## 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"

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	Add site to Start menu			
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	Manage add-ons			
	F12 Developer Tools			
	Go to pinned sites			
1	Compatibility View settings			
	Internet options			
	About Internet Explorer			

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

Compatibility View Settings					
Change Compatibility View Settings					
Add this website:					
	Add				
Websites you've added to Compatibility View:					
doi.gov	Remove				
<ul> <li>Display intranet sites in Compatibility View</li> <li>Use Microsoft compatibility lists</li> <li>Learn more by reading the <u>Internet Explorer privacy</u></li> </ul>	<u>statement</u>				
	Close				

4. Click "Close" and close all browser windows.

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