

Troubleshooting Problems with OSIS

Login and Password doesn't work

Make sure you are using the correct web address: <https://www.health.state.ok.us/osisweb>

Does OSIS say "You have entered an incorrect Login ID or Password. Please try again"? This is an issue with not entering the login ID or password correctly and you should contact your site administrator. If you are the site administrator you will need to contact OSIS.

Does OSIS say, "Thank you for using OSIS. You have successfully logged out"? This is a pop-up blocker. Please see the instructions below.

Pop-up Blocker

Some sites will have multiple pop-up blockers. You will have to look for them throughout the screen. The first place to look is under "Tools" on the menu bar. Go to "Tools", "Pop Up Blocker", "Pop Up Blocker Settings", and allow pop-ups from the OSIS Site. This may entail typing the web address into the blocks provided. After doing this, try to log in again. If it still logs you out then you have another pop-up blocker. Roll your mouse over every icon on the page and find the pop-up blocker. You should always set it to allow pop-ups from the OSIS site instead of just turning off the pop-up blocker. This can take lots of time and patience. The pop-up blocker will have to be found before you will be able to access OSIS. You will need to look for anything that says, "A pop-up has been blocked" or shows a number of pop-ups that have been blocked. Click on that message and select from the list "Always allow pop-ups from" our website. The computer should give you a list of recently blocked pop-ups and our website will be one of them.

No Scroll Bar

You must be using Internet Explorer 5.5 or better to access OSIS.

Click on "My Computer" on your desktop, then click on "Control Panel", "Internet Options", the "Security" tab, and "Trusted Sites." The little button "Sites" on the right side, middle of the screen should become available at that point. Click on "Sites and type in the OSIS web address in the block provided, and click "Add." The web address may generate after you type some of it. You will need to click on "Okay" to apply the new setting. Login again and see if the scroll bar appears.

If you have Internet Explorer 7.0 you may not have a scroll bar. To check what version of Internet Explorer you have go to the Internet. On the tool bar click on "Help", then click on "About Internet Explorer". The screen should show you what version of Internet Explorer you are using. If you are using 7.0 and you don't have a scroll bar go to "Tools" on the Menu Bar, click on "Internet Options", "Security" tab, and "Custom Level". On the list of security settings you will find this option: "Allow script-initiated windows without size or position constraints". Click in the circle provided to "Enable". It is possible that you will have to restart your computer.

If that doesn't work, right click on the desktop anywhere you don't have an icon. Go to "Properties", click on the "Settings" tab. The screen resolution needs to be reset. Try setting the resolution at 1024 by 768 pixels. The scroll bar will work at other settings so this may be something you need to play with a bit to get the right setting for you. This will affect the way your screen looks for all of your programs.

If you have SBC DSL you will not be able to save the web link to your desktop or in favorites. You will have to go to Internet Explorer on the desktop and access the Internet and then type in the website address.

You can press the "F11" key on your keyboard to get a scroll bar.

Even without a scroll bar you should be able to tab through the pages, or you can click on "Ctrl" and "N" to bring up a new page with a scroll bar.

Security Certificate Problem

If a message appears stating there is a problem with the security certificate for this site make sure you are using the following website: <https://www.health.state.ok.us/osisweb>.