

Troubleshooting your JFICS login

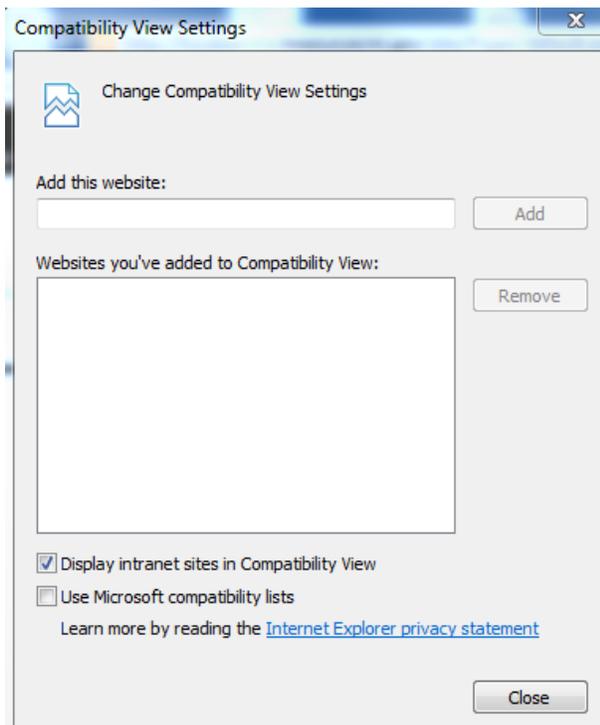
If you have followed the steps for logging into JFICS using either a PKI token or a SecureID card, and you don't see the JFICS landing screen, please try any/all the following:

1. Refresh your browser, start a new session and attempt again.
2. Reboot your machine.
3. Try using a different browser, for example, if Internet Explorer is not working, try Google Chrome, or Mozilla Firefox.
4. If you are using Internet Explorer as your web browser, try clearing your cookies/history. For help, follow the instructions provided here: <https://kb.wisc.edu/page.php?id=15141>.
5. If you have the latest version of Internet Explorer 11, you may need to change your compatibility settings. (See attached instructions.)

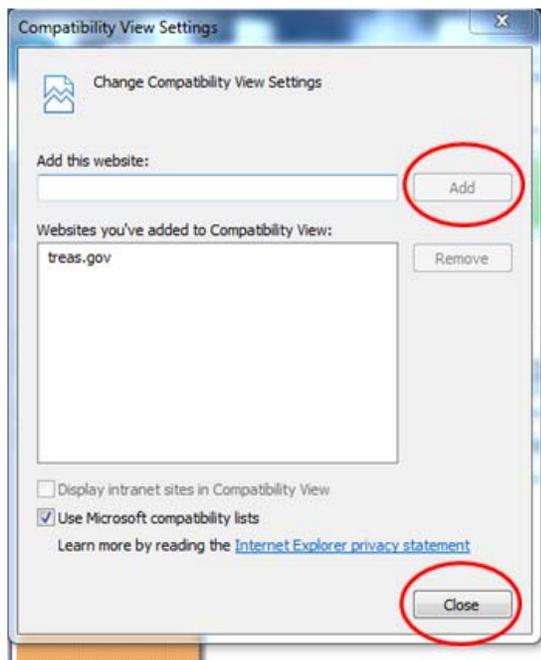
If you have attempted Steps 1 - 5 above and you are still unable to log on to JFICS, contact the Help Desk at 304-480-7777 and communicate the nature of your problem in as much detail as you can. If possible, take screenshots of images as you see them. They can be helpful in allowing the Service Desk Analyst to better understand your issue and provide solutions.

Updating your compatibility settings in IE 11:

- 1) Go to Tools/Compatibility View settings.

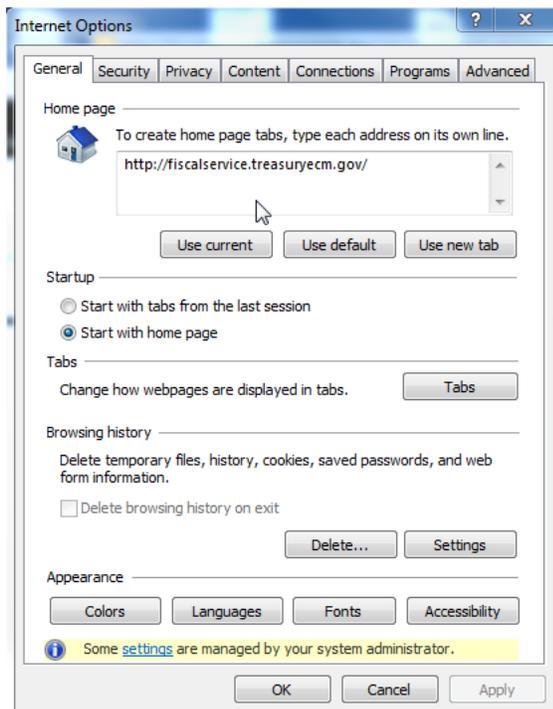


2) In the “Add this website:” field, enter **treas.gov** and click Add. Finally, close the window.

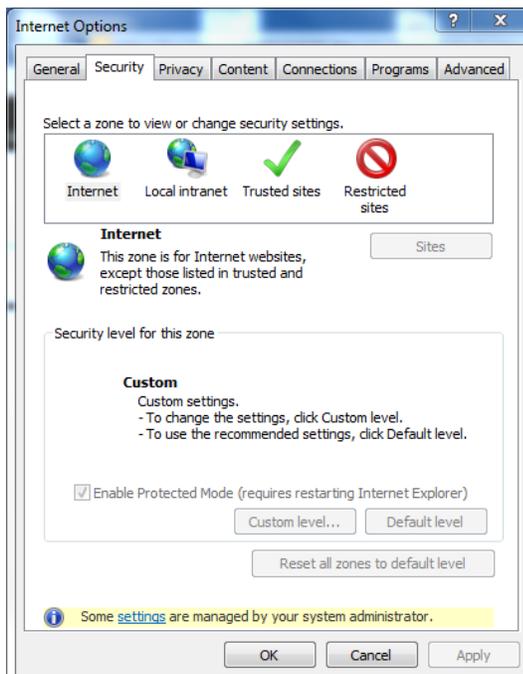


Next, ensure that javascript is enabled in your IE browser.

3) Go to Tools/Internet Options.



4) Click on the "Security" tab. Make sure the "Internet" globe icon is highlighted.



5) Click on the "Custom Level..." button to bring up the security options for your browser.

6) Search through the menu for the "Active scripting" option. Select "Enable." Click the "OK" button.

7) Close this window and click the "Refresh (F5)" button of the page requiring Javascript.