

## **SCBOS Navigation/Passwords/Emails FAQs**

### **Q1 -- What is the Previous Button used for?**

The "Previous" button enables the users to back-up one screen. Don't use the back button of the browser.

If you use the "Previous" button and come to a table, you may edit the table by clicking on the edit icon.

### **Q2 -- What is the Delete Button used for?**

The "Delete" button enables the user to delete a complete application before checkout. If the user clicks OK on the confirmation screen, all data for the application is discarded. This is a quick way to start over but it can wipe out the information that you have spent some time entering.

### **Q3 -- How do I know that a field on the screen expects me to enter a value?**

Required fields on a screen are designated by a red asterisk.

### **Q4 -- What do I do when I click "Continue" and the screen displays "No Results Found?"**

The screen is used to enter multiple items, for example: Organizers, Members, and Locations. "No Results Found" simply means that there are no entries. To make an entry, click on "+ ADD." You can usually enter more than one item.

### **Q5 -- What does it take to establish a user account?**

It's simple. Go to the SignUp link on the top right corner of the home page. To start, you will enter any unique user name and password. If you continue, you will be asked to complete a short profile. From there you can select the appropriate application. SCOBOS normally does not allow a user name to be re-used. It must be unique, i.e., not used by any other user.

### **Q6 -- I entered my password wrong and now I'm locked out of SCBOS. What do I need to do?**

After the third time of entering your password incorrectly, SCBOS will lock you out of the system. This is a security measure put into place by SCBOS. Come back to SCBOS in an hour and try again. Your password should then be available.

**\*\*Just remember after three more incorrect entries, you will be locked out again.\*\***

### **Q7 -- What is a valid password?**

A valid password must consist of 6 to 10 characters with at least 2 numeric digits. Passwords are not case sensitive.

Example of an acceptable password: abcdefgh11

### **Q8 -- Why I am getting a message that tells me my password is expired?**

In SCBOS, you are required to change your password every 365 days or so.

### **Q9 -- When registering, I am told my email address already has an account associated with it - what should I do?**

When you enter an email address in your profile as a part of establishing an account, the directory of accounts is scanned to determine if there are any other accounts associated with the email address. If there are, you will get a message indicating that there are one or more accounts associated with the email address. You are now given two choices: (1) cancel the account you are in the process of creating because you plan to use an already existing account, and (2) click Next realizing that you will now have more than one account associated with the email address. Retrieving your user name based on the email address will no longer work when there is more than one account but this will not affect your ability to use any of the applications.

### **Q10 -- What should I do when I receive an email asking me to validate my email address?**

The purpose of the email is to ask you to verify your email address. By validating your email address, you are indicating that the email address that was entered for the account is current and valid.

You can first verify that the email came from the State of South Carolina. It should have come from ValidationEmail@scbos.sc.gov. By clicking the link inside the email, you will be indicating that you have received the email sent to you at that email address. You can close your browser or tab once you have clicked on the link. You do not have to log into SCBOS or e-application to validate your email address – just click on the link.

Whether you validate your email address or not, it does not currently affect your ability to use any application. Validating your email address does however, stop emails from being generated every time you log into an application.

### **Q11 -- This web site looks bad in my browser - what is the problem?**

Normally JavaScript is enabled in all versions of browser. If JavaScript is not enabled, the user will receive a message from SCBOS requesting that JavaScript be enabled. To determine

whether JavaScript is enabled is go to this website -- <http://www.enable-javascript.com/>. This same website will also give the user instructions on how to enable JavaScript.

**Q12 -- I click on the Continue Button but nothing happens – what is the problem?**

Try maximizing the window to the size of the screen.