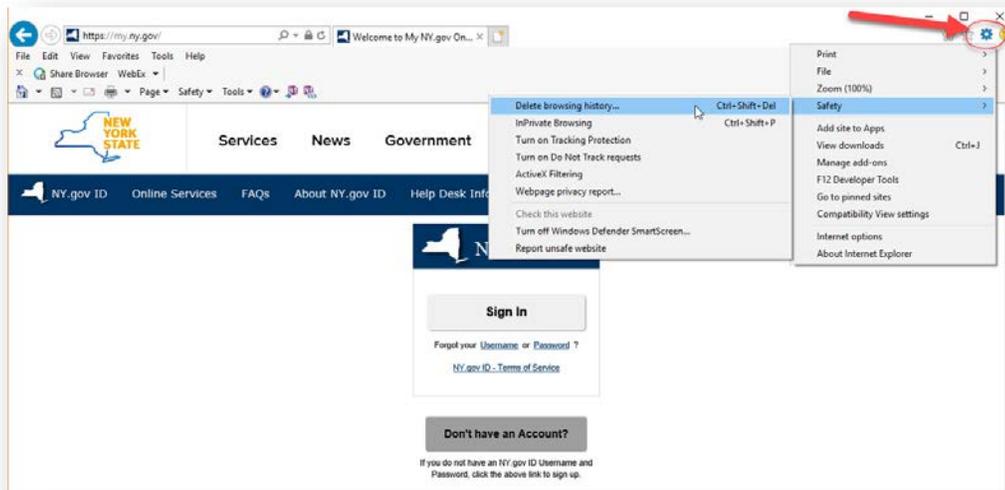# Ethics for Lobbyists Troubleshooting Cheat Sheet

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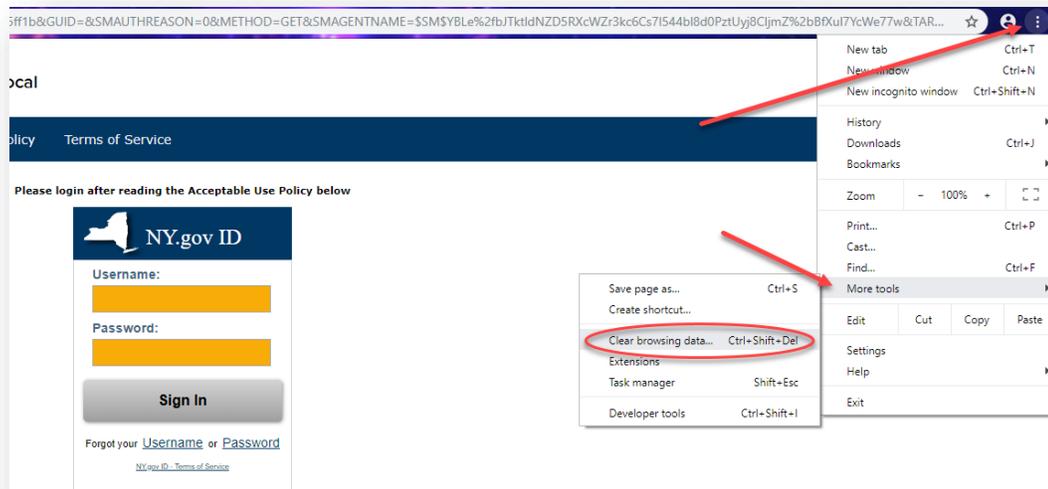
Step 2. Disable your pop-up blocker. (See instructions below)

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."**
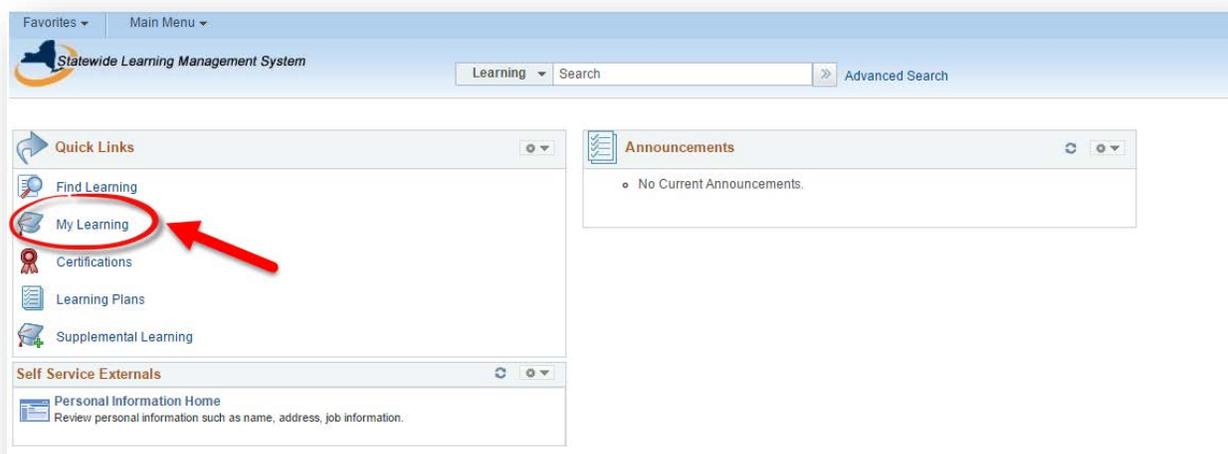6. Click **"Done."**

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.

➔ Click the word **"Launch."**

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 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. **JCOPE is unable to correct technical issues that relate to the SLMS service.**