IBIS Login Issue – Setting Change for Microsoft Edge Browsers

If you are receiving an error when logging in to IBIS, please follow the instructions below to make a small settings change to your Microsoft Edge browser. You do not need to make this change if you are not experiencing an error when trying to login.

Please make sure you are using the Microsoft Edge browser (not Chrome).

1. Open the Microsoft Edge browser. Click the '3-dots' settings icon on the top right.



2. Scroll down and select 'Settings'



3. Select **Cookies and site permissions** on the left navigation. In the middle section of the page, scroll down and select **Insecure content**.



4. In the **Allow** section, click the **Add** button.

Site permissio	ns / Insecure content	:	
Insecure content is b	locked by default on secure sit	es	
Block			Add
No sites added			
Allow No sites added			 Add
No sites added			

5. When the **Add a site** pop-up window appears, copy and paste this link into the box: http://ibis.nc.gov Then click the ADD button.

Add a site				
Site				
http://ibis.nc.gov				
Add .	Cancel			
Add	Cancer			

6. You will now see that the IBIS URL has been added in the Allow section

Site permissions / Insecure content Insecure content is blocked by default on secure sites	
Block No sites added	Add
Allow k http://ibis.nc.gov	Add

7. Next, on the left navigation bar under Settings, click **Privacy, search, and services** to carry out the steps to clear your browser cache.

2	Settings					
	Q	Search settings				
	0	Profiles				
	6	Privacy, search, and services				
	<u>:</u> ک) Appearance				
) Sidebar				

8. Scroll down to the Clear browsing data section and click the Choose what to clear button.



9. On the **Clear browsing data** window, set the **Time Range** to All Time. Set the four checkboxes shown below to CHECKED. Then click the **Clear Now** button.

Clear browsing data					
Time range					
All time 1 ~					
Browsing history 9 items and more on synced devices. Clears history from all signed-in devices that are syncing.					
None					
Cookies and other site data 4 From 189 sites. Signs you out of most sites.					
Cached images and files 5 Frees up less than 46.4 MB. Some sites may load more					
Clear browsing data for Internet Explorer mode					
This will clear your data across all your synced devices signed in to To clear browsing data from this device only, <u>sign out first</u> .					
Clear now Cancel					

- 10. Close the Microsoft Edge browser entirely. All tabs, full browser shutdown.
- 11. Reopen the Microsoft Edge browser.
- 12. From here, please login to IBIS using your normal bookmark, or by typing http://ibis.nc.gov in the browser address bar.
- 13. IBIS should now allow you to login normally.

The IBIS team will continue to investigate this issue. We hope to find a way to update IBIS so that this setting is not needed in the future.

If you continue to experience issues, please log an IBIS Help Desk ticket here: <u>https://bit.ly/IBISHelp</u>