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.

0	Settings
G	You and Google
©=	Autofill and passwords
Ø	Privacy and security
Ø	Performance
+	Experimental AI
Ô	Appearance
۹	Search engine
	Default browser
ሀ	On startup
Ŕ	Languages
*	Downloads
+	Accessibility
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- 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.

Settings		🖰 When Edge starts
Q	Search settings	Open the new tab page
® Pr Ĉ Pr ∽ Aj	Profiles	Open tabs from the previous session
	Appearance	Open these pages:
	Sidebar	Pages
	Start, home, and new tabs	Clear the list and set it to all currently open tabs
É	Share, copy and paste	
₿ ₽	Cookies and site permissions	
٦	Default browser	ය Home button
$\underline{\downarrow}$	Downloads	Show home button on the toolbar
썅	Family safety	Set what the home button opens below:
ለት	Lanquages	-

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