

Excessive Prompts for Credentials

1. Why does this happen?

It means that user's browser settings don't have the .ga.gov as a trusted site in their Internet options. Since most user's browser configs are like this; SP doesn't trust the user opening docs unless they re-authenticate

2. What is the remedy?

Users must first confirm the following:

- The computer that is used is state issued
- The browser that is used is Internet Explorer 11

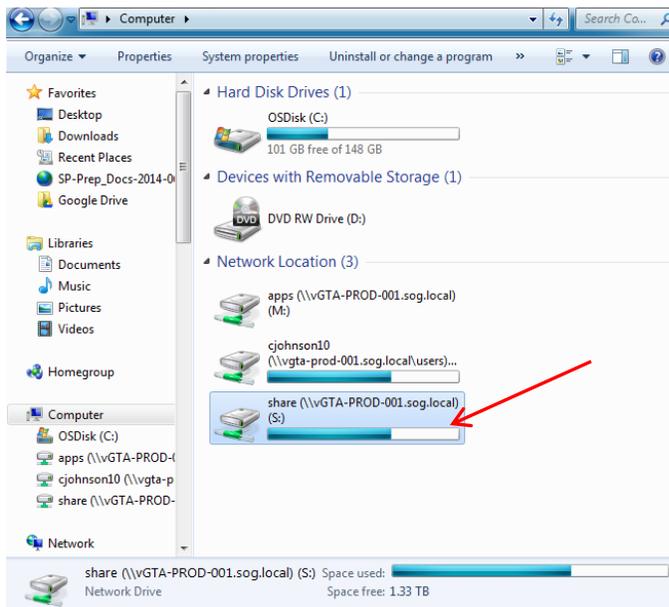
To help mediate this issue, work is being done to release a script soon.

2. Is there an interim solution?

In the interim, users can fix this on their own by going into their Internet options and adding the .ga.gov to their trusted sites list.

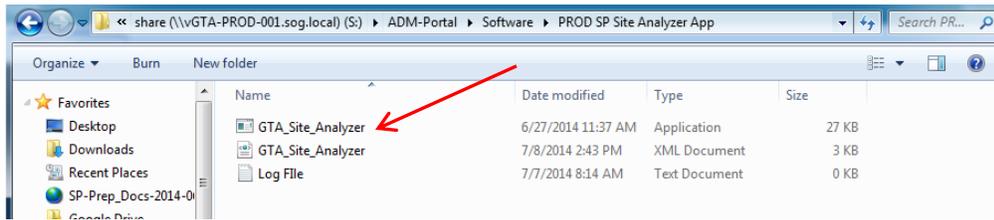
To do so, follow these steps,

1. Close the **Internet Explorer**
2. Go to **Computer**
3. Click **S: Drive**



4. Click **ADM-Portal**
5. Click **Software**
6. Click **PROD SP Site Analyzer App**

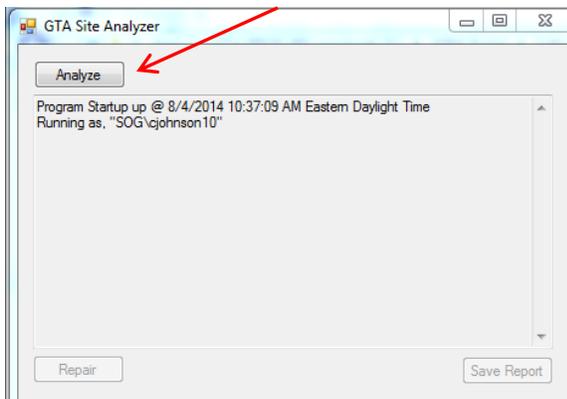
7. Double-click **GTA_Site_Analyzer** (Application exe)



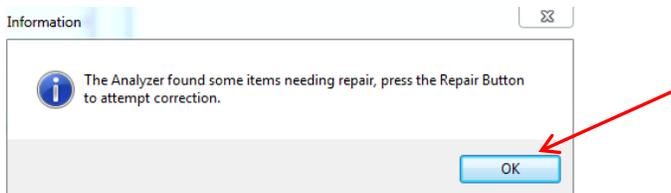
Note.

You may receive a pop up window prompting you to download a .Net application in order to run the **GTA_Site_Analyzer**. If you receive this prompt, accept the download and then the **GTA_Site_Analyzer** will open.

8. Click Analyze and the analyzer will run against your system and collect information about your browser settings. While it is running, the **Repair** button will be disabled.

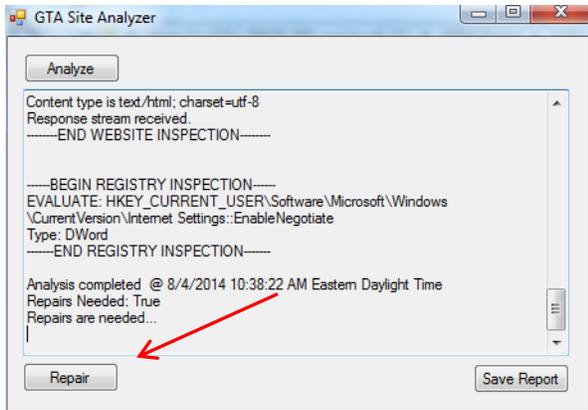


9. The pop up is displayed: **The Analyzer found some items needing repair, press the Repair Button to attempt correction.**

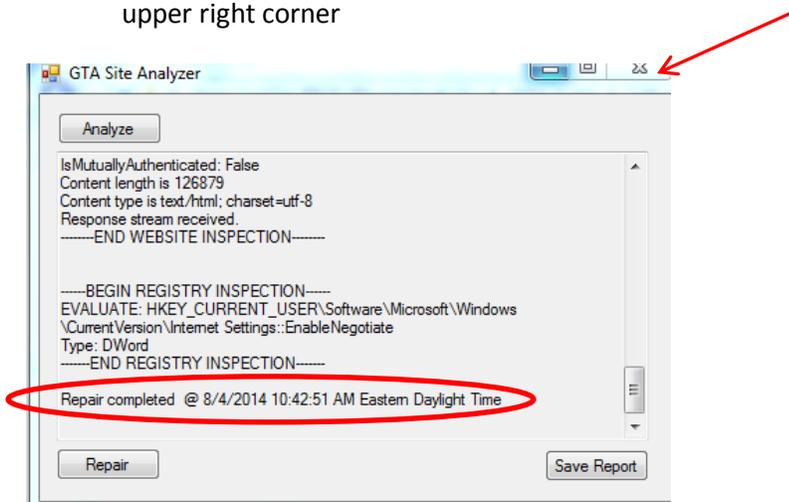


10. Click **OK**

11. From theGTA Site Analyzer pop up, click **Repair**



12. When the **Repair complete** message is displayed, close the pop up by clicking the 'X' in the upper right corner



13. Open the **Internet Explorer** and navigate to your documents. You should not have login challenges

14. If you continue to have login challenges, open a ticket with the SharePoint Support Team:

[https://portal.georgia.gov / support](https://portal.georgia.gov/support)