

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 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.

Internet Explorer 11	Google Chrome	Mozilla Firefox
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 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

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.