

## Before any troubleshooting, please ensure:

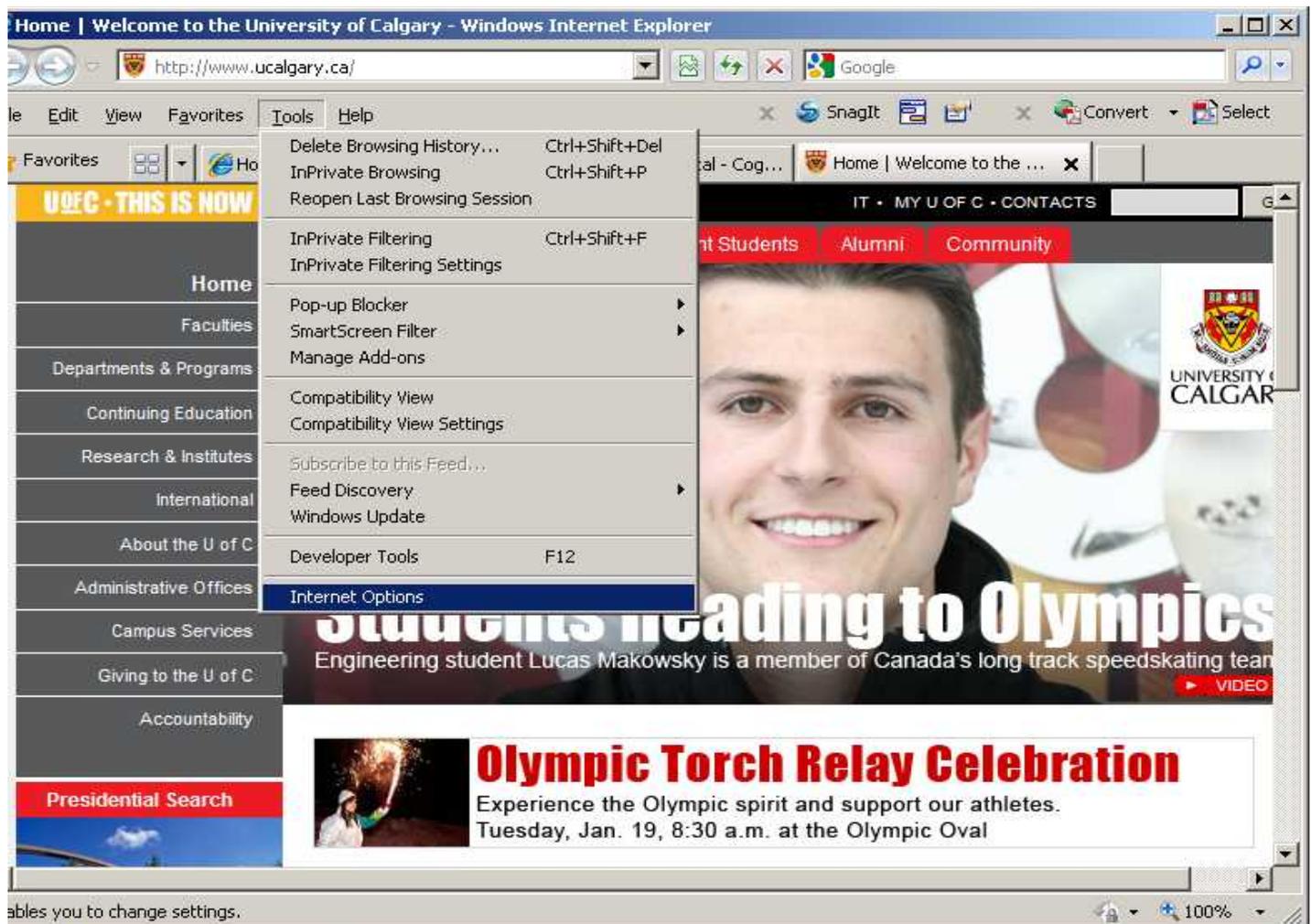
- 1, You are using Internet Explorer and your SecureID has been setup by IT Support Centre
- 2, Pop-up blocker is deactivated for Cognos site
- 3, Clear the cache on your web browser
- 4, You are using the right link for Cognos reports

