



Unable to Log In – Offline Mode 02-24-2016

Issue

Users are unable to log in to offline mode.

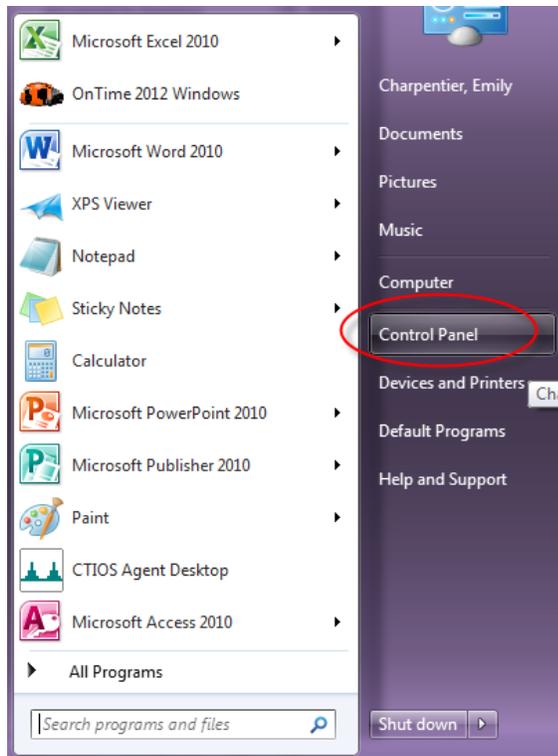
- They are getting the error message: “Please connect to the Internet, choose the ASSESSMENT you want to take Offline, then restart MnCHOICES from your desktop shortcut.” Or “User who is trying to log in is not set up in MnCHOICES, please check with Administrator to set up the user before login.”
- When opening offline mode, the login box does not fully load. Only the login button shows, and fields for choosing a Lead Agency and entering a Username and Password do not populate.
- When opening offline mode, the Lead Agency dropdown menu does not populate.

Steps to Resolve

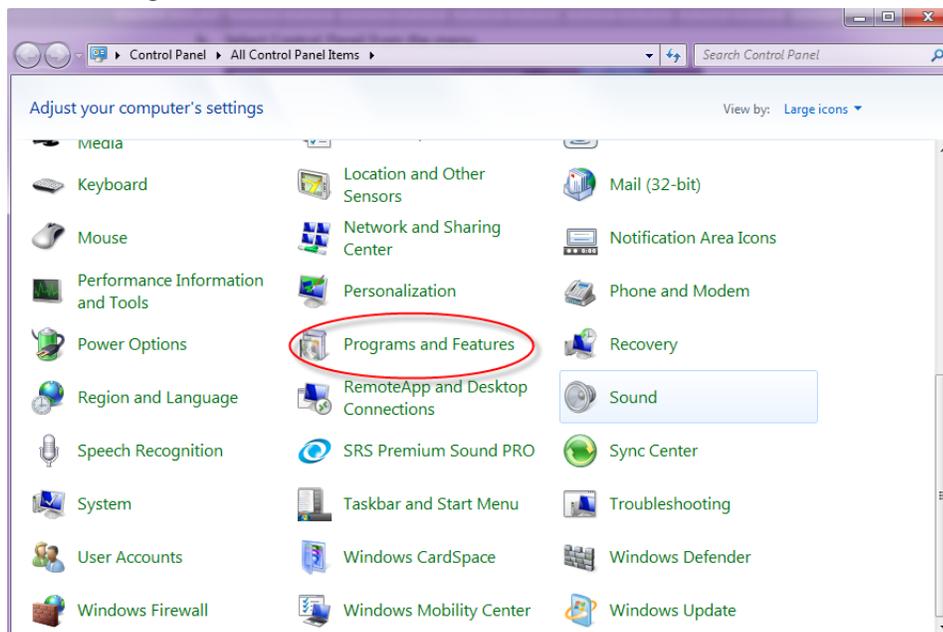
1. Return to online mode by removing “DHS MnCHOICES” from the Control Panel.
 - a. Click on the start button in the bottom left of the screen.



