

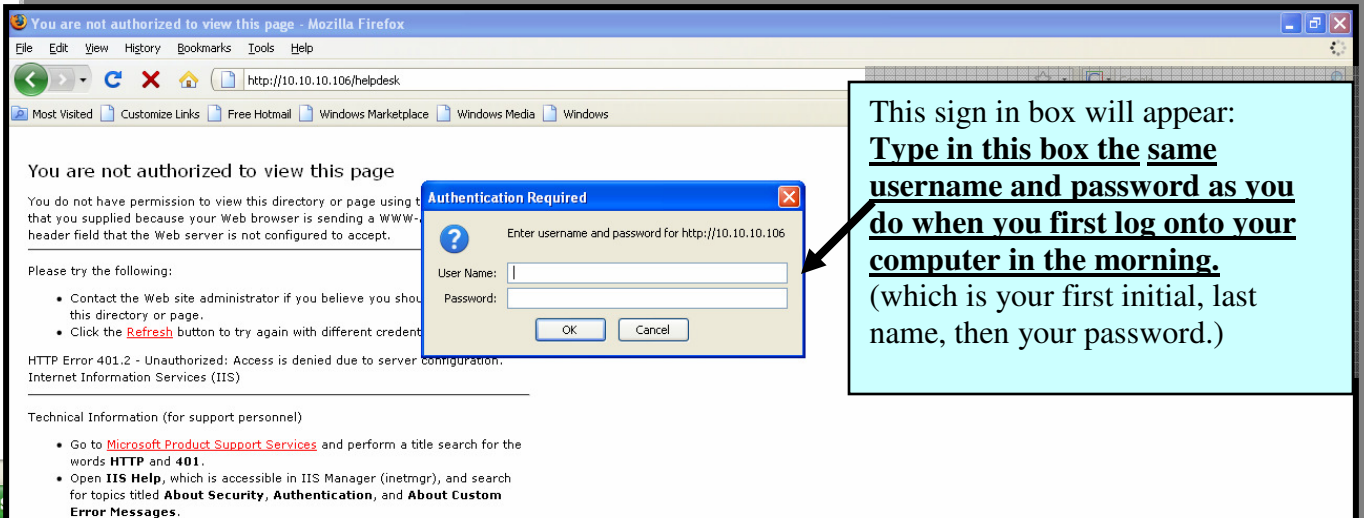
Firefox Instructions:

In the address box type: http:10.10.10.106/helpdesk

Firefox Start

Google

This sign in box will appear:
Type in this box the same username and password as you do when you first log onto your computer in the morning.
(which is your first initial, last name, then your password.)



You are not authorized to view this page

You do not have permission to view this directory or page using the protocol that you supplied because your Web browser is sending a WWW-Authenticate header field that the Web server is not configured to accept.

Please try the following:

- Contact the Web site administrator if you believe you should have access to this directory or page.
- Click the **Refresh** button to try again with different credentials.

HTTP Error 401.2 - Unauthorized: Access is denied due to server configuration.
Internet Information Services (IIS)

Technical Information (for support personnel)

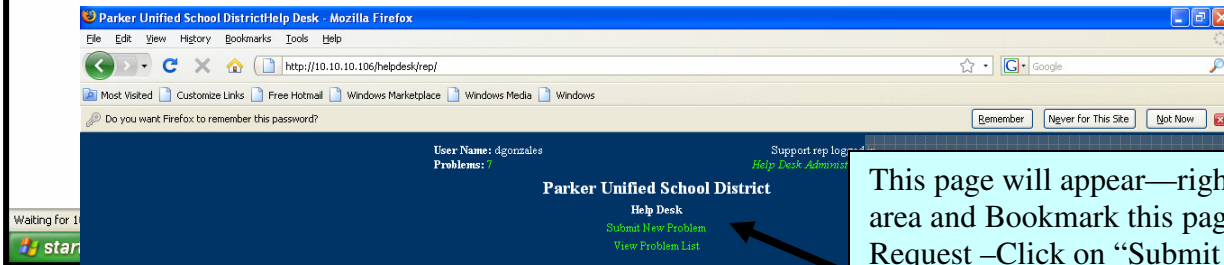
- Go to [Microsoft Product Support Services](#) and perform a title search for the words **HTTP** and **401**.
- Open **IIS Help**, which is accessible in IIS Manager (inetmgr), and search for topics titled **About Security**, **Authentication**, and **About Custom Error Messages**.

Authentication Required

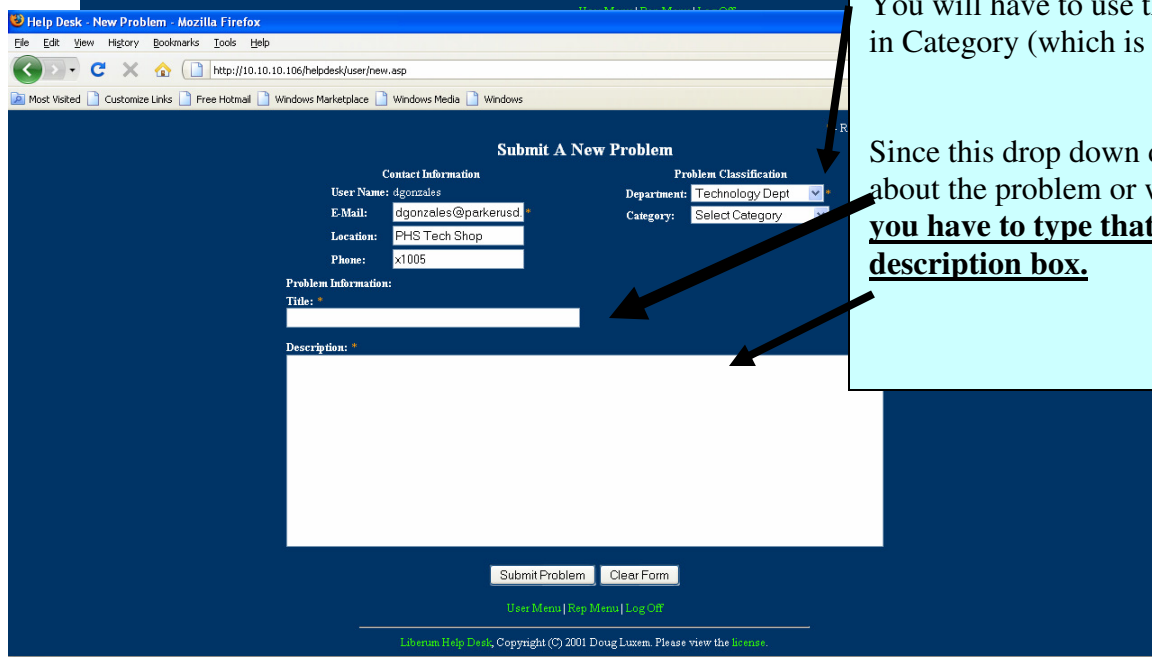
Enter username and password for http://10.10.10.106

User Name:

Password:



This page will appear—right click on the blue area and Bookmark this page. To send a Tech Request—Click on “Submit New Problem”



You will have to use the drop down arrows to fill in Category (which is your location)

Since this drop down doesn't tell us anything about the problem or what is having the problem **you have to type that in the subject and description box.**