

The RF-ITV Training Team's Tips and Tricks

Accessing the RF-ITV Tracking Portal with Internet Explorer 9.X

Issues have been reported from the field by End Users and Field Service Engineers alike regarding accessing the **RF-ITV Tracking Portal** with *Internet Explorer 9*. Issues may vary, but the most common problem has been the permissions errors which can be solved by clearing the browser's temporary files and cookies. Some Government computer systems limit access to browser history and cookie files for End Users; if this is the case, contact your local System Administrator.

When accessing the **ITV Tracking Portal** with the Common Access Card (CAC), the browser will sometimes not display the page or ask for further credentials such as a Username and Password. Other times it will simply time out while trying to refresh the page. Most of these issues occur after successfully gaining access to the **RF-ITV Tracking Portal** site previously using the same computer.

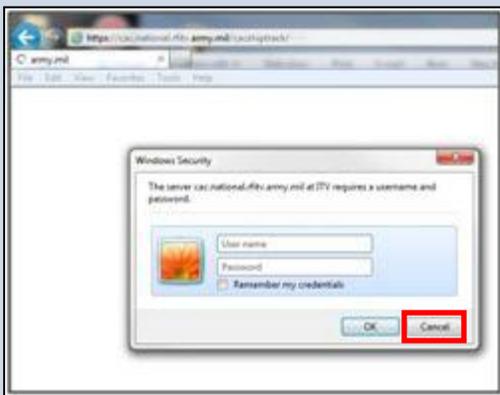
If you encounter one of the issues mentioned above, try the following workaround to gain access to the **RF-ITV Tracking Portal**:

1. Navigate to the **RF-ITV Tracking Portal** and select **CAC Login** (Figure 1).



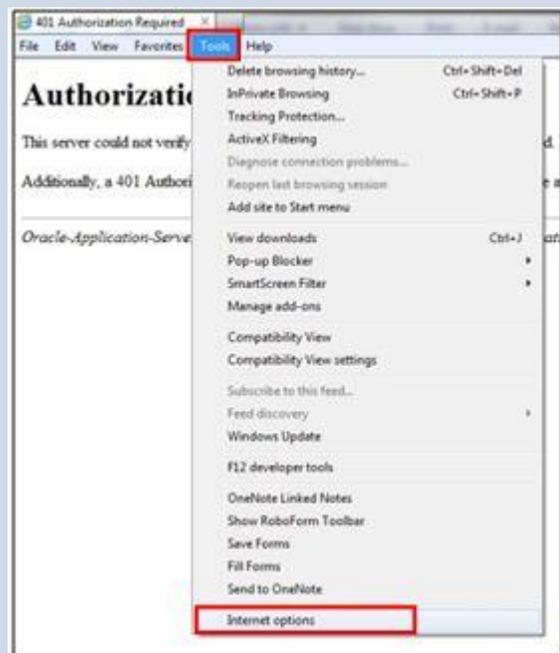
(Figure 1).

2. On this attempt, the browser has asked for further authentication for site access (Figure 2). If an error occurs at this point, try clearing browser history. Click **Cancel**.



(Figure 2).

3. Select **Tools** and then **Internet Options** (Figure 3).

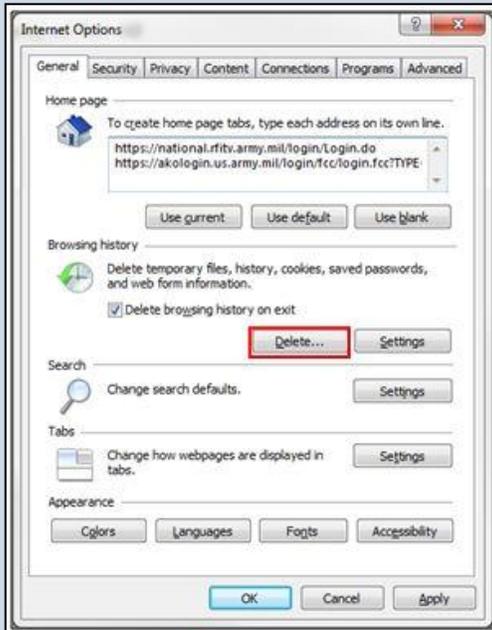


(Figure 3).

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4. Click **Delete** under Browsing History (Figure 4).



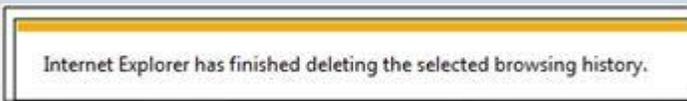
(Figure 4).

5. Make sure all of the radial boxes are selected and click **Delete** (Figure 5). (Performing this action will also delete any stored passwords on the browser)



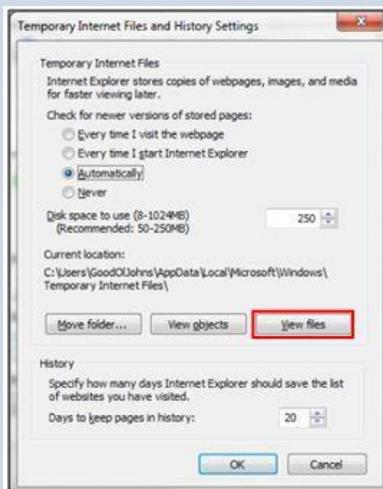
(Figure 5).

6. You should receive this message on the bottom of your screen when the browsing history has been deleted (Figure 6).



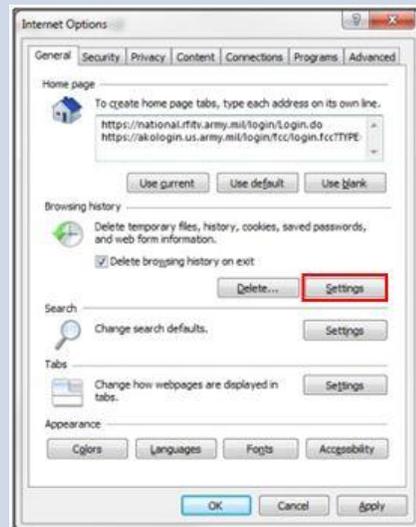
(Figure 6).

8. Next click **View Files** (Figure 8).



(Figure 8).

7. Next click **Settings** under Browsing History (Figure 7).



(Figure 7).

9. A new window will pop up and contain many files. Delete all files and attempt to gain access to the **RF-ITV Tracking Portal** again.

These procedures may not work in all situations. If you still have problems, contact the ITV Global Help Desk at 800-877-7925 (toll free from within the United States) or help.rfitv@us.army.mil.