



## 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://services.bsc.ny.gov/navigator/?desktop=Agency">https://services.bsc.ny.gov/navigator/?desktop=Agency</a> Or <a href="https://my.ny.gov/">https://my.ny.gov/</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
	FileNet Roles	End-users with active NY.gov accounts will be role mapped into FileNet based on function. Users roles are mapped by the BSC Tech Services group 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	N/A
	Pop-Up Blockers	Turn off pop-up blockers	Page 3
	Trusted Sites	Add <a href="https://services.bsc.ny.gov">https://services.bsc.ny.gov</a>	Page 3
	Compatibility View	IE 10 only	Page 3
<b>Java Install</b>			
	V. 7 Update 51.2	In order to successfully email documents out of FileNet the system requires Java Version 7.51.2 or greater installed on each PC using FileNet.	Page 4



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**Using either:**  
<https://services.bsc.ny.gov/navigator/?desktop=Agency>  
**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>

### FileNet Login

[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 NYeNet for authentication and authorization. In addition to any obligations arising under acceptable use policies or terms of service implemented by NYeNet 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 NYeNet Participating Organizations, and shall not seek information on other users or attempt to obtain access to, entry, 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.
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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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, you most likely have not been granted access to the FileNet System. Please consult with your Agency Finance Liasion to confirm access.

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

### FileNet Login

**BSC Agency FileNet Services**

NYS IT Service Management System

e-Learning Application

Statewide Learning Management

ITS Inside Edge

Statewide Telephone Directory



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### Browser Configurations

- 1) Verify **Pop-Up Blocker** under **Tools** is turned off
- 2) Verify **Trusted Sites** are set for <https://services.bsc.ny.gov/navigator/?desktop=Agency>
- 3) **IE 10 Only** - Add <https://services.bsc.ny.gov/navigator/?desktop=Agency> 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 'Trusted sites' button is also highlighted with a red box. The background shows the My NY.gov Online Services page.



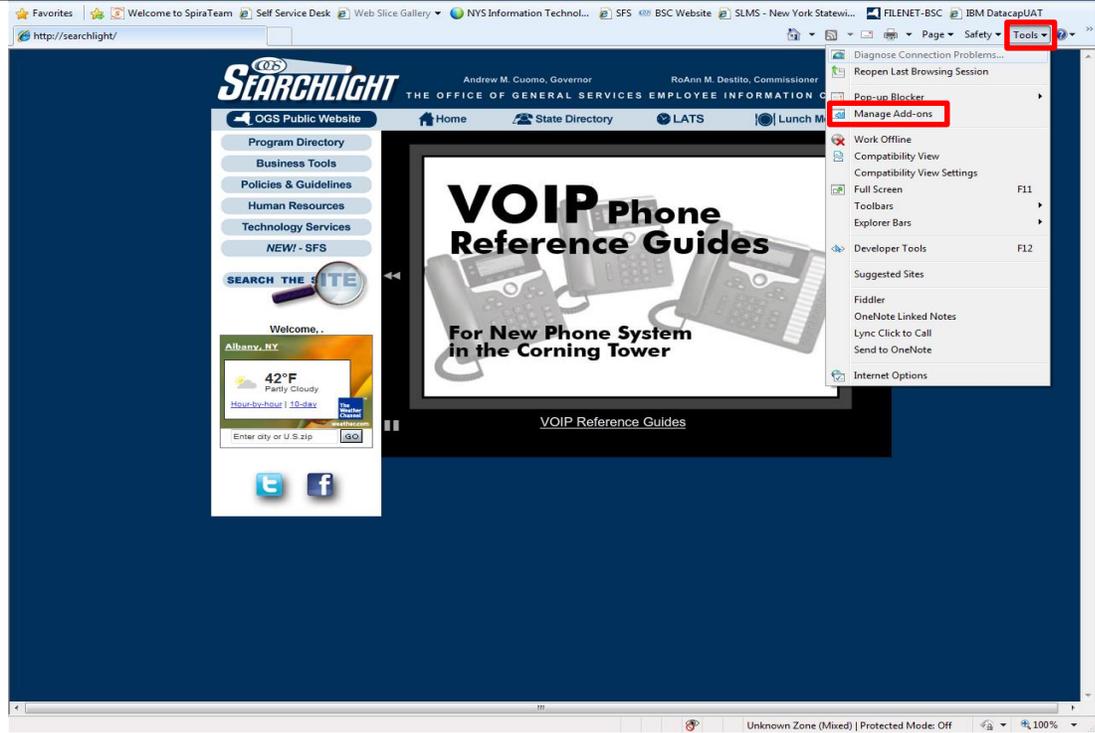
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### Java V.1.7.51 or Greater

User's computer needs to be at **Java Version 7 Update 51.2**

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.

