

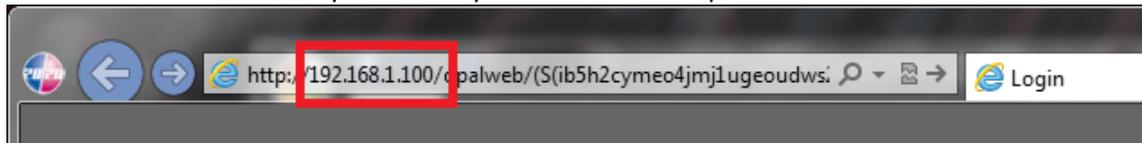
User credentials not saving

(even though you selected 'Remember Me' and/or 'Remember Password')

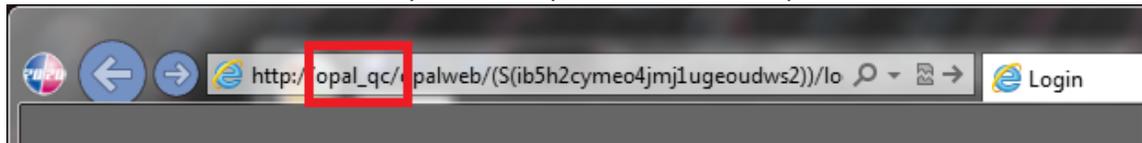
Check Server connection in address bar

1. See how your viewer session is connecting to the Server. There are two ways. One of which will allow to save your credentials, and one which will not.

1. **IP Address** - This **will** allow you to save your username and password.



2. **Server Name** - This **will not** allow you to save your username and password.



SOLUTION: Contact your IT Personnel, and have them assign & setup a Static IP address on the Server. Once this is completed, you can then use that address instead of the Server Name, allowing you to save your user credentials on the computer.

NOTE: If after using an IP Address, and you are still having issues, you can try resetting your internet explorer settings. The computer might also be on a restricted domain, not allowing cookies to save. Your IT Personnel can assist you with these settings.