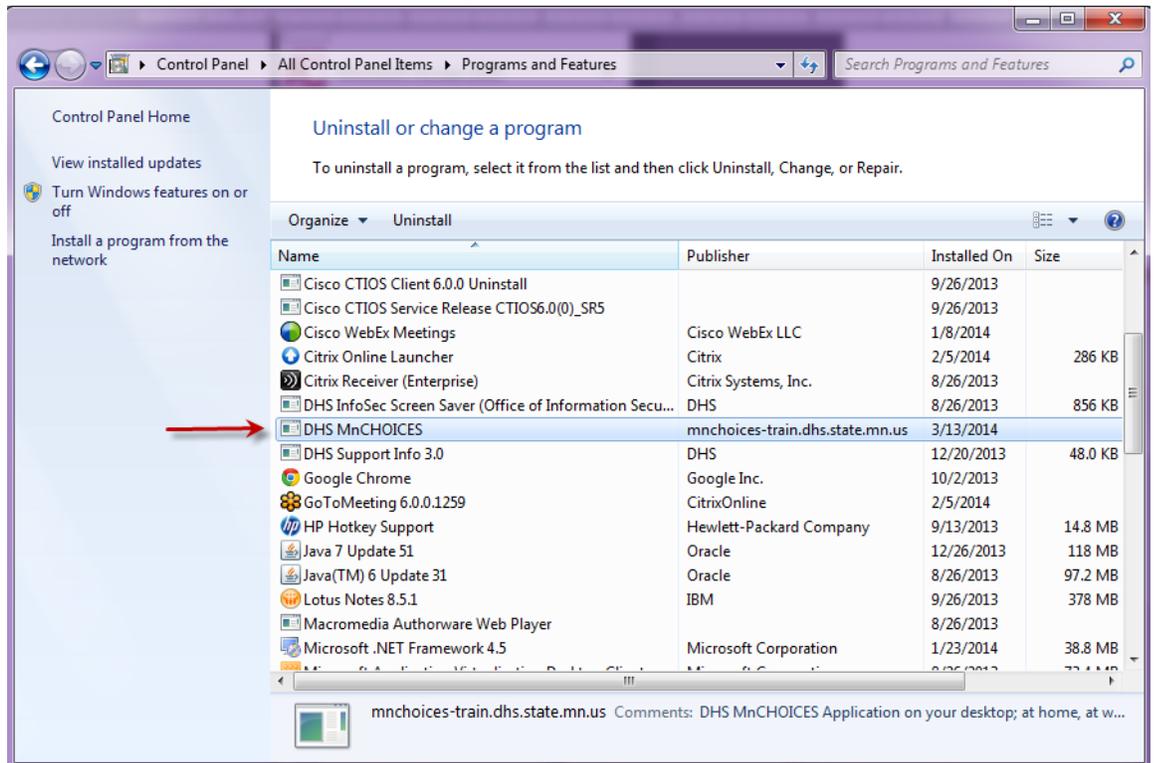
- b. Select Control Panel from the menu.



