

Error or Issue	Resolution
<p>Protocol cannot be switched to HTTPS is not configured /active No switch to HTTPS occurred</p>	<p>Problem: User is getting the below screenshot when trying to log into SCEIS:</p> <div style="text-align: center;">  </div> <p>Solution: The issue may be the browser's trusted sites.</p> <ol style="list-style-type: none"> 1. Navigate to the Internet Explorer Tool Bar. 2. Select Tools → Internet Options. 3. Click the Security tab and then select Trusted Sites. 4. Select the Sites button. 5. In the pop-up box, add https://srwwwebgui.sc.gov to your trusted sites. <p>If the above steps do not work, contact your agency's IT department.</p>