

Getting a Proxy Error when trying to approve eTime shifts

If an approver gets a proxy error when they are trying to approve eTime shifts, this means that their device is taking too long to talk to our server.

This can be caused by many things including a slow or unstable internet connection, the ISS Portal being busy handling many other users also working with shifts, or the eMedNY service that our Portal needs to send our EVV data to being busy.

If this happens, please try again in a few minutes.

If this happens more than three times in a row, please take a screenshot which includes the full error and the URL in your browser and send an email to websupport@issny.org so that we can investigate further.

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