

# 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.

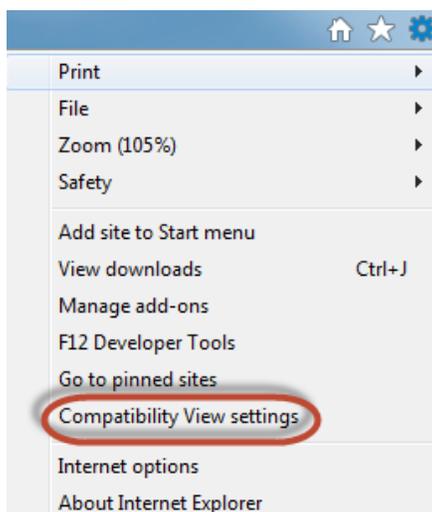


## Resolution: Add doi.gov to “Compatibility View” site list.

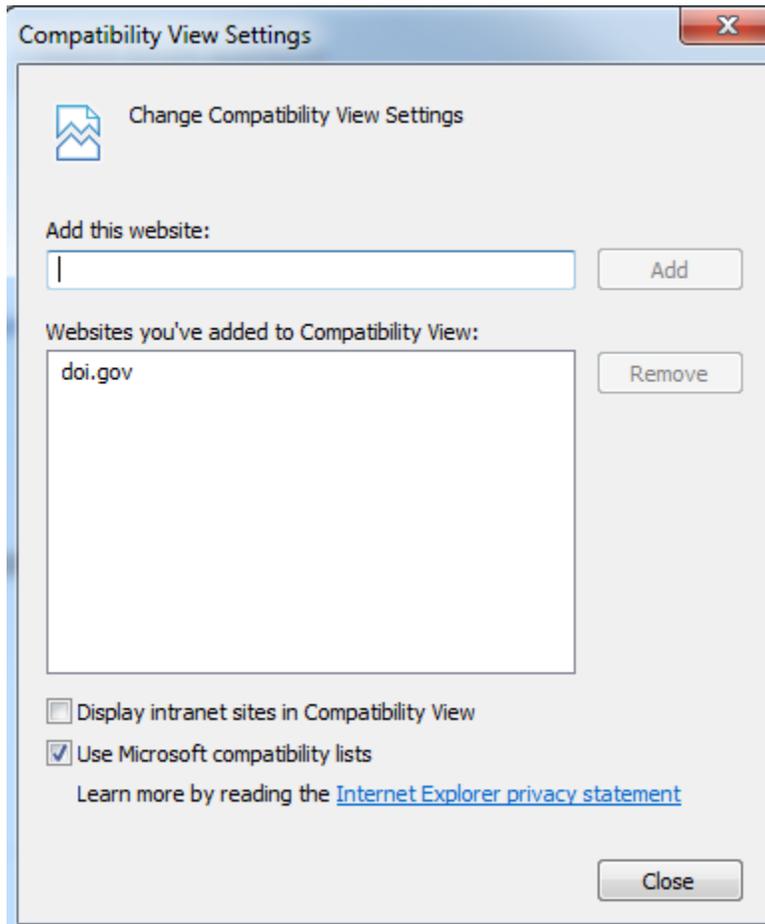
1. Click on the “Tools” icon in the upper right hand corner of the browser.



2. Click on “Compatibility View settings”



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



- Click “Close” and close all browser windows.

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