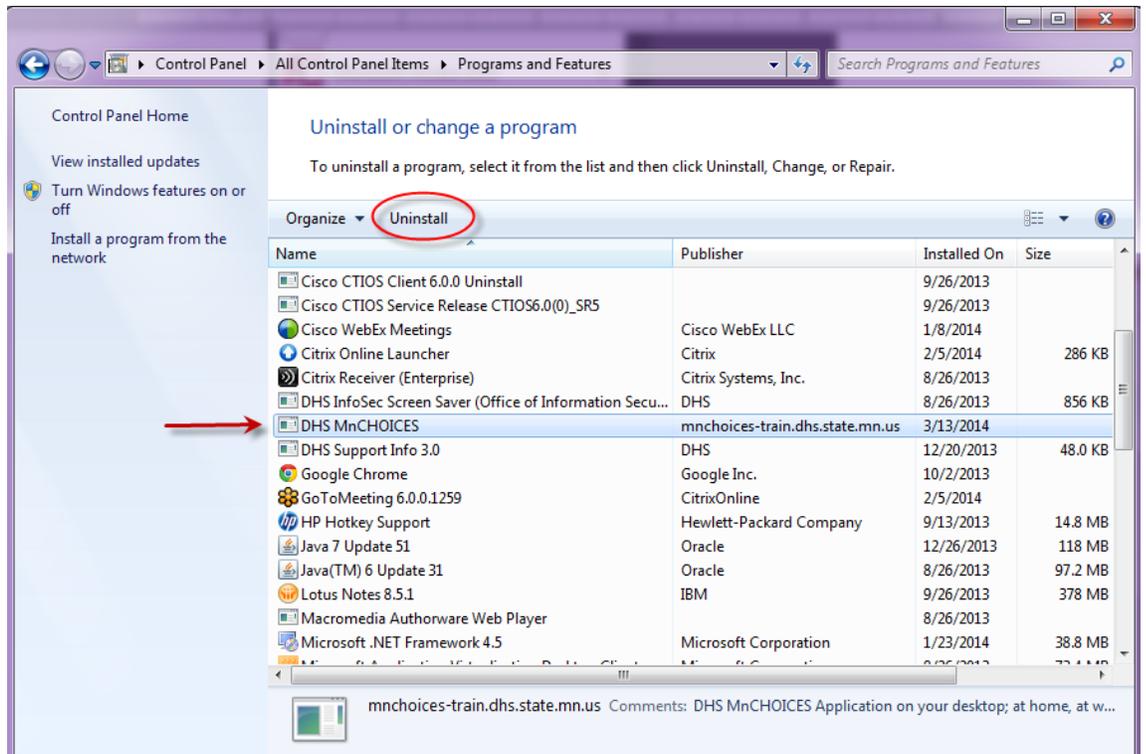
c. Click on Programs and Features



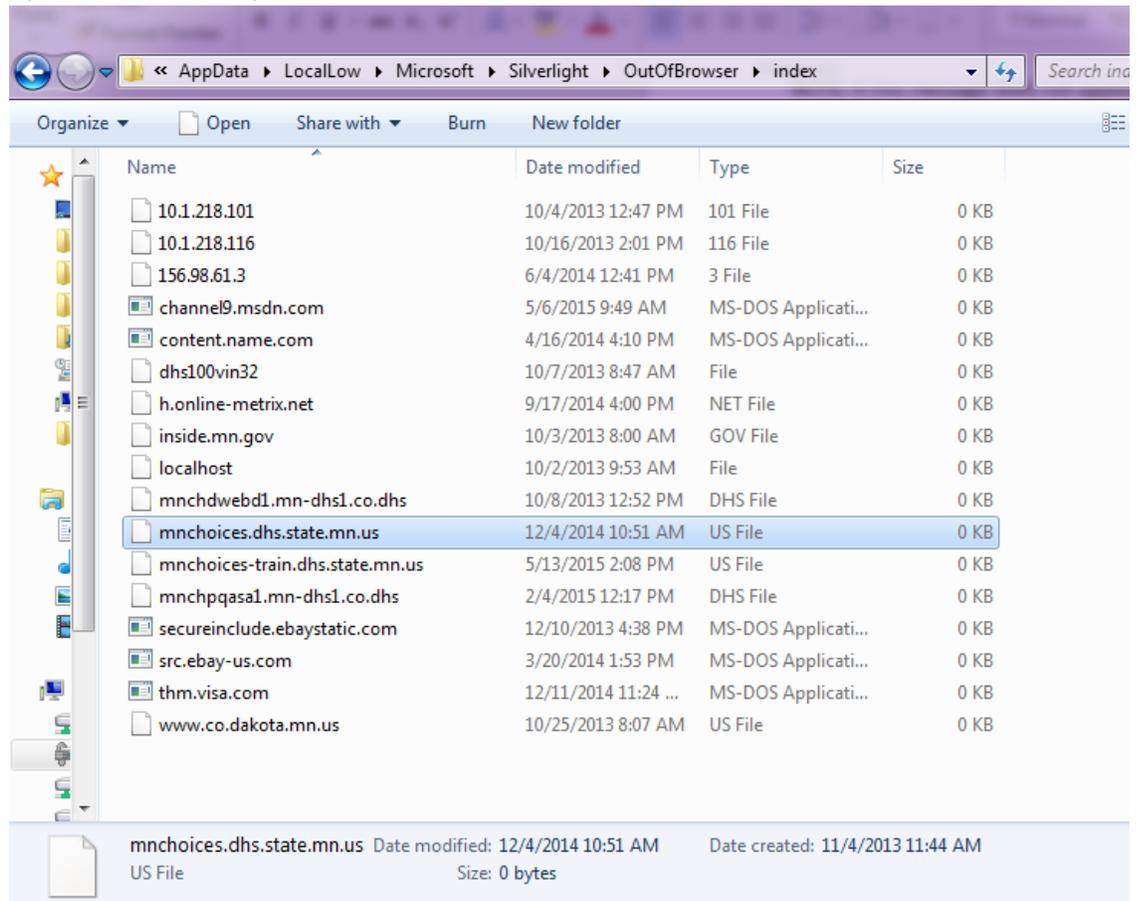
d. Find DHS MnCHOICES in the list of programs.



