

# CCC® Portal – Internet Browser Setup and Troubleshooting

---

## Overview

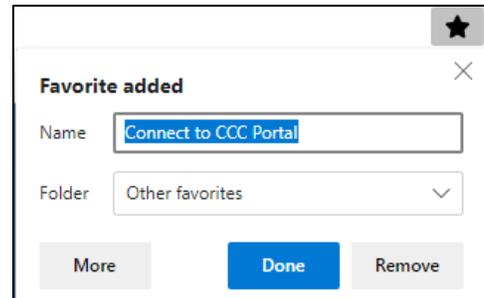
The CCC® Portal allows users to manage certain functions via a web browser accessing CCC back-end systems. There are circumstances that may occur that prevent a user from logging into the system, which produce specific errors. This job aid reviews steps to prevent these errors from occurring and actions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

---

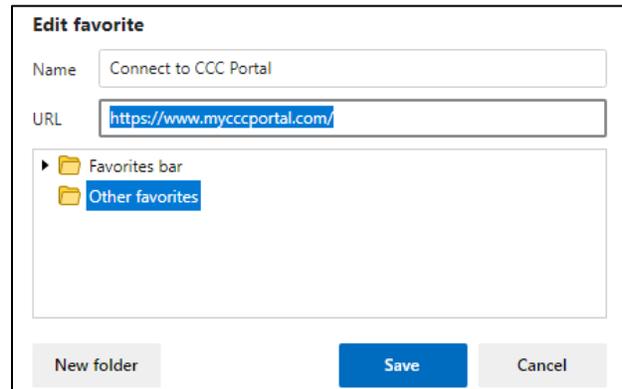
## Adding Favorite/Bookmark

CCC recommends “evergreen” browsers that update automatically such as Google® Chrome and Microsoft® Edge. For the CCC Portal, Internet 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** (or **Properties**, depending on browser).



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



**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>

---

*Continued on next page*

# CCC Portal – Internet Browser Setup and Troubleshooting, Continued

## Refreshing Pages & Trusted Sites

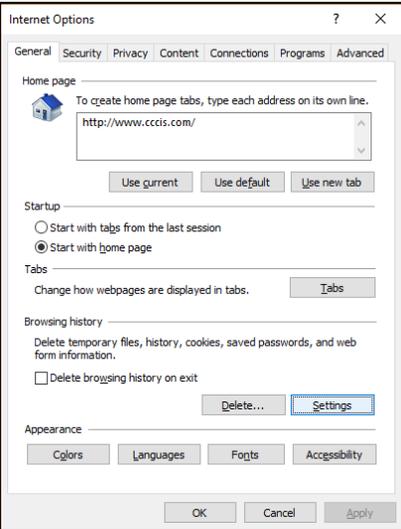
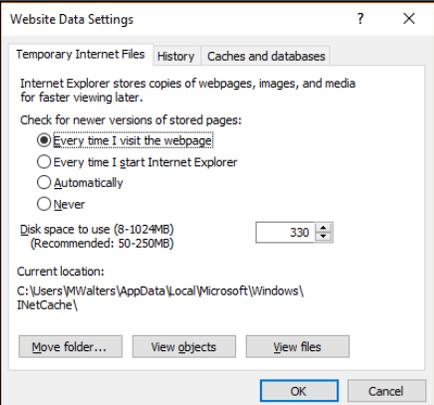
Another recommendation to prevent potential problems is to check for newer versions of the stored pages and to add the site as a trusted site.

### Refresh Page



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	<p>Select <b>Tools/Internet Options</b> and click the <b>Settings</b> button in the Browsing History section.</p>  <p><b>Note:</b> If you are using other environments, such as <b>Client Test (CT)</b>, be sure to create your Shortcut in the same manner as described above.</p> <p>The correct URL to use for CT is: <a href="https://www.ct.mycccportal.com">https://www.ct.mycccportal.com</a></p>
2	<p>On the <b>Settings</b> page, under the <b>Temporary Internet Files</b> tab, click the radio button under Check for newer versions of the stored pages, select <b>Every time I visit the webpage</b> then click <b>OK</b>.</p> 