<https://ereports2.ucalgary.ca/cognoscas/login.aspx>

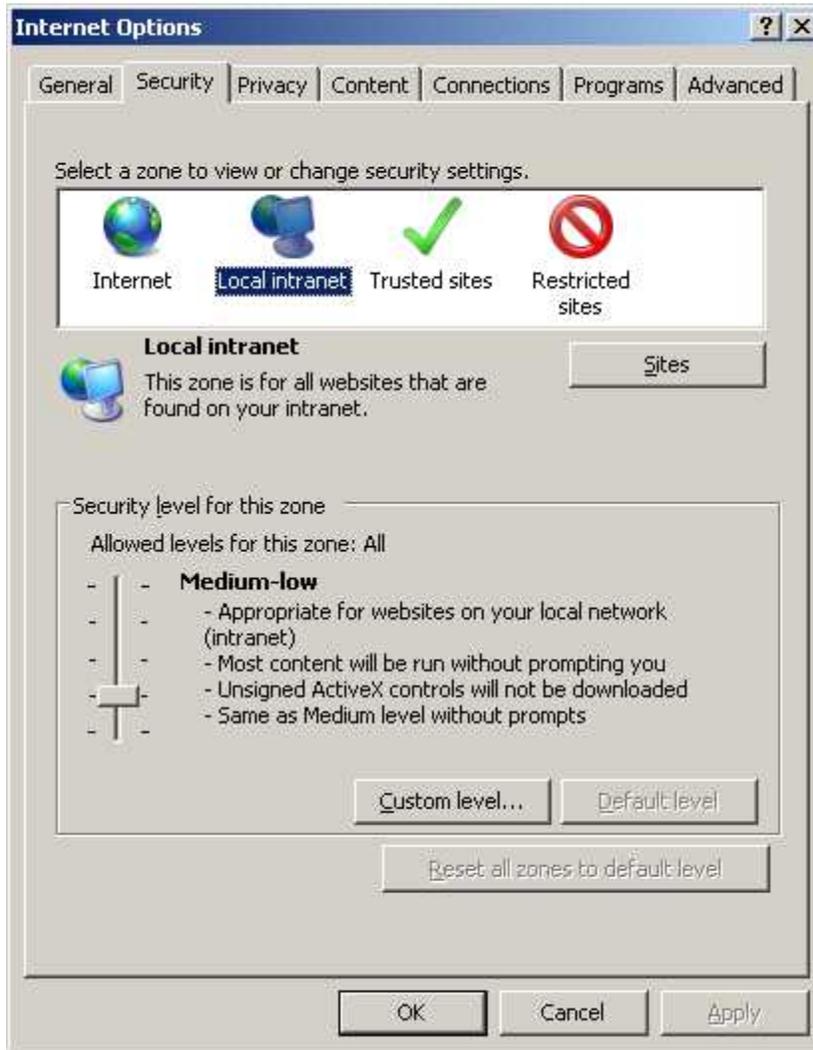
<https://ereports2.ucalgary.ca/cognosUNCas/login.aspx>

## If you cannot review reports in Cognos or you cannot view the report in specific formats, please follow the instructions to setup your Internet Explorer

