The following browsers are recommended for use in SLMS:

- Google Chrome
- Mozilla Firefox
- Safari versions 5, 6, and 7

If you are having trouble accessing or navigating SLMS, please follow these tips:

- **Tip # 1:**
  Do not use a bookmark or favorite. To access online training:
  1. Go to www.tax.ny.gov and select the *Real property* tab.
  2. In the *Resources* section, select the link *Online Assessment Community* in the *Local assessment officials* box.
  3. Select the *Training portal log in* button.
  4. Enter your username and password (same credentials as the OAC). You will be taken to the Statewide Learning Management System (SLMS) home page.
  5. Choose *My Learning* to view a list of all the courses you are currently enrolled in.

- **Tip # 2:**
  Clear your cookies, temporary files, and history from your browser.
  1. Close all of your browser windows and open a new browser session.
  2. Follow the instructions below for your browser.

Safari version 5, 6, or 7	Google Chrome	Mozilla Firefox

  3. Close your browser window and open a new browser session. Follow tip # 1.

- **Tip # 3:**
  Turn off Pop-up blockers.
  1. See http://www.wikihow.com/Disable-Popup-Blockers

- **Tip # 4:**
  Access SLMS using a different browser.

- **Tip # 5:**
  Access SLMS using a different computer.

Self Service Externals: Personal Information Home message

Choose Personal Information Home, scroll down to the bottom of the page, and select the validate button. Log out of SLMS and follow tip # 1.

Blank screen

If you sign into SLMS and only see a blank screen, follow tip # 1 and tip #2.

Training will not launch

If you launch the training and nothing happens, follow tip # 3.

Authorization error

If you receive an error stating "You are not authorized to access this component" when navigating SLMS, follow tip # 1 and tip # 2.