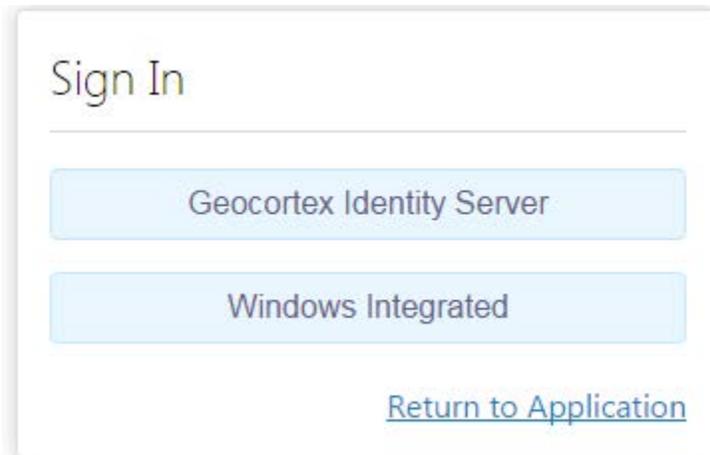# Help! I can't Sign In to the secure mapping site!

Our software vendor has acknowledged a bug in the HTML5 viewer that occurs when attempting to sign in to the interactive mapping site using Internet Explorer (version 11 and possibly others).

Users experience the opportunity to log-in via Windows-integrated (Milwaukee County employees only) or Geocortex Identity Server:

The user enters the correct username and password, but when the site reloads, it still says "Sign In" in the upper right-hand corner and the secured layers for which the user has permission do not appear.

There are two work-arounds:

1. Select a different browser
2. Access the site from this link:
   http://lio.milwaukeecounty.org/Html5Viewer/Index.html?configBase=http://lio.milwaukeecounty.org/Geocortex/Essentials/REST/sites/MCLIO_FULL_SITE/viewers/MS_site_VH250/virtualdirectory/Resources/Config/Default

   You may wish to bookmark this link if you frequently use Internet Explorer