1. Select **Internet Options** from Tools menu in Internet Explorer.



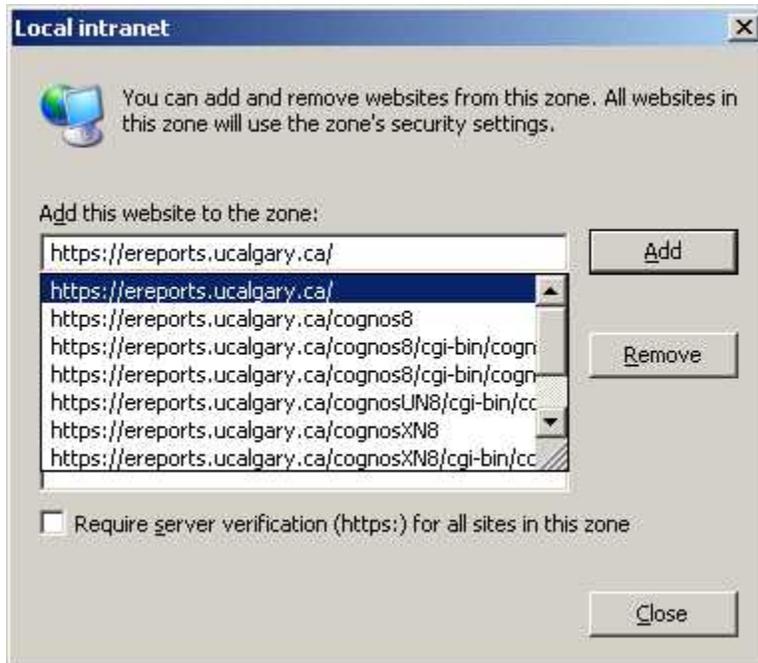
2. Click tab Security, choose **Local Intranet** item and click on Sites button



3. Press **Advanced** button in popped up screen form



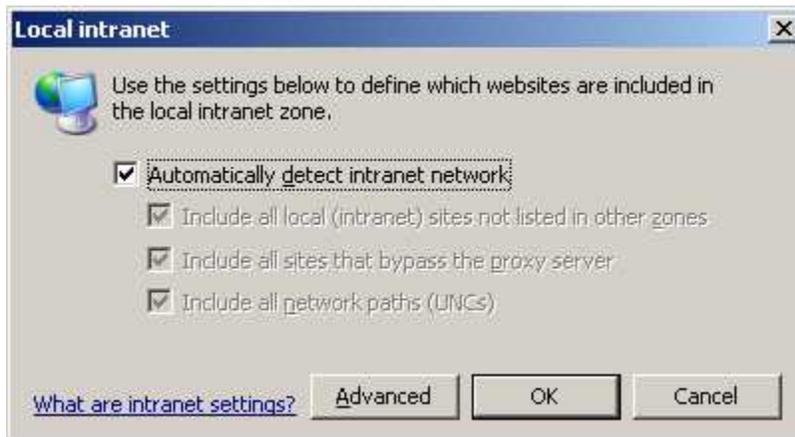
4. Type <https://ereports.ualgary.ca>, <https://ereports2.ualgary.ca>, <https://eplanning.ualgary.ca> in the empty line and press **Add** button