Continued on next page

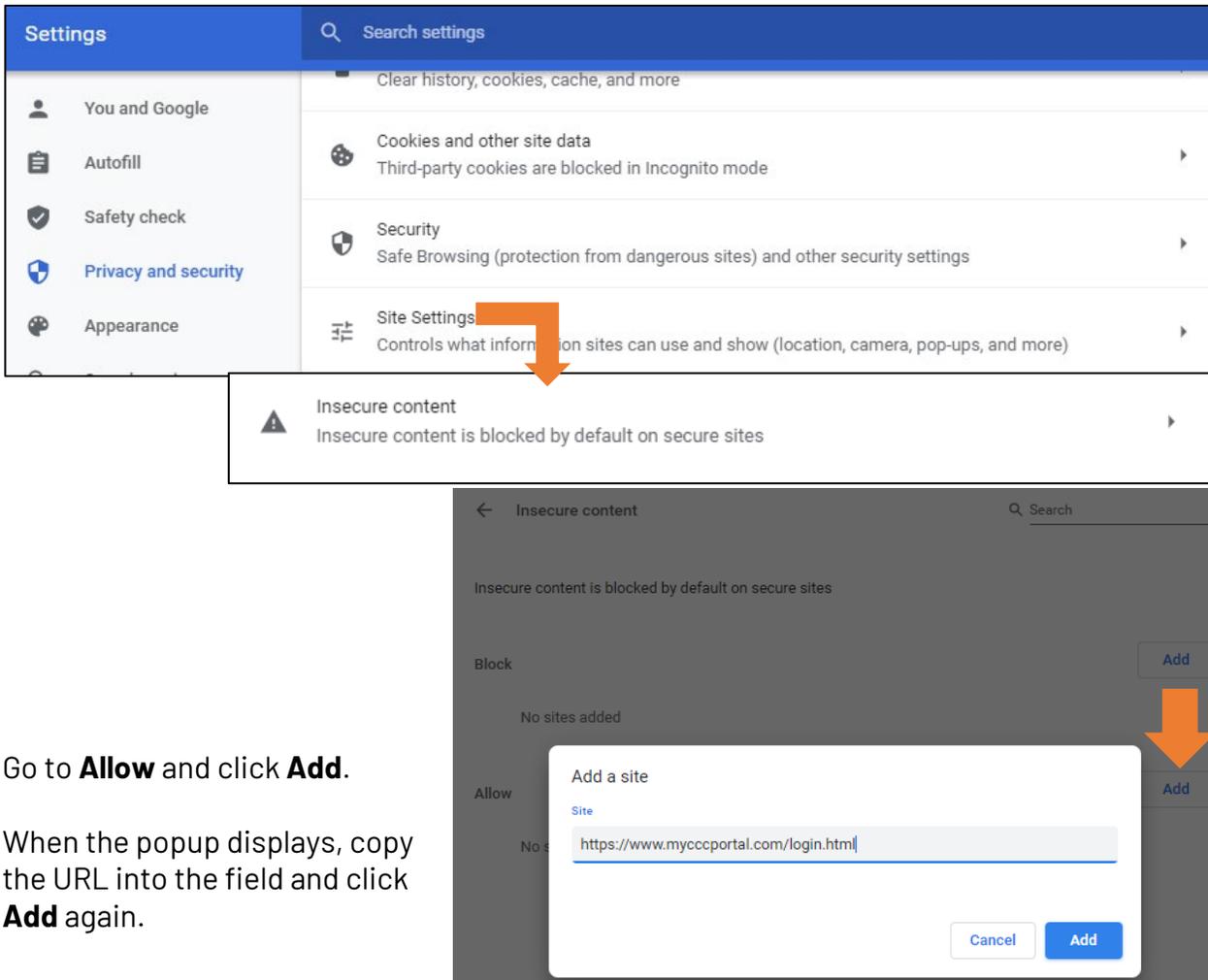
## CCC Portal – Internet Browser Setup and Troubleshooting, Continued

### Refreshing Pages & Trusted Sites, continued

#### Trusted Sites

Adding the Portal URL as a trusted site to your browser depends on which browser you are using.

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



Go to **Allow** and click **Add**.

