

Solution for IE 11 browser not recognizing Privileges of a Filer

Issue: After successfully logging into KY PSC the list of valid options are presented. One clicks “UFR (Filer) option. Instead of moving on to file an Annual Report the User is thrown back to the public version of Annual Reports as if they had not logged on.

Solution requires two browser setting changes:

Part One: Add psc.ky.gov to the list of trusted sites. This allows your browser to store the cookies containing your list of user rights.

Part Two: Add psc.ky.gov to the list of Compatibility Mode sites. This allows the PSC to check that cookie for your list of user rights.

Part One: Add psc.ky.gov to the list of trusted sites

Click on the “Gear” icon top right of the browser.

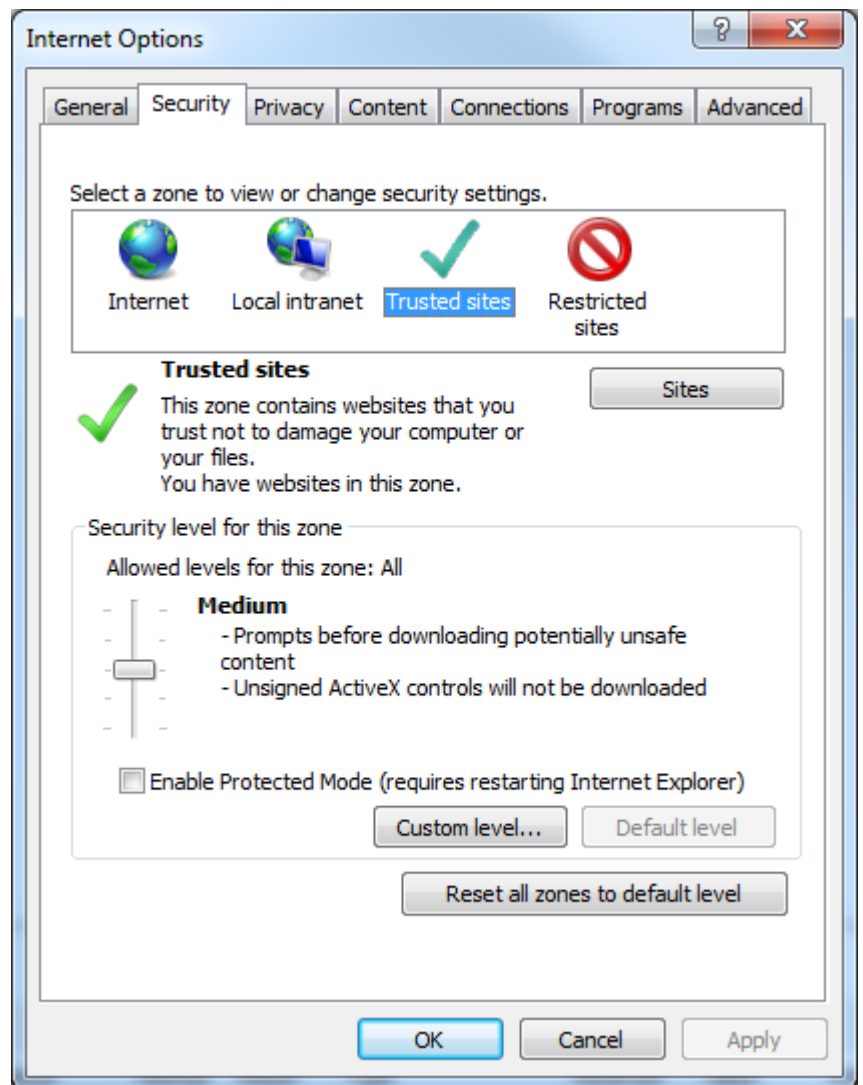
Click on menu item “Internet Options”.

Select the “Security” tab.

Click on the Green check mark “Trusted Sites”

Click on the buttons “Sites”

Leave the Security level for this zone set to “medium”



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Type in:

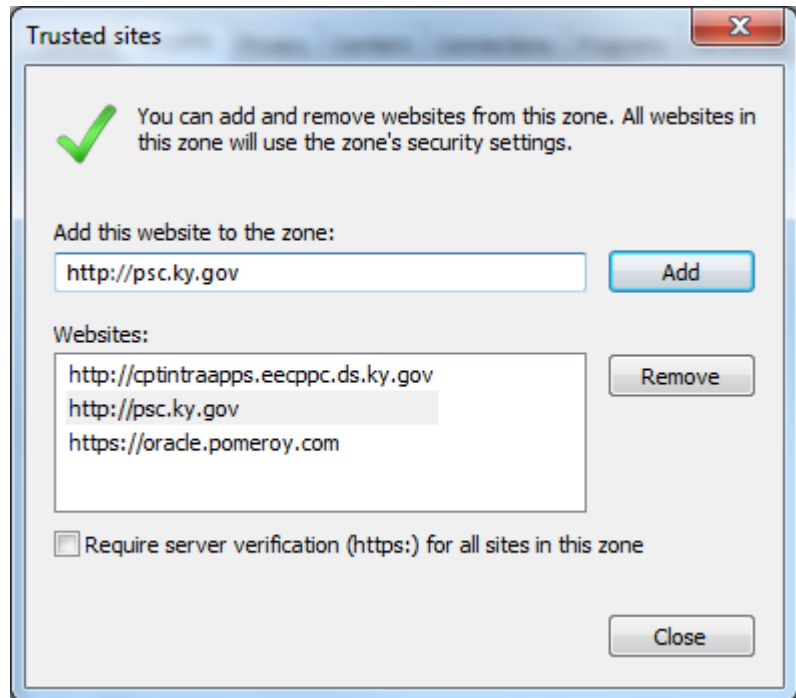
http://psc.ky.gov

Uncheck the box "Require server verification (https:) for all sites in this zone."

Click "Add"

Click "Close"

Click "OK"



Part Two: Add psc.ky.gov to the list of Compatibility Mode sites

Click on the "Gear" icon top right of the browser.

Choose menu item "Compatibility View Settings"

Type in : psc.ky.gov

Click "Add"

Click "Close"

NOTE: with destruction of browser history you may have to repeatedly reset this option!

