

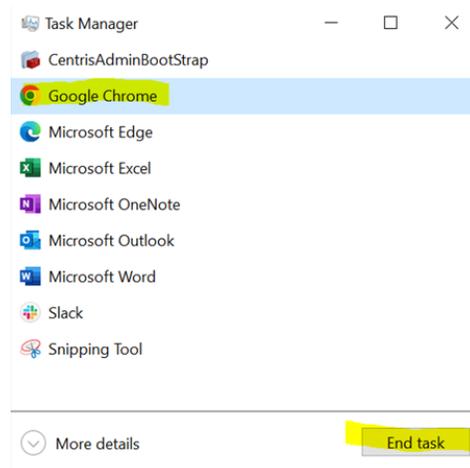
Frontline IEP/504/RTI/ESA

October 2, 2024

Users Unable to Log In to Frontline IEP/504/RTI/ESA

Recent security updates may result in some users experiencing log-in issues. The following steps should be taken to resolve:

1. Close all browser windows.
 - a. For Windows Computers:
 - i. Go to Windows search bar and type Task Manager and click on it to open.
 - ii. When Task Manager is open, click on the browser that is open and click End Task



- iii. Reopen browser and try logging in again.

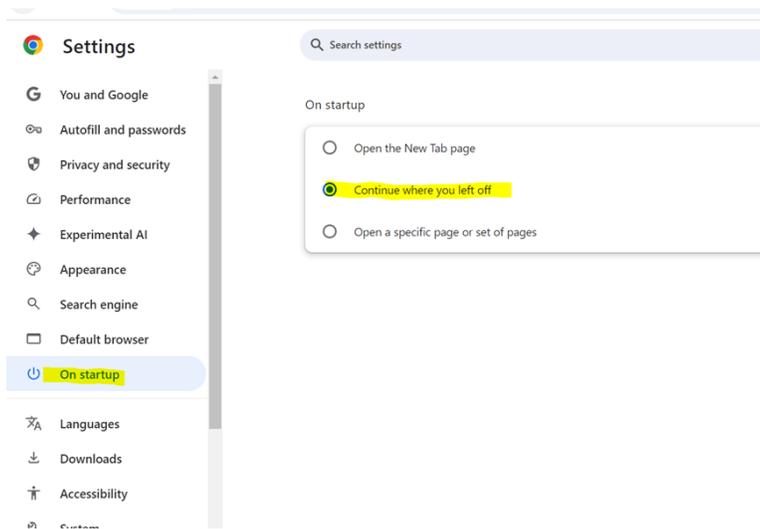
- b. For Chromebooks:
 - i. Hit Shift-Escape and that should open the Task Manager.
 - ii. When Task Manager is open, click on the browser that is open and click End Task (see picture above).

c. For Macbooks:

- i. Click these three buttons together: Command-Options-Esc
- ii. This will open Force Quit Application
- iii. Select either Force Quit for Chrome or Force Quit for Safari
- iv. Reopen browser and try logging in again.

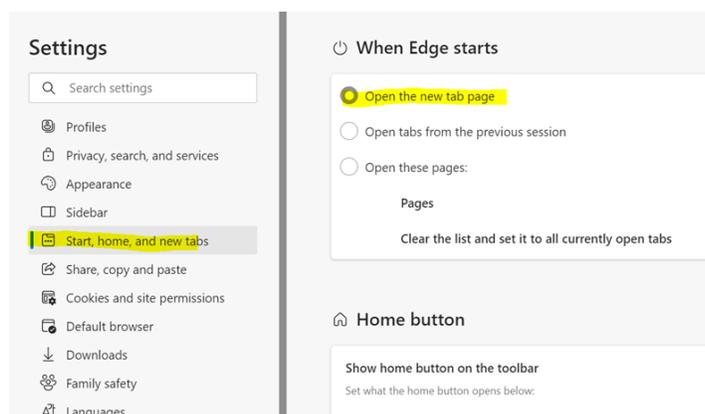
2. If this does not resolve the issue, follow steps below:

a. In Chrome, go to Settings and locate 'On startup' in the left navigation bar.



- i. If set to 'Continue where you left off' (as pictured above), temporarily change to 'Open the New Tab page'
- ii. Close Chrome and reopen; attempt login again.

b. In Edge, go to Settings and locate 'Start, home and new tabs' in the left navigation bar.



- i. If not already selected, select 'Open the new tab page'
- ii. Close Edge and reopen; attempt login again.