

## **Remote Access Portal** **Trouble Shooting Guide**

- The Remote Access Portal requires **Internet Explorer**. Firefox, Chrome, etc., are not supported.
- The system requires login in "**Domain Name\User Name**" format (without the quotes). Our Domain Name is **wayneed**, so you must login with the format **wayneed\johndoe**. Note the use of the \ character, and not the / character.
- **Windows XP Computers** must install the following three Apps before accessing the portal: [App1](#), [App2](#) and [App3](#). All newer versions of Windows do not need to install these Apps.

### **For Single Sign On issues**

Once you log into the Portal and get your list of programs, some users may find that they are asked to re-authenticate with their username and password each time they launch another program. This may likely be a Cookie setting in Internet Explorer.

In Internet Explorer, access **Tools>Internet Options>Privacy>Advanced button**

Make sure the following options are selected:

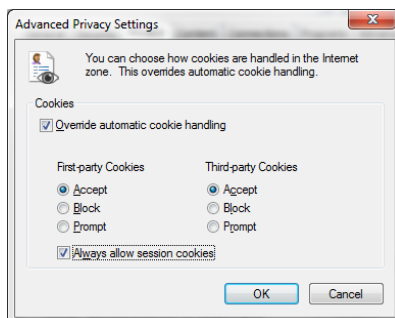
Check **Override Automatic Cookie Handling**

Select **First Party Cookies – Accept**

Select **Third Party Cookies – Accept**

Check **Always Allow Session Cookies**

The settings should look like this when you are done:



Hit Ok and you are done.