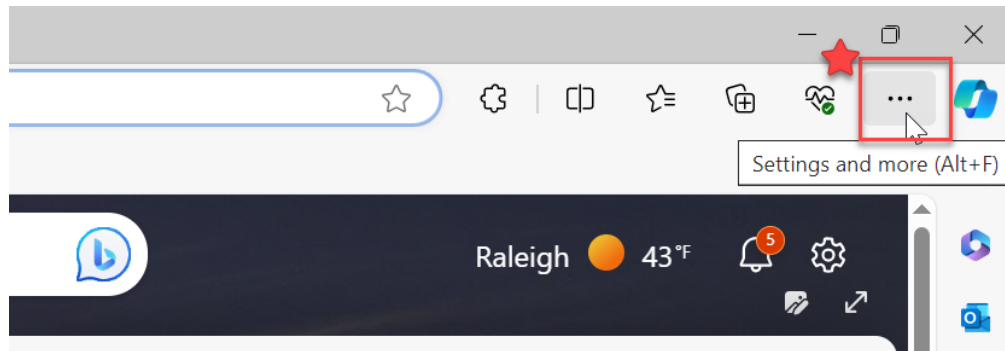**IBIS Login Issue – Setting Change for Microsoft Edge Browsers**
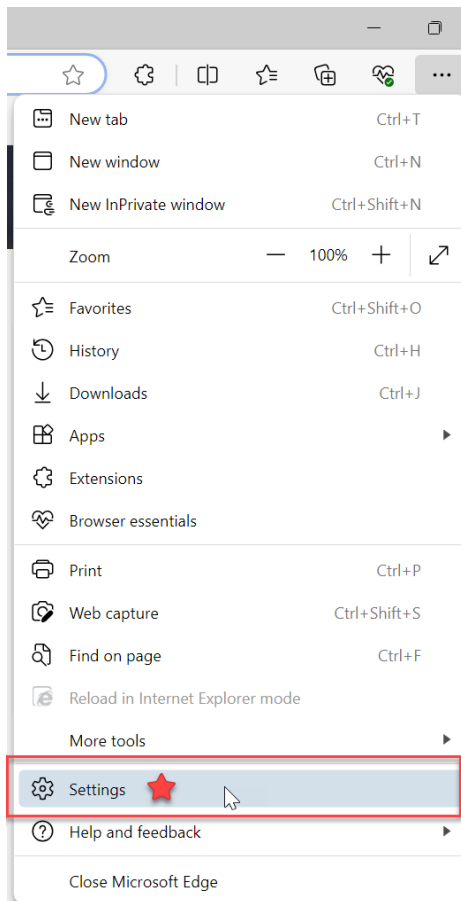
If you are receiving an error when logging in to IBIS, please follow the instructions below to make a small settings change to your Microsoft Edge browser. You do not need to make this change if you are not experiencing an error when trying to login.