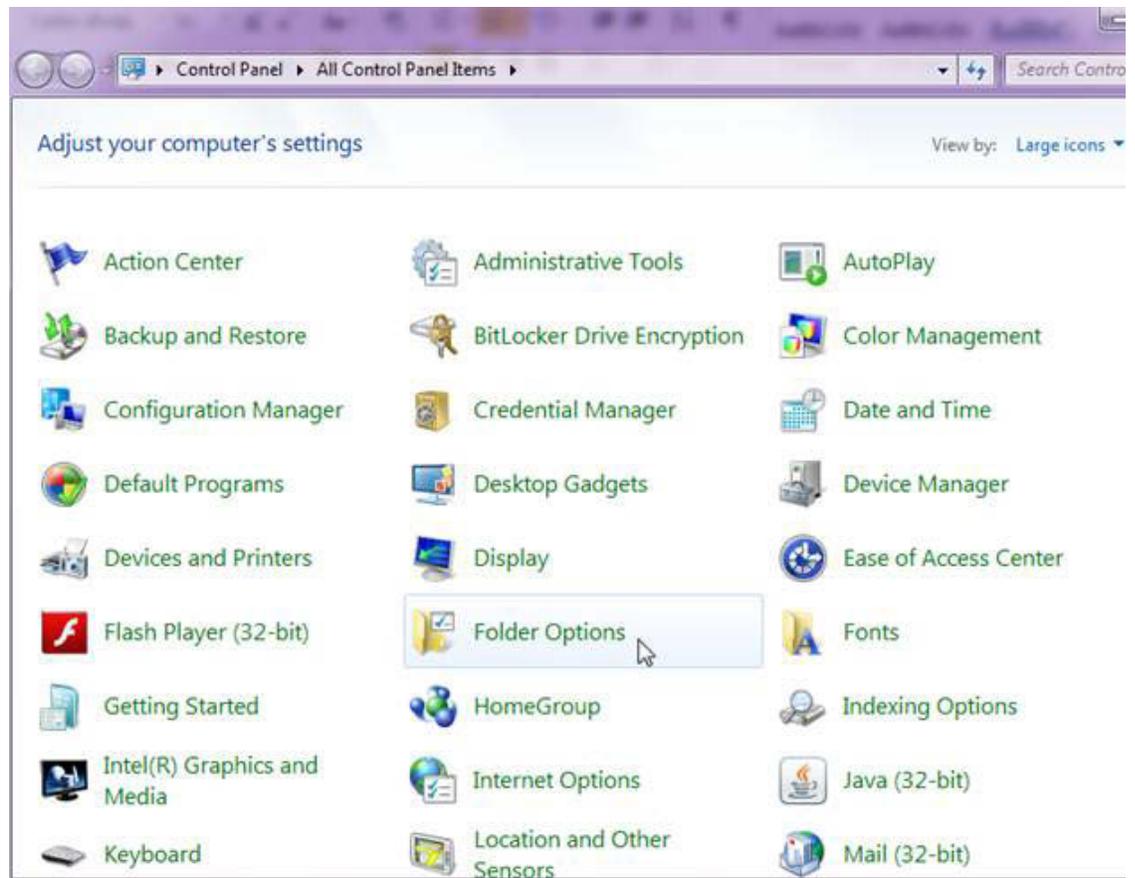
e. Select the DHS MnCHOICES program, and click Uninstall.



