



Instructions for Authorizers

Create user accounts to provide additional staff at your authority with access to the Office of the State Comptroller (OSC) Online Services or the PARIS application:

1. From the 'User Management' page, click the 'Add User' box.
2. Complete all required fields (designated with an asterisk).
 - Make sure that each email address is entered correctly, since this address will be used to notify the user that his or her account has been created and to provide the user with further instructions for accessing OSC Online Services and PARIS.
3. Click the 'Save and Assign Roles' button at the bottom of the screen.
4. On the 'Permissions' tab on the next screen, click the boxes next to the roles you wish to assign to the individual. Selected roles will be highlighted.
5. On the 'User Management — View Users' screen, the individual will now appear on the list of users for the public authority. The user status field (on the right side of the listing) will show the status as 'Password Sent,' until the individual logs in to the application and creates a password. Once a user successfully logs in to the system, they will then show a status of 'active.'

Note: The individual will receive two emails from enmail@osc.state.ny.us. The first email will contain the User ID established by the Authorizer. The second email will contain a temporary password and a link to the Online Services login page. Using the link provided in the second email, the new user will access the Online Services login page and will login using the User ID and temporary password provided.

The individual will then complete their enrollment by validating his or her first name and last name, creating a new password and selecting and answering two 'Secret Questions.'

Designate another authority user as an Authorizer:

Note: An authority is permitted to have more than one Authorizer. Establishing an additional Authorizer will ensure staff coverage of Authorizer functions in the event an

Authorizer is unavailable or leaves the authority.

1. From the 'User Management' page, click the 'Add User' box.
2. Complete all required fields (designated with an asterisk).
 - Make sure that each email address is entered correctly, since this address will be used to notify the user that his or her account has been created and to provide the user with further instructions for accessing OSC Online Services and PARIS.
3. Click the 'Save and Assign Roles' button at the bottom of the screen.
4. On the 'Permissions' tab on the next screen, click the box next to 'Government Authorizer' under the 'Enrollment' banner. The box will be checked and the role will be highlighted when successfully added.

Make changes to a user account that has already been established:

1. From the 'User Management – View Users' screen, click the 'Permissions' icon next to the specific individual whose status you want to modify.
2. Check or uncheck the boxes next to the roles you wish to add or remove.
 - To add a role, click the box next to that role. The box will be checked and the role will be highlighted when successfully added.
 - To remove a role that was previously assigned to the individual, uncheck the box next to the role you wish to remove. The role will no longer be checked or highlighted.

Reset a user's forgotten password:

1. From the Online Services login page, select the 'I forgot my password' link.
2. On the next screen, enter your User ID, first name and last name. You must enter your first and last name exactly as they were originally created by the Authorizer. For example, 'Tom' or 'Thomas.'
3. On the next screen, the two 'Secret Questions' that you selected when you first accessed the application will be listed. Provide your answers to those questions.
4. The next screen will allow you to create a new password.
5. Once finished, you will be returned to the login screen and may then login in using your new password.
6. You will also receive an email from enrmail@osc.state.ny.us confirming that your password was changed successfully.

Or

The Authorizer for the public authority can reset the password.

1. From the 'User Management' screen, click the 'User Info' icon next to the individual's name.

2. In the 'System Info' section of the 'User Info' page, click the 'Reset Password' link in the 'Available Actions' section.
3. The individual will then receive an email from enmail@osc.state.ny.us with a temporary password and instructions to create a new password.

Unlock an individual's account that has been locked from too many incorrect password entries:

1. From the 'User Management — View Users' screen, click the 'User Info' icon next to the individual's name.
2. The 'Status Reason' field will indicate 'Password attempts over limit.'
3. In the 'System Info' section of the 'User Info' tab, click the 'Reset Password' link in the 'Available Actions' section.
4. The individual will then receive an email from enmail@osc.state.ny.us with a temporary password and instructions to create a new password.

Retrieve a User's forgotten User ID:

1. Select the 'I forgot my User ID' link.
2. On the next screen, enter your first name, last name and email address. You must enter this information exactly as it was originally created by the Authorizer. For example, 'Tom' or 'Thomas.'
3. The individual will receive an email from enmail@osc.state.ny.us which will contain the User ID.
4. The user should now be able to access the application.

Or

Check with the Authorizer for the authority. The Authorizer can access the Enrollment application, and identify the User ID that was established for the individual. This information can be found on the 'User Management' page by selecting the 'User Info' icon. The individual's User ID will be shown under the 'Personal Info' banner at the top of the 'User Info' page.

Inactivate an account for a user who has left the authority, or no longer requires access to PARIS as part of his or her job:

Note: A user account cannot be deleted; it can only be made inactive.

1. From the 'User Management — View Users' page, click the 'User Info' icon next to the individual's name.
2. In the 'System Info' section of the 'User Info' tab, select the 'Lock User' link in the 'Available Actions' section.
3. The 'Status Reason' will indicate 'Administratively locked.'

