**SLMS TROUBLESHOOTING SHEET**

To make a SLMS account us this link: https://ws04.nyenet.state.ny.us/

**Help directions**

If you do not have a **NY.gov** account, you will first create an account with NY.gov:

(NY.gov account grants access to various state applications including SLMS).

1. Go to https://ws04.nyenet.state.ny.us from your internet browser. Click Don’t Have An Account? on the NY.gov page.

2. Select Personal as the account you want to create. Click the button to Sign Up for a Personal NY.gov ID.

3. You will be asked to select a user name. If your user name is unique, you can proceed to create an account by clicking on Create Account. If you already have an account, select the Email Me the User ID and follow the instructions above.

4. The next page will ask you to verify the information submitted so far. Click Continue.

5. To activate your new account, go to your email and click the link sent to you from NY.gov.

6. You will be asked to set up three security questions and answers, and create a password.

7. Once you have created your password, click Continue. On the next page, select Continue to Enrollment.

8. Under Application Enrollment, select the Enroll button next to Statewide Learning Management System (SLMS) to take you to the SLMS registration page.

**In SLMS, you will fill out a registration form:**

1. On the SLMS Self Service External page, select External User Registration.

2. Fill out the registration form with information about yourself as a learner.

3. Name: Enter your first and last name.

4. Address: You can enter either a home or a business address. Select the type.

5. Personal Information: Enter your email address and phone, either home or business, so you can be contacted if there is any change in training.

6. Primary Job Information: Enter your primary job information. Click on the magnifying glass to find a drop down list for Job Family, Job Title, and Organization.

7. When you are finished, click the Submit Information button at the bottom of the page.

8. Click Sign out and wait 5 minutes for your information to be processed.

9. Enter https://nyslearn.ny.gov into your Internet browser.

10. Select SLMS Log In at the top of the page.

11. Log in using your new NY.gov username and password.

**SLMS Help Desk**

For help logging in, please contact the SLMS Help Desk at (518) 473–8087 M–F, 7:30 a.m. – 5:00 p.m. or email SLMSHelpdesk@goer.ny.gov