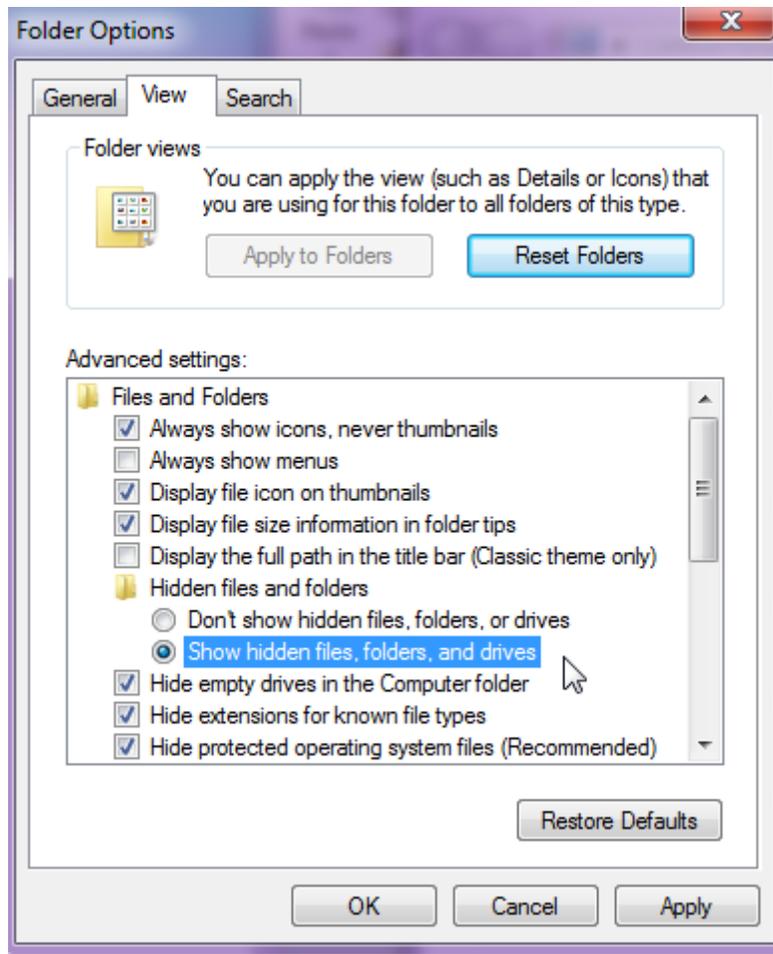
- Go to C:\users\username\AppData\LocalLow\Microsoft\Silverlight\OutOfBrowser\index and delete any MnCHOICES files you find there.



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- If you do not see the App Data folder, go to Control Panel and select Folder Options



- c. On the View tab, click the radio button for Show hidden files, folders and drives. Click OK to apply.



3. Return to MnCHOICES Online Mode through the URL and bring your data back online.
4. If your documents are “grayed out” or uneditable in online mode, contact the Help Desk for a toggle.