

Troubleshooting Tips for SFS Users



This guide provides a list of basic troubleshooting tips for all Statewide Financial System (SFS) users.

Unable to Log In to the System?

If you experience issues logging into SFS, please:

- ✓ Confirm that you are accessing the correct URL.
 - SFS Agency Portal: <https://fin.sfs.ny.gov>
 - SFS Vendor Portal: <https://esupplier.sfs.ny.gov>
 - Customer Portal: <https://customer.sfs.ny.gov>
- ✓ Confirm that you are correctly entering your User ID and password.
 - Use caution when cutting and pasting to ensure no extra spaces or characters are in the User ID and password fields.
- ✓ Clear your cache/internet browser history and try logging into SFS again. Request that cookies, cached images and files, passwords and other site data be clear.
 - Be sure to clear cache for “all-time”, not just for a recent time frame.
 - Once cleared, close all browser windows, and retry.
- ✓ Check which browser you are using.
 - SFS encourages using Google Chrome or Microsoft Edge.

If you entered an incorrect password multiple times or haven't logged into SFS in awhile, your account may be locked:

- ✓ **Agency users:** Work with your internal Agency Security Administrator (ASA) team. If you do not know your ASA, reach out to your supervisor or Agency Coordinator. Let the ASA know that your password doesn't work, and you may be locked out. The ASA can reset your password and/or unlock your user credentials as needed.
- ✓ **Vendor users:** Work with the Delegated Admin associated with your organization. The Delegated Admin can reset your password and/or unlock your user credentials as needed. If you do not know who your Delegated Admin is, please contact the Primary Contact associated with your organization.
- ✓ **Customer users:** Contact the SFS Help Desk. The SFS Help Desk can reset your password and/or unlock your user credentials as needed.

Need Assistance with the System or a Functional Issue?

If you experience system or functional issues and need assistance from SFS, first clear your cache, close your browser windows and retry. If the issue continues, please contact the SFS Help Desk directly:

- ✓ The SFS Support tile in the SFS Agency, Vendor, and Customer Portals
- ✓ Email: HelpDesk@sfs.ny.gov
- ✓ Agency and Customer Phone: 518-457-7737 or 877-737-4185 (toll-free)
- ✓ Vendor Phone: 518-457-7717 or 855-233-8363 (toll-free)

Please include as many details as possible when contacting the Help Desk, including “How, What, Where, When, and Who”:

- ✓ A detailed description of the issue.
- ✓ The SFS User ID you were using when you encountered the issue.
- ✓ The date and time you encountered the issue.
- ✓ The name of the job aid or reference material that you were following when you encountered the issue (if applicable).
- ✓ The name of the page you were on when encountering the issue.
- ✓ Impacted transaction IDs (if applicable).
- ✓ Screenshots of the entire page where you are experiencing trouble including the URL and any error messages you are receiving (if applicable).