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

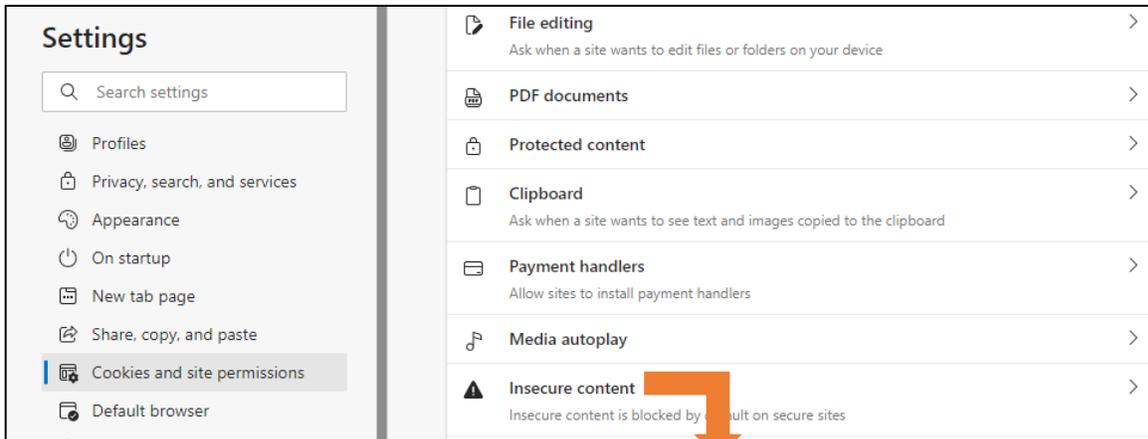
**Note:** If you are using other environments, such as **Client Test (CT)**, be sure to create your Shortcut in the same manner as described above.

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

*Continued on next page*

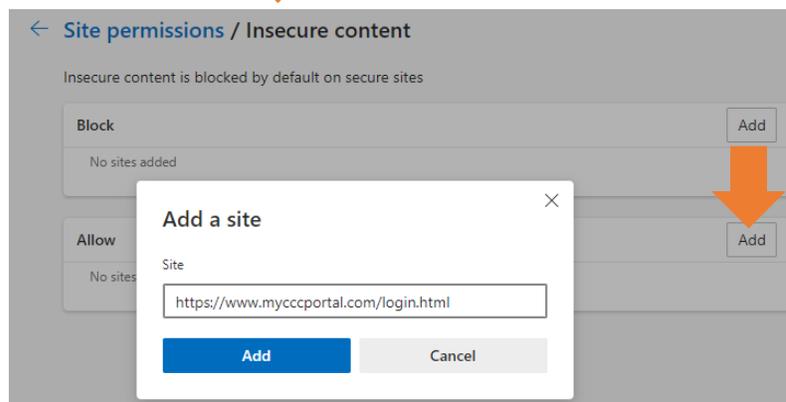
# CCC® Portal – Internet Browser Setup and Troubleshooting, Continued

**Refreshing Pages & Trusted Sites,** For **Edge**, go to the “three dots” **Settings** menu.  
Locate **Cookies and Site Permissions**. Select **Insecure Content**.  
continued



Go to **Allow** and click **Add**.

