

South Carolina Department of Transportation Encroachment Permit Processing System (EPPS)

Troubleshooting and Common Problems

Tips

- Internet Explorer 9 or later (recommended)
- Use the **BACKSLASH (\)** in your User ID when logging in, **NOT** the Forward Slash (/)
- Select **'Use Another Account'** option (if available)
- For Windows 10 users, select **'More Choices'** then select **'Use a different account'**

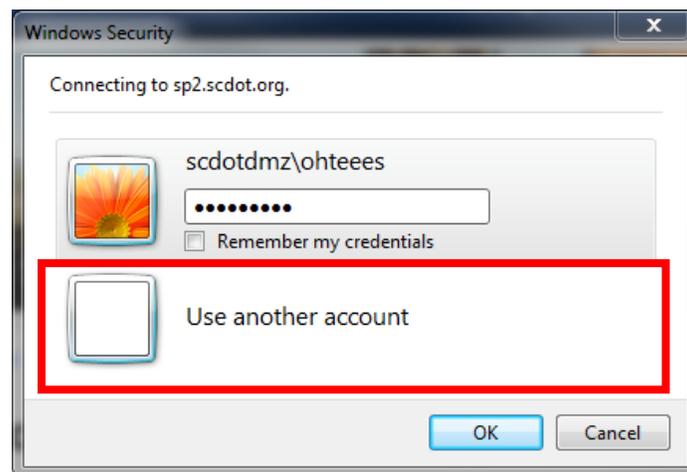
Issue

User experiences one the following:

- Upon clicking the OK button to login, the screen refreshes (flashes) and shows the Windows Security box with the Username and Password fields populated but does not login, or
- Receives a '401 UNAUTHORIZED' message, or
- Receives a blank screen
- A message similar to Unauthorized user, access denied, or related message

Solution

1. Select **User Another Account** option (if available) and then enter your correct User ID and Password



Windows 7 – Windows Security box

NOTE: Windows 10 Users, select **'More Choices'** (lower left corner) then select **'Use a different account'**

2. Make certain the User ID is entered correctly

- a. Use the BACKSLASH (\) NOT the Forward slash (/)
- b. Enter the FULL User ID beginning with “ SCDOTDMZ\ ”
- c. If using Internet Explorer, verify “ SCDOTDMZ ” appears in the Domain field located below the password field, before selecting OK to login

3. Make certain the Password is entered correctly

- a. For newly created accounts, the password must be changed BEFORE logging in the first time.
 - i. Follow the instructions step-by-step in the automated e-mail you, the account holder, received when the account was first created
 - ii. See the How-To video on changing your initial account password