**Overview** The CCC° Portal allows users to manage certain functions via a web browser accessing CCC back-end systems. There are circumstances that may occur that prevent a user from logging into the system, which produce specific errors. This job aid reviews steps to prevent these errors from occurring and actions to take to address the access issues, should they occur.

Adding CCC recommends "evergreen" browsers that update automatically such Favorite/ as Google® Chrome and Microsoft® Edge. For the CCC Portal, Internet Bookmark Explorer 11 is still supported.

> For a successful launch, create the bookmark directly or edit the bookmark you created by selecting the Star bookmark icon in the Address bar of your browser. Then right click on the **Connect to CCC** Portal bookmark and select More

		*	
Favorite added $ imes$			
Name	Connect to CCC Portal		
Folder	Other favorites	$\sim$	
More	e Done	Remove	

(or **Properties**, depending on browser).

Replace the URL shown there with: https://www.mycccportal.com then click **Save**.

Edit favorite			
Name	Connect to CCC Portal		
URL	https://www.mycccportal.com/		
	Favorites bar Other favorites		
New	folder	Save	Cancel

Note: If you are a user of other environments, such as Client Test (CT), be sure to create your Shortcut in the same manner as described above. The correct URL to use for CT is: https://www.ct.mycccportal.com

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Refreshing Pages & **Trusted Sites**  Another recommendation to prevent potential problems is to check for newer versions of the stored pages and to add the site as a trusted site.

### **Refresh Page**

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For **Chrome and Edge**, simply launch the page and then go to the Address Bar. Hold the **Ctrl key** down and click on the **Refresh** icon. This provides a "hard refresh" of the page.

Do the same with Internet Explorer OR use the following to enable Internet Explorer to check for newer versions of the stored page:

Step	Action		
1	Internet Options ? X	Select Tools/Internet Options	
	General Security Privacy Content Connections Programs Advanced	and click the <b>Settings</b> button in	
	Home page To create home page tabs, type each address on its own line.	the Browsing History section.	
	http://www.cccis.com/		
	Use current Use default Use new tab	Note: If you are using other	
	Startup	environments, such as <b>Client</b>	
	Start with tabs from the last session     Start with home page	Test (CT), be sure to create	
	Tabs Change how webpages are displayed in tabs. <u>Tabs</u>	your Shortcut in the same	
	Browsing history	manner as described above.	
	Delete temporary files, history, cookies, saved passwords, and web form information.		
	Delete orowsing history on exit		
	Appearance		
	Colors Languages Fonts Accessibility		
	OK Cancel Apply		
	The correct URL	to use for CT is:	
	https://www.ct.	mycccportal.com	
2	Website Data Settings ? ×	On the <b>Settings</b> page, under	
	Temporary Internet Files History Caches and databases	the <b>I emporary Internet Files</b>	
	for faster viewing later. Check for newer versions of stored pages:	tab, click the radio button	
	Every time I visit the webpage	under Check for newer	
	<u>Lutomatically</u>	versions of the stored pages,	
	○ <u>N</u> ever Disk space to use (8-1024MB)	select Every time I visit the	
	(Recommended: 50-250MB)	webpage then click OK.	
	Carrent location: C:\Users\MWalters\AppData\Local\Microsoft\Windows\ INetCache\		
	Maria Calder Maria Maria		
	Move roker View objects View files		
	OK Cancel	1	

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Refreshing	Trusted Sites
Pages &	Adding the Portal URL as a trusted site to your browser depends on
Trusted Sites, continued	which browser you are using.

For **Chrome**, go to the "three dots" **Settings** menu. Locate **Privacy & Security**. Select **Site Settings**, then choose **Insecure Content**.



**Note:** If you are using other environments, such as **Client Test (CT)**, be sure to create your Shortcut in the same manner as described above.

### The correct URL to use for CT is: https://www.ct.mycccportal.com

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RefreshingFor Edge, go to the "three dots" Settings menu.Pages &Trusted Sites,Locate Cookies and Site Permissions. Select Insecure Content.continued



When the popup displays, copy the URL into the field and click **Add** again.

	Insecure con	tent is blocked by a sult on secu	ire sites		>
÷	Site pern	nissions / Insecure co	ntent		
	Insecure con	tent is blocked by default on se	cure sites		
	Block				Add
	No sites a	dded			
Allow No sit	Allow	Add a site		×	Add
	No sites	https://www.mycccportal.cc	om/login.html		
		Add	Cancel	- 11	

**Note:** If you are using other environments, such as **Client Test (CT)**, be sure to create your Shortcut in the same manner as described above.

### The correct URL to use for CT is: https://www.ct.mycccportal.com

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The correct URL to use for CT is: https://www.ct.mycccportal.com

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# **Troubleshooting** If a system error occurs at sign-in this can be indication that the URL booked marked is incorrect.



The URL changes to the redirected link. Follow the instructions to add the URL manually on page **1** or edit the bookmark you created:

Step	Action		
1	Select the <b>Star</b> bookmark icon and right click on the		
	Connect to CCC Portal bookmark.		
2	Select Properties.		
3	Replace the URL shown with:		
	https://www.mycccportal.com/(or ct.mycccportal.com).		
	Connect to CCC Portal Properties		
	General Web Document Security Details Previous Versions		
	Connect to CCC Portal		
	UBL- Inttos://www.mycccoortal.com/		
	Shortcut key: None		
	Visits: Unknown		
	Change Icon		
	OK Cancel Apply		

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**Troubleshooting**, continued Another recommendation for troubleshooting is to clear the cookies and temporary files. In **Chrome** and **Edge**, clearing cookies and history are found in the same locations as Insecure Content.

Step	Action		
1	Select Tools/Internet Options		
2	Internet Options         ?         X           General Security Privacy Content Connections Programs Advanced         Home page         Connections Programs Advanced           Home page         To create home page tabs, type each address on its own line.         http://www.cccis.com/         Image home page tabs, type each address on its own line.           http://www.cccis.com/         Image home page tabs, type each address on its own line.         http://www.cccis.com/           Use gurrent         Use default         Use new tab           Start.uph         Start with tags from the last session         Image home weepages are displayed in tabs.           Change how weepages are displayed in tabs.         Tabs         Tabs           Change how weepages are displayed in tabs.         Tabs         Browsing history           Delete temporary files, history, coolies, saved passwords, and wee from information.         Delete brogsing history on exit         Delete Settings           Appearance         Cglors         Languages         Fonts         Accessibility           OK         Cancel         Apply	Click <b>Delete</b> in the Browsing History section.	
3	Delete Browsing History       ×         Preserve Favorites website data       ×         Websites to retain preferences and display faster.       •         Emporary Internet files and website files       •         Copies of webpages, images, and media that are saved for faster viewing.       •         Emporary Internet files and website files       •         Copies of webpages, images, and media that are saved for faster viewing.       •         Piles or databases stored on your computer by websites to save preferences or improve website performance.       •         Distory       List of websites you have visited.       •         Dognioad History       List of files you have downloaded.       •         Form data       Saved information that you have typed into forms.       •         Passwords       Saved passwords that are automatically filed in when you sign in to a webaite you've previously visited.       •         Tracking Protection, ActiveX Filtering and Do Hot Track       A lat of webaites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.         About deleting browsing history       Delete       Cancel	Ensure the first three checkboxes are selected, as shown and click the <b>Delete</b> button at the bottom of the screen.	
4	4 Close all Internet Explorer windows and then reopen Internet Explorer.		

### For Internet Explorer, use the following steps: