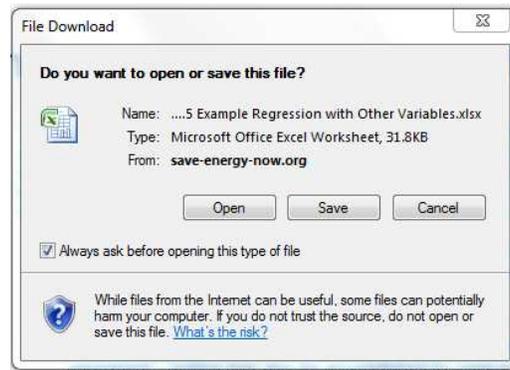


Workaround for the login prompt

Problem:

In the Self Paced module, if a user clicks on a Microsoft Office document (e.g. Word or Excel), the website will display a dialog with options to Open or Save the document.



If user selects "Open", the user's computer will try to open the appropriate program for the document i.e Microsoft Word or Excel. These programs will prompt the user for credentials before opening the document.

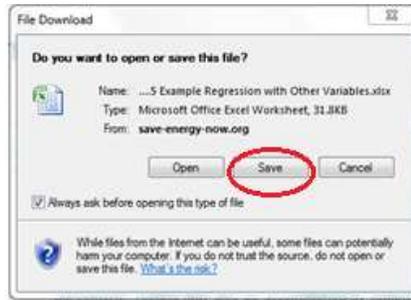


Cause:

This is one of the known problems with SharePoint and Microsoft Office documents. Users see the login prompts even if the website is publicly available.

Resolution:

Option 1: On the File download dialog, click Save.



Option 2: On the Windows Security dialog box, click Cancel.