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



**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>

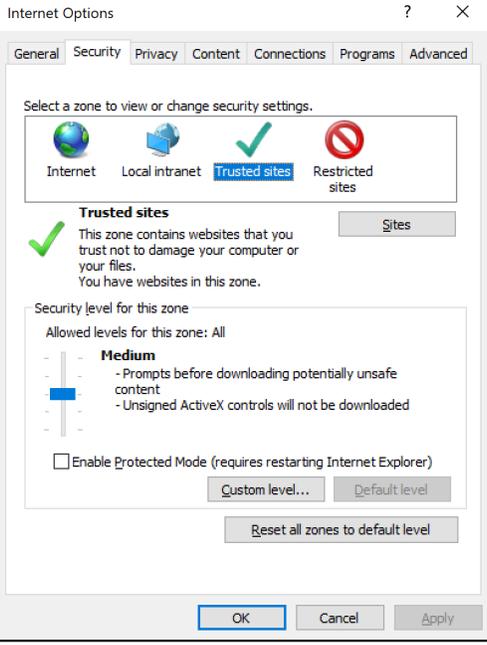
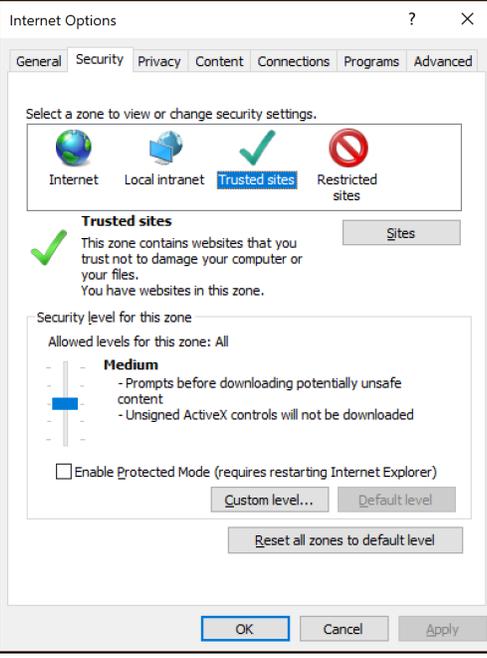
*Continued on next page*

# CCC® Portal – Internet Browser Setup and Troubleshooting,

Continued

## Refreshing Pages & Trusted Sites, continued

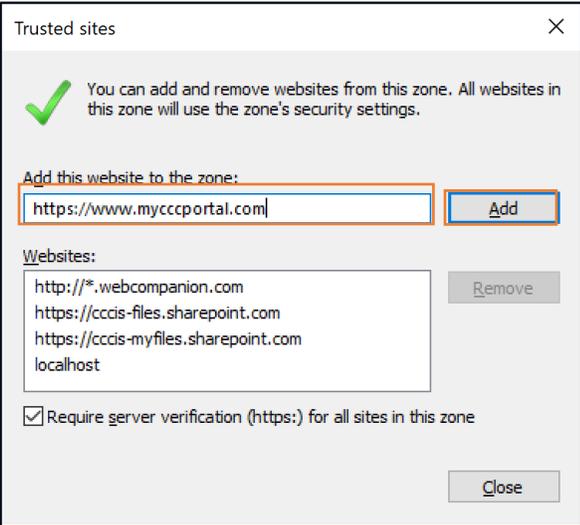
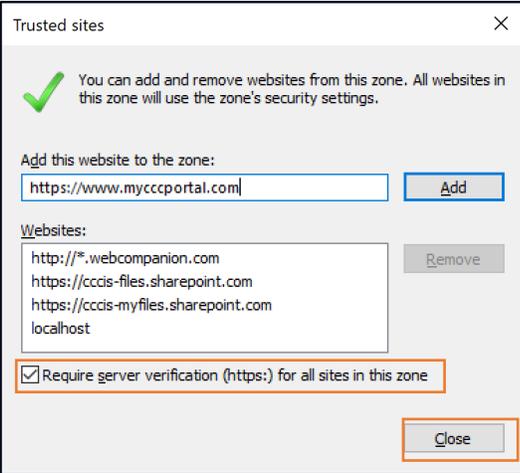
For Internet Explorer, use the following steps:

Step	Action	
1	 <p>The screenshot shows the 'Internet Options' dialog box with the 'Security' tab selected. Under 'Select a zone to view or change security settings', the 'Trusted sites' icon is highlighted with a blue bar. Below, the 'Trusted sites' section is expanded, showing a green checkmark and a description: 'This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.' The security level is set to 'Medium', with a list of allowed levels: 'Prompts before downloading potentially unsafe content' and 'Unsigned ActiveX controls will not be downloaded'. There are buttons for 'Sites', 'Custom level...', 'Default level', and 'Reset all zones to default level'.</p>	<p>Select <b>Tools/Internet Options</b> and click the <b>Security</b> tab and highlight <b>Trusted Sites</b>.</p>
2	 <p>This screenshot is identical to the one in Step 1, but the 'Sites' button next to the 'Trusted sites' section is highlighted with a blue bar, indicating it should be clicked.</p>	<p>Click on <b>Sites</b> below.</p>