Please make sure you are using the **Microsoft Edge browser** (not Chrome).
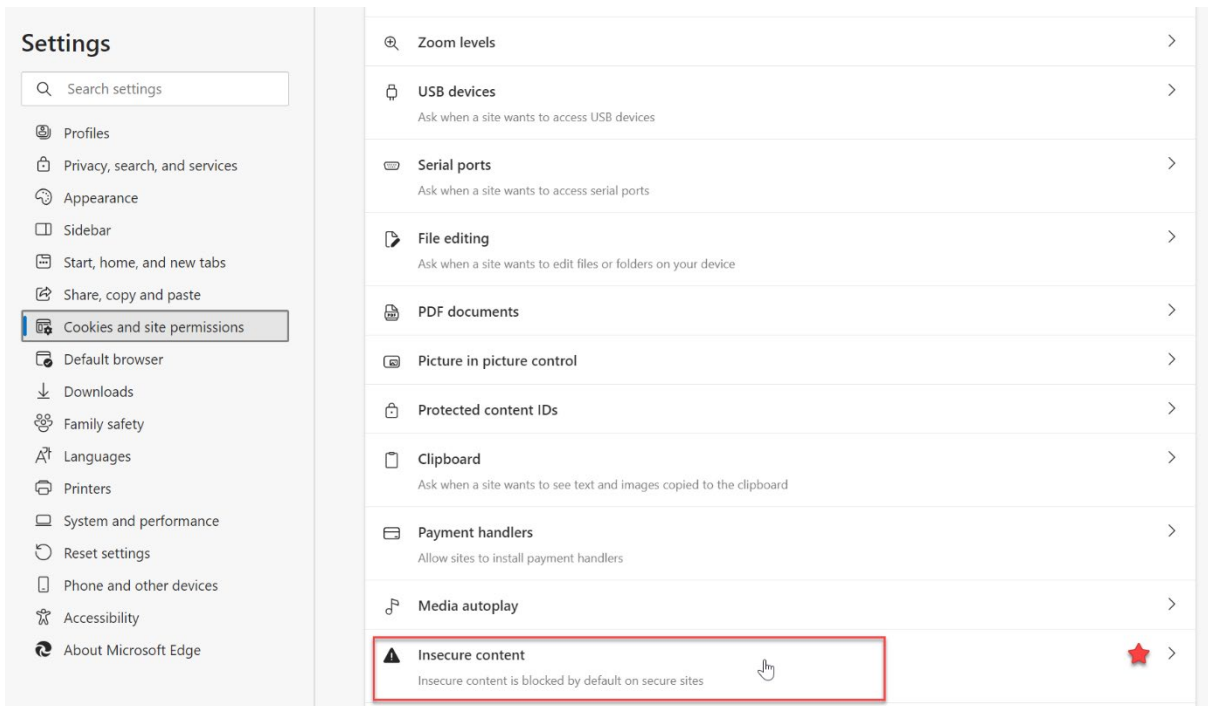
1. Open the Microsoft Edge browser.   Click the '3-dots' settings icon on the top right.
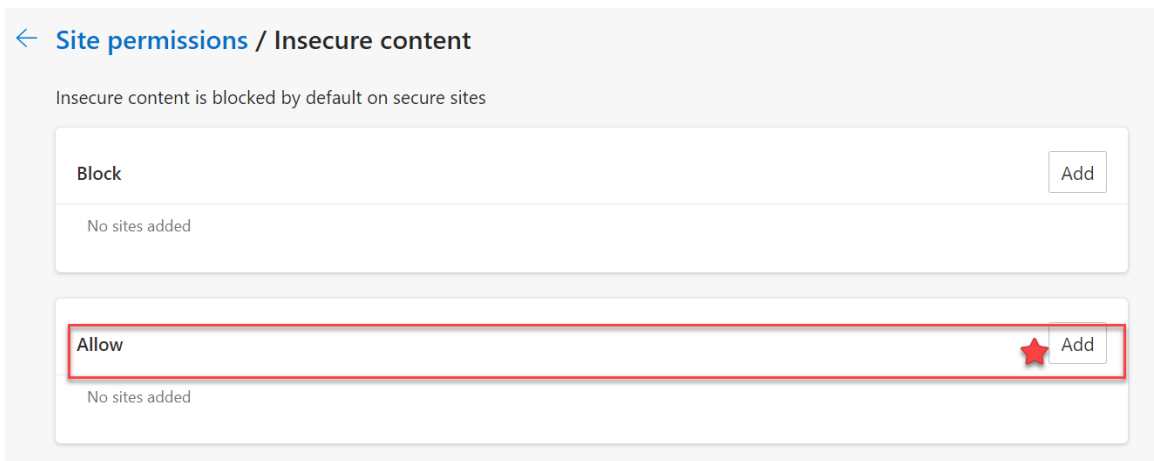

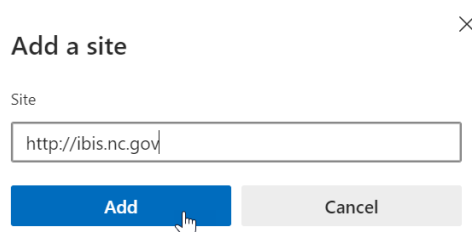2. Scroll down and select 'Settings'

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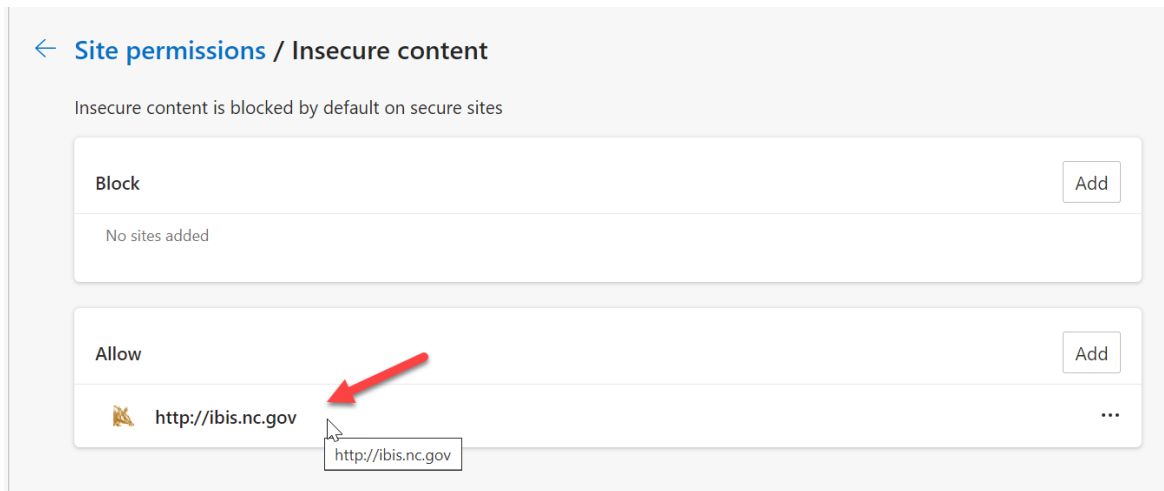

