

How to Solve Common Issues Using Legiscon

Can't Log Into Legiscon:

If you find yourself stuck in a “**Login Loop**” in which you constantly get an error while logging in, and then get sent back to the log in screen, it may be due to settings in your web browser. Newer versions of Internet Explorer, Safari, Firefox, and Chrome contain settings which often need to be adjusted to allow you to log into Legiscon successfully. Perform the following steps to adjust the settings in your browser:

Internet Explorer 10 / Windows 8:

1. Open **Internet Explorer**
2. Click **Tools** menu
3. Click **Internet Options**
4. Click the **Advanced** tab
5. In the “**Settings**” section, scroll down until you reach “**Security**” (padlock icon)
6. Locate “**Always send Do Not Track header***” option and **UNCHECK** this box
7. Click **OK**
8. **Close all** instances of Internet Explorer
9. **Reboot** computer
10. Open Internet Explorer and login to Legiscon


Safari 6.0 / OS X 10.8:

1. Open **Safari**
2. Click **Safari** menu
3. Click **Preferences**
4. Select the **Privacy** tab
5. **UNCHECK** the box for “**Ask websites not to track me**”
6. **Close** the Preferences menu
7. **Close all** instances of Safari (⌘ + Q)
8. Reopen Safari and login to Legiscon

Firefox (V: 5.0 – 19.0):

1. Open **Firefox**
2. Click **Tools** menu
3. Click **Options**
4. Select the **Privacy** tab
5. **UNCHECK** the box for “**Tell websites I do not want to be tracked**”
6. Click **OK**
7. **Close all** instances of Firefox
8. Reopen Firefox and login to Legiscon

Chrome (*Recent Versions*):

1. Open **Chrome**
2. Click the **Chrome menu** 
3. Click **Settings**
4. Scroll down and click "**Show advanced settings...**"
5. **UNCHECK** the box for "**Send a 'Do Not Track' request with your browsing traffic**"
6. **Close all** instances of Chrome
7. Reopen Chrome and login to Legiscon


Errors and Problems Accessing Information on Legiscon:

If while using Legiscon you encounter errors while trying to access or generate information (creating, altering or deleting: Tracks, Atlas users, Bills, Alert Tracks, etc.) perform the following steps in your browser:

Internet Explorer (*All Versions*):

1. Open Internet Explorer
2. Click **Tools**
3. Click **Internet Options**
4. On General tab, click **Delete**
5. Confirm that the “**Preserve Favorites website data**” box is **UNCHECKED**
6. Confirm the following boxes are **CHECKED**:
 - a. Temporary Internet files
 - b. Cookies
 - c. History
7. Click **Delete** and wait for the files to be deleted
8. Confirm cookies have been deleted:
 - a. In the Internet Options window, click the **Settings** button directly to the right of the Delete button
 - b. Click **View Files**
 - c. Temporary Internet Files window will open
 - d. Confirm that there are no files listed in this window
9. If no further cookie files are present, you are done!
 - a. Close Temporary Internet Files window
 - b. Click **OK**
 - c. Click **OK**
10. **Close all** instances of Internet Explorer
11. Reopen Internet Explorer and login to Legiscon


Safari (*All Versions*):

1. Open Safari
2. Click **Safari** menu
3. Click **Preferences**
4. Click **Privacy** tab
5. Click “**Remove All Website Data**” button
6. Click “**Remove Now**”
7. Close Preferences window
8. **Close all** instances of Safari ( + Q)
9. Reopen Safari and login to Legiscon

Firefox (All Versions):

1. Open **Firefox**
2. Click **Tools**
3. Click **Clear Recent History**
4. Click **Time range to clear:** drop-down-menu
5. Select **Everything**
6. Under “Details”, confirm the following boxes are **CHECKED**:
 - a. Cookies
 - b. Cache
7. Click **Clear Now**
8. **Close all** instances of Firefox
9. Reopen Firefox and login to Legiscon

Chrome (Recent Versions):

1. Open **Chrome**
2. Click the **Chrome menu** 
3. Select the **Tools** option for the menu
4. Click **Clear Browsing Data**
5. Set “**Obliterate the following items from:**” to “**the beginning of time**”
6. Confirm the following boxes are **CHECKED**:
 - a. Clear browsing history
 - b. Delete cookies and other site and plug-in data
 - c. Empty the cache
7. Click **Clear browsing data** button
8. **Close all** instances of Chrome
9. Reopen Chrome and login to Legiscon

PDF Files Not Opening or Displaying In Browser:

If you are having issues opening or displaying PDF files from our site, there is a common issue with Adobe Acrobat Pro which is the likely culprit. If you are running a recent version of Adobe Acrobat Pro, follow these steps to fix the problem:

1. Open Adobe Acrobat Pro
2. Click the **Edit** menu
3. Click **Preferences**
4. The Preferences window will open
5. Scroll through the **Categories** menu on the left and locate **"Internet"**
6. Click **Internet**
7. **UNCHECK "Display PDF in browser"**
8. Click **OK**
9. **Close** Adobe Acrobat Pro
10. **Close any open web browsers**
11. Reopen your browser and return to Legiscon
12. Click a **PDF** file or link on Legiscon
13. The PDF will download and open in a separate Adobe Acrobat Pro window