OSC Online Services for PARIS Users and Authorizers

How can an Authorizer create user accounts to provide other individuals in the organization with access to Office of the State Comptroller (OSC) Online Services or the PARIS application?

1. From the 'User Management' page, click the 'Add User' box.
2. Complete all required fields (designated with an asterisk).
 - Make sure that each email address is entered correctly, since this address will be used to notify the user that his or her account has been created and to provide the user with further instructions for accessing OSC Online Services and PARIS.
3. Click the 'Save and Assign Roles' button at the bottom of the screen.
4. On the 'Permissions' tab on the next screen, click the boxes next to the roles you wish to assign to the individual. Selected roles will be highlighted.
5. On the 'User Management — View Users' screen, the individual will now appear on the list of users for the public authority. The user status field (on the right side of the listing) will show the status as 'Password Sent,' until the individual logs in to the application and creates a password. Once a user successfully logs into the system, they will then show a status of 'active.'

Note: The individual will receive two emails from enrmail@osc.state.ny.us. The first email will contain the User ID established by the Authorizer. The second email will contain a temporary password and a link to the Online Services login page. Using the link provided in the second email, the new user will access the Online Services login page and will login using the User ID and temporary password provided.

The individual will then complete his or her enrollment by validating their first name and last name, creating a new password and selecting and answering two 'Secret Questions.'

How can an Authorizer designate someone else as an Authorizer?

1. Note: An authority is permitted to have more than one Authorizer. Establishing an additional Authorizer will ensure staff coverage of Authorizer functions in the event an Authorizer is unavailable or leaves the authority. From the 'User Management' page, click the 'Add User' box.
2. Complete all required fields (designated with an asterisk).
 - Make sure that each email address is entered correctly, since this address will be used to notify the user that his or her account has been created and to provide the user with further instructions for accessing OSC Online Services and PARIS.
3. Click the 'Save and Assign Roles' button at the bottom of the screen.
4. On the 'Permissions' tab on the next screen, click the box next to 'Government Authorizer' under the 'Enrollment' banner. The box will be checked and the role will be highlighted when successfully added.

How can an Authorizer make changes to a user account that has already been established?

1. From the 'User Management – View Users' screen, click the 'Permissions' icon next to the specific individual whose status you want to modify.
2. Check or uncheck the boxes next to the roles you wish to add or remove.
 - To add a role, click the box next to that role. The box will be checked and the role will be highlighted when successfully added.
 - To remove a role that was previously assigned to the individual, uncheck the box next to

the role you wish to remove. The role will no longer be checked or highlighted.

What do I do if I have forgotten my password?

1. From the Online Services login page, select the 'I forgot my password' link.
2. On the next screen, enter your User ID, first name and last name. You must enter your first and last name exactly as they were originally created by the Authorizer. For example, 'Tom' or 'Thomas.'
3. On the next screen, the two 'Secret Questions' that you selected when you first accessed the application will be listed. Provide your answers to those questions.
4. The next screen will allow you to create a new password.
5. Once finished, you will be returned to the login screen and may then login in using your new password.
6. You will also receive an email from enmail@osc.state.ny.us confirming that your password was changed successfully.

Or

The Authorizer for the public authority can reset the password.

1. From the 'User Management' screen, click the 'User Info' icon next to the individual's name.
2. In the 'System Info' section of the 'User Info' page, click the 'Reset Password' link in the 'Available Actions' section.
3. The individual will then receive an email from enmail@osc.state.ny.us with a temporary password and instructions to create a new password.

How can an Authorizer unlock an individual's account that has been locked from too many incorrect password entries?

1. From the 'User Management — View Users' screen, click the 'User Info' icon next to the individual's name.
2. The 'Status Reason' field will indicate 'Password attempts over limit.'
3. In the 'System Info' section of the 'User Info' tab, click the 'Reset Password' link in the 'Available Actions' section.
4. The individual will then receive an email from enmail@osc.state.ny.us with a temporary password and instructions to create a new password.

What do I do if I have forgotten my User ID?

1. Select the 'I forgot my User ID' link.
2. On the next screen, enter your first name, last name and email address. You must enter this information exactly as it was originally created by the Authorizer. For example, 'Tom' or 'Thomas.'
3. The individual will receive an email from enmail@osc.state.ny.us which will contain the User ID.
4. The user should now be able to access the application.

Or

Check with the Authorizer for the authority. The Authorizer can access the Enrollment application,

and identify the User ID that was established for the individual. This information can be found on the 'User Management' page by selecting the 'User Info' icon. The individual's User ID will be shown under the 'Personal Info' banner at the top of the 'User Info' page.

What does an Authorizer do if an individual has left the authority, or no longer requires access to PARIS as part of his or her job, and needs their account deleted?

Note: An account cannot be deleted; it can only be made inactive.

1. From the 'User Management — View Users' page, click the 'User Info' icon next to the individual's name.
2. In the 'System Info' section of the 'User Info' tab, select the 'Lock User' link in the 'Available Actions' section.
3. The 'Status Reason' will indicate 'Administratively locked.'