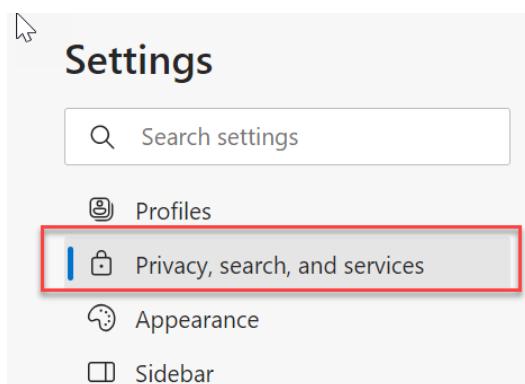4. In the **Allow** section, click the **Add** button.

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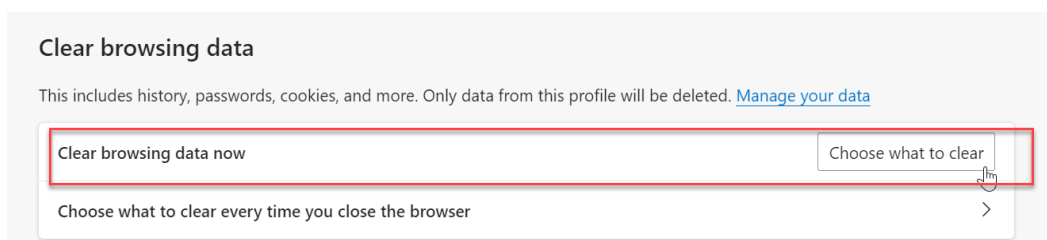
6. You will now see that the IBIS URL has been added in the Allow section
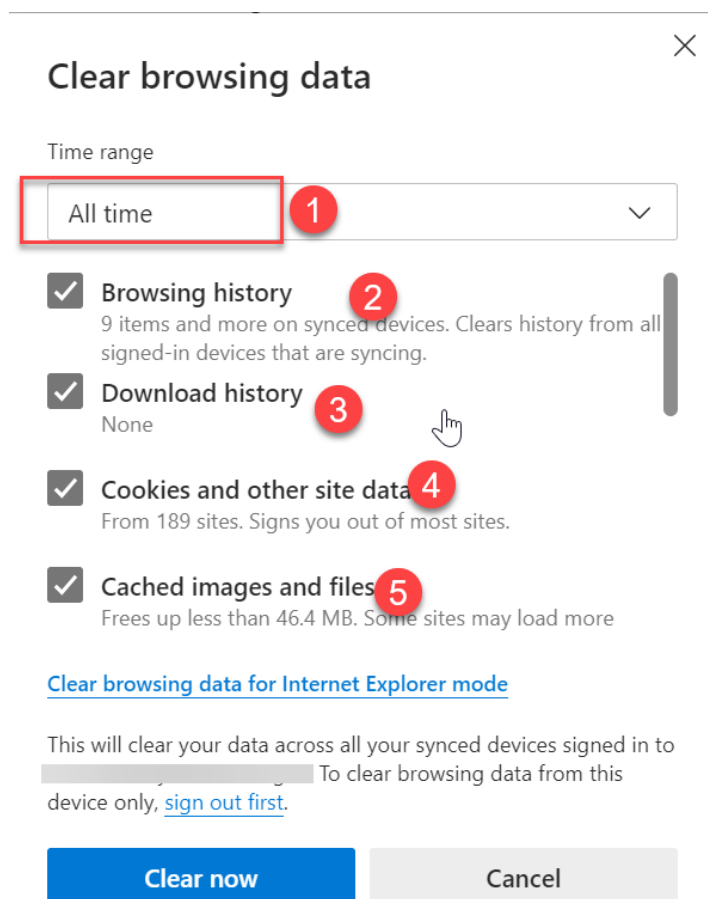

7. Next, on the left navigation bar under Settings, click **Privacy, search, and services** to carry out the steps to clear your browser cache.

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.

10. <mark>Close the Microsoft Edge browser entirely</mark>.   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: https://bit.ly/IBISHelp