

NY.gov Login Problems and Internet Explorer 11

A change has been made to NY.gov as well as newer versions of Internet Explorer (IE) 11 that is affecting some users. Specifically, users of IE11 version 11.765.17134.0 (other versions may be impacted as well) are reporting problems logging into NY.gov. We have received reports of users being looped back when attempting to sign into WCB online applications. To continue to access eCase, or any of the other Board online applications using IE 11, you may need to add the Board's website as a Trusted site in IE11. If accessing eCase utilizing Microsoft Edge, Firefox or Chrome, changes are not required.

Adding the Board as a Trusted Site in IE11

Before adding the Board as a Trusted site, please make sure to review the following:

- 1. NY.gov will also loop back if you are entering the incorrect User ID and Password. When this happens, you will typically see a red message telling you that the information you entered is incorrect. If this is the case, please make sure that the issue is with IE11 and not your User ID and Password prior to using this fix.
- 2. Do NOT launch online applications from a saved favorite/link. WCB applications should be accessed by visiting the Board's website <u>www.wcb.ny.gov</u> and selecting the application from the dropdown, or eCase by selecting the eCase icon, and then selecting Access eCase.
- 3. If you use eCase, ensure that you have the latest version of Java installed. You can verify this by visiting <u>www.java.com</u>.

If you wish to run the WCB application on the newer versions of IE11, you can add https://www.wcb.ny.gov as a Trusted site in IE11 by doing the following:

1. With IE11 open, select the Settings button (gear icon), and then select **Internet Options** from the menu.

Print	
File	
Zoom (100%)	
Safety	
Add site to Start menu	
View downloads	Ctrl+
Manage add-ons	
F12 Developer Tools	
Go to pinned sites	
Compatibility View settings	
Report website problems	
Internet options	
About Internet Explorer	

2. In the **Internet Options** dialog box, select the **Security** tab, and then select **Trusted sites**. (Note: If you do not select **Trusted sites**, the **Sites** button will be unavailable as it defaults to Internet.)

General Security Privacy Content Connections Programs Advanced
Select a zone to view or change security settings.
Internet Local intranet Trusted sites Restricted sites
Internet
This zone is for Internet websites, except those listed in trusted and restricted zones.
Security level for this zone
Custom Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level.
Enable Protected Mode (requires restarting Internet Explorer)
Custom level Default level
Reset all zones to default level
Some <u>settings</u> are managed by your system administrator.
OK Cancel Apply

3. Selecting **Trusted sites** should make the Sites button available. Select the **Sites** button.

nternet Options
General Security Privacy Content Connections Programs Advanced
Select a zone to view or change security settings.
Trusted sites
This zone contains websites that you
your files. You have websites in this zone.
Security level for this zone
Allowed levels for this zone: All
Medium - Prompts before downloading potentially unsafe content - Unsigned ActiveX controls will not be downloaded
Enable Protected Mode (requires restarting Internet Explorer)
Custom level Default level
Reset all zones to default level
Some settings are managed by your system administrator.
OK Cancel Apply

4. In the **Add this website to the zone** box, type https://www.wcb.ny.gov and select the **Add** button.



- After adding the site, select the Close button on the Trusted sites dialog box, and then select the OK button on the Internet Options dialog box.
- 6. Close IE11 completely and reopen it. Once reopened, you should be able to access the online application from the Board's website.