*Continued on next page*

## CCC Portal – Internet Browser Setup and Troubleshooting, Continued

### Refreshing Pages & Trusted Sites, continued

Step	Action
3	<p>In the <b>Add this website to the zone:</b> field, enter the URL for the portal and click the <b>add</b> button.</p>  <p>Alternatively, you can add a single entry for all portal environments by adding this entry to the list:  <a href="https://*.mycccportal.com">*.mycccportal.com</a></p>
4	 <p>After adding in the URL(s), it appears in the list of Websites.</p> <p>Ensure the checkbox reading <b>Required server verification (https: ) for all sites in this zone</b> is checked and select <b>Close</b></p>

**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.

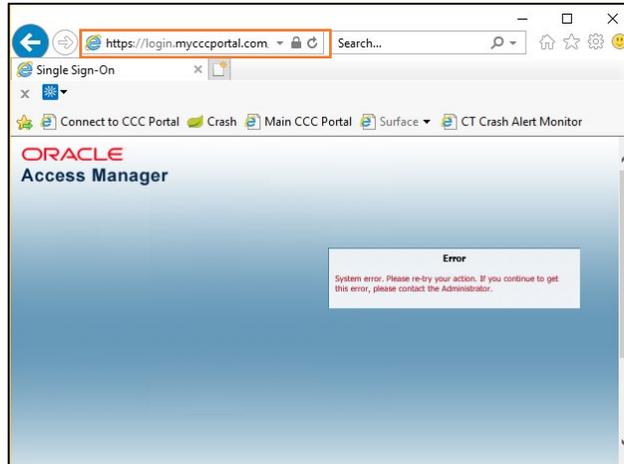
The correct URL to use for CT is: <https://www.ct.mycccportal.com>

*Continued on next page*

# CCC Portal – Internet Browser Setup and Troubleshooting, Continued

## Troubleshooting

If a system error occurs at sign-in this can be indication that the URL bookmarked 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 <b>Connect to CCC Portal</b> bookmark.
2	Select <b>Properties</b> .
3	Replace the URL shown with: <a href="https://www.mycccportal.com/">https://www.mycccportal.com/</a> (or <a href="https://ct.mycccportal.com/">ct.mycccportal.com</a> ).

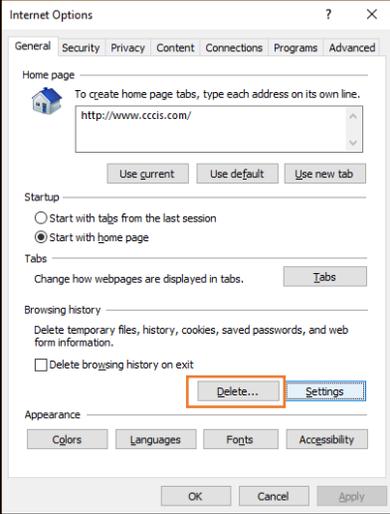
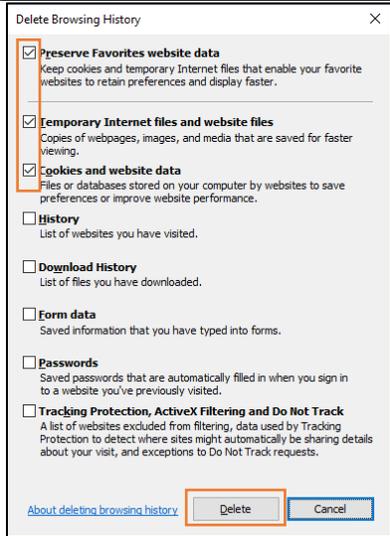
*Continued on next page*

# CCC Portal – Internet Browser Setup and Troubleshooting, Continued

## 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.

For Internet Explorer, use the following steps:

Step	Action
1	Select <b>Tools/Internet Options</b>
2	<div style="display: flex; align-items: center;">  <div style="margin-left: 20px;">Click <b>Delete</b> in the Browsing History section.</div> </div>
3	<div style="display: flex; align-items: center;">  <div style="margin-left: 20px;">Ensure the first three checkboxes are selected, as shown and click the <b>Delete</b> button at the bottom of the screen.</div> </div>
4	Close all Internet Explorer windows and then reopen Internet Explorer.