5. Press **Close** button



6. Press **OK** button



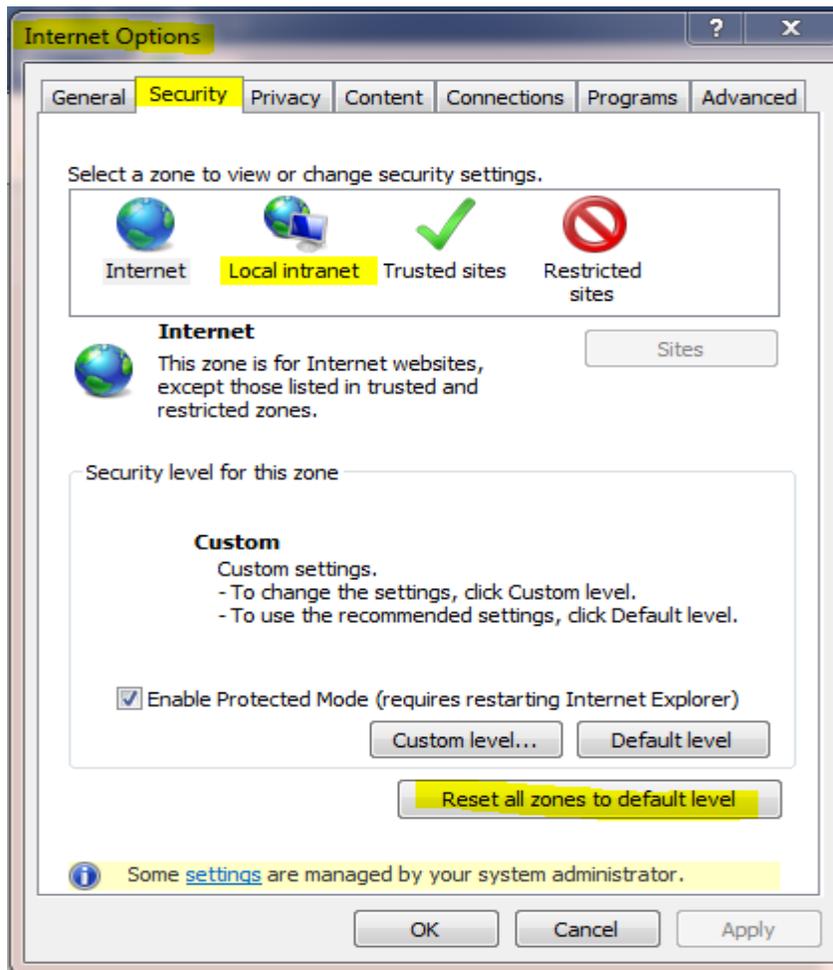
7. Press **OK** button



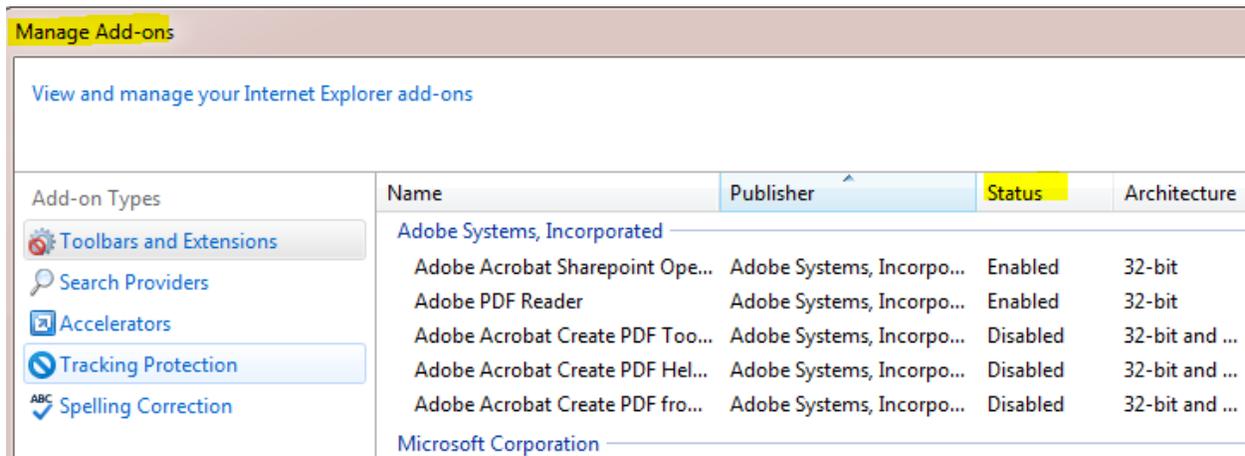
8. Close browser, then log back in and validate that report works

If you are already setup on IE as the above but it still won't work, please try the following:

1. **Reset the IE to default level**, restart IE then add Cognos sites to Local Intranet, and try again;



2. Open IE properties, go to **Manage add-ons**, right click each name, then delete or disable all add-ons here:



3. Open IE properties, go to Compatibility View Settings, **add ucalgary.ca** if you didn't do already

