

## Add Trusted Sites in Internet Explorer 11

Users have encountered a recurring looping issue with NYS Payroll Online (NYSPO). When a user attempts to sign in to NYSPO, the user is returned to the Sign In page. This looping issue is typically caused by the browser's cache—the browser is redirecting to a previously accessed page. Users most commonly report this issue when using Internet Explorer 11. Adding NYSPO to the trusted sites in Internet Explorer 11 resolves the looping issue.

To make NYSPO a trusted site in Internet Explorer, follow these steps:

1. Open Internet Explorer
2. Click Tools
3. Click Internet Options
4. Click the Security tab
5. Select Trusted Sites
6. Click the Sites button
7. Enter <https://psonline.osc.ny.gov>
8. Click Add
9. Click Close
10. Click OK

**NOTE:** If you are unable to do this (i.e., the trusted sites are locked for editing), contact your agency's IT Unit to do this for you.



