The following browsers are recommended for use in SLMS:

- Internet Explorer 11
- Mozilla Firefox
- Google Chrome

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](http://www.tax.ny.gov) and select the ‘Government and Researchers’ tab.
  2. Select ‘Property Tax and Assessment Administration’ then ‘Assessment Community Online Services’ login.
  3. Click on ‘Training Portal’ button; you will be taken to the Statewide Learning Management System (SLMS) home page.
  4. Click on ‘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.
  3. Close your browser window and open a new browser session. Follow tip # 1.

- **Tip #3:**
  *Turn off Pop-up blockers.*

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

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

**Self Service Externals: Personal Information Home message**

Click on Personal Information Home, scroll down to the bottom of the page, and click 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.