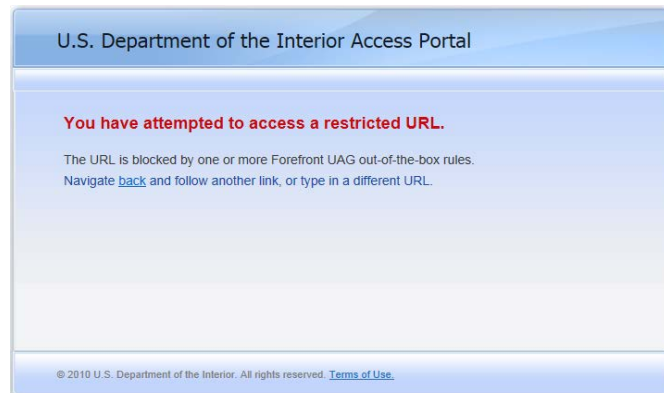
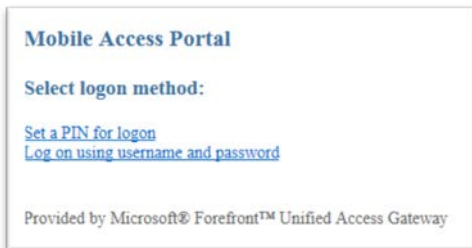


# DOI Connect Log-In Error with IE 11

Using IE to log into the DOI Connect SharePoint environment provides a log in screen for mobile devices and results in an error message after entering user credentials.

## Issue: Invalid DOI Connect Access Screen

Users accessing DOI Connect with the default settings of Internet Explorer 11 may receive the log-in screen below “[Mobile Access Portal](#)”. Entering credentials will eventually lead to an error message “**You have attempted to access a restricted URL.**” No additional navigation is possible using this page.

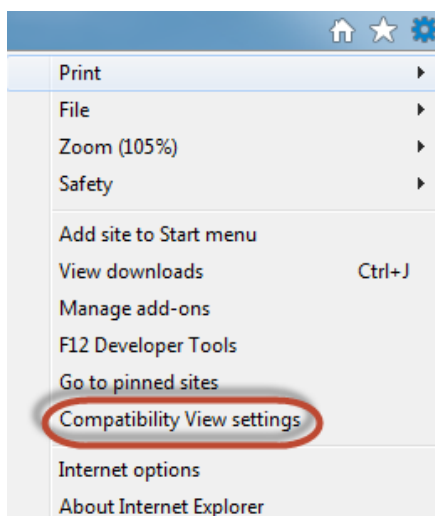


## Resolution: Add doi.gov to “Compatibility View” site list.

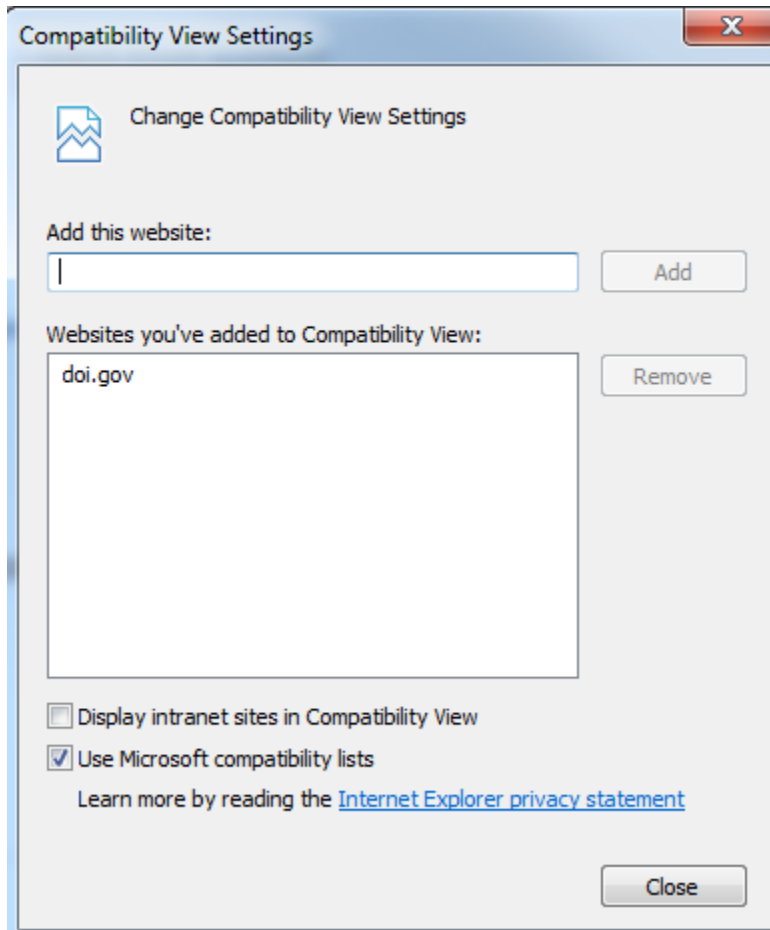
1. Click on the “Tools” icon in the upper right hand corner of the browser.



2. Click on “Compatibility View settings”



3. Under “Add this website:” type “doi.gov” and click the “Add” button. The dialog box should look like the image below when complete.



4. Click “Close” and close all browser windows.

You should now be able to log into DOI Connect SharePoint using Internet Explorer 11.