

If you receive an error message like this:

**Error: Not authorized**

You are not authorized to view the page you are trying to reach.

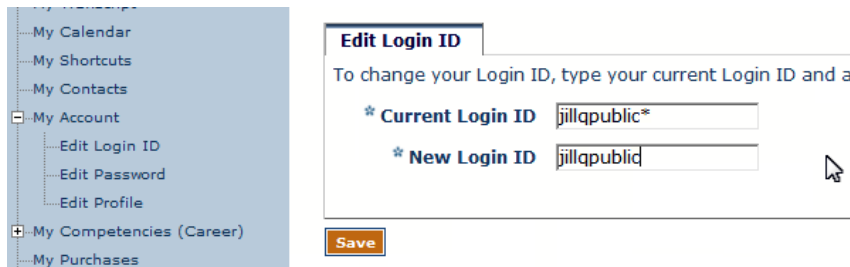
It may be for one of two reasons: 1) There is a problem with your Login ID and it must be changed, or 2) There is a problem with your browser (Internet Explorer).

## Changing Your Login ID:

- 1.) Check to make sure that your Login ID has no symbols in it. These symbols include:  
! @ # \$ % & \* ( ) [ ] { } \ | < > ` ~

If your Login ID has any of these symbols in it, it will cause problems with the courses. To remove this symbol, log in to the LMS.

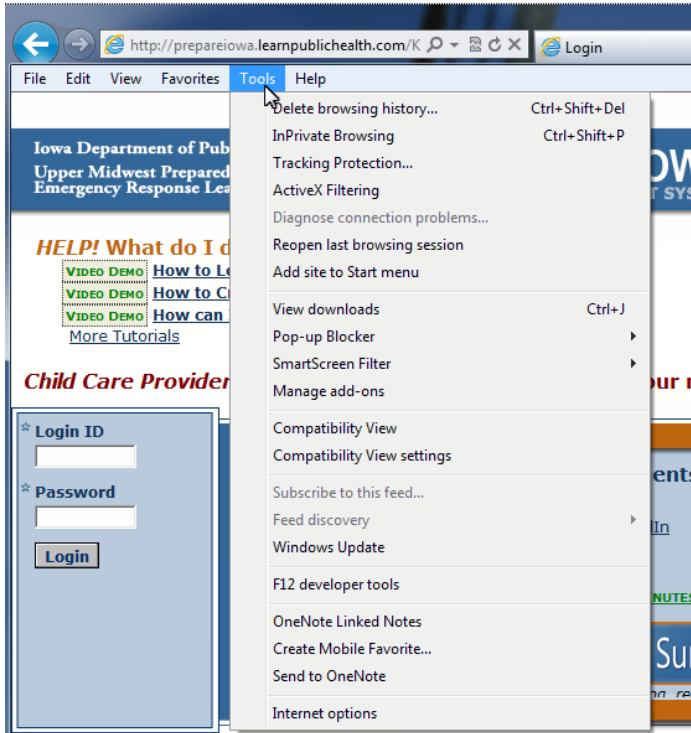
- 2.) Go to **My Account** on the sidebar. Click the link **Edit Login ID**. Enter your **Current Login ID** and your desired **New Login ID**. Click the **Save** button.



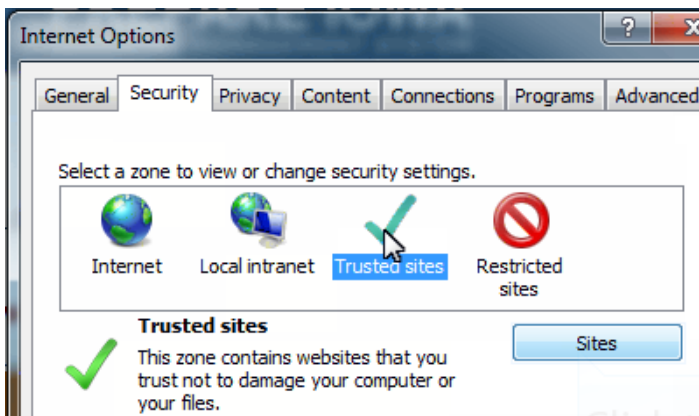
## Reconfiguring Internet Explorer:

If the problem is not your Login ID, then it is due to a configuration setting in Internet Explorer (your web browser). To fix this:

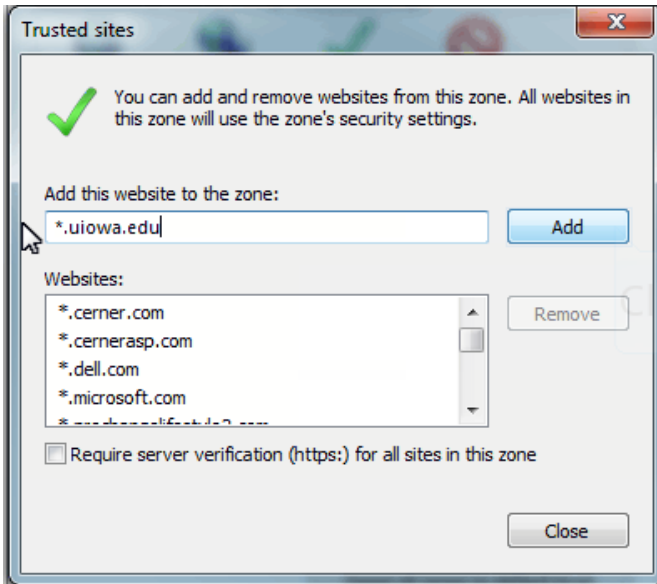
- 1.) Select the **Tools** menu item and select the **Internet Options** menu item from the drop down list (the very last option on the list).



2.) Select the **Security** tab and select the **Trusted sites** item. Click the **Sites** button.



3.) Make sure that the **Require server verification (https:) for all sites in this zone** check box is **UNCHECKED**.



- 4.) Select everything in the line below "Add this website to the zone:", delete it, and type in: **\*.uiowa.edu**
- 5.) Click the **Add** button.
- 6.) Click the **Close** button. Click the **OK** button to exit the Internet Options.