Somerset County Council
County Hall, Taunton
Somerset, TA1 4DY
prepared By: C Franklin
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Local IT Support Professional Portal Login Issues

Trusted Sites

We recommend compatibility mode to be turned on, and in the trusted zone you need to have *emsonline.somerset.gov.uk also add *somerset.org.uk*. This should be pushed out via your GPO, so might be worth checking the GPO file and making sure the exception is in there. We have found that a number of schools are being over-filtered to the point where it won't allow their login credentials to pass through. Check the staff proxy is works correctly. Please add emsonline.someset.gov.uk (allow all traffic IP Address 40.113.93.225) to the filter by pass settings.

Location of Cookies folder in Windows 10/8/7

The other thing you can check with login issues is whether cookies are actually being generated as you log in on. Sometimes user will find that they are being constantly asked to log in. If you check the root you may find that there aren't any cookies being generated.

Open Explorer > Organize > Folder Options > Views > Check 'Do not show hidden files and folders' and Uncheck 'Hide protected OS files' > Apply > OK.

Now you will be able to see the two real locations of Windows Cookies folders at the following address in Windows 7:

• C:\Users\username\AppData\Roaming\Microsoft\Windows\Cookies
• C:\Users\username\AppData\Roaming\Microsoft\Windows\Cookies\Low

Please clear all browser history and saved passwords, use a cleaning tool, Like CCleaner.

Broadband and ISP Checks

Contact your ISP and ask for all traffic to and from trusted address to be allowed:
https://emsonline.somerset.gov.uk/ProfessionalPortal_LIVE
Pass the ISP the IP Address 40.113.93.225 and ask for this to be a fully trusted site, allow two way traffic.

Your local ICT support company should be able to help and support you with these issues.