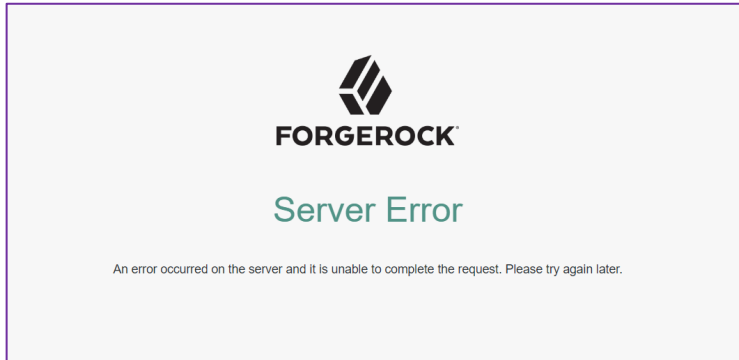


PRISM users sometimes receive a ForgeRock authentication error when trying to log into PRISM. This document outlines steps to help users log into PRISM when this error displays.

What the error looks like



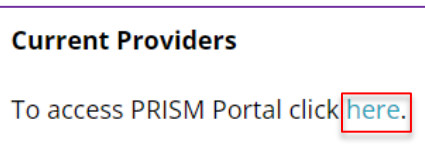
- This error may display after a PRISM user tries to log into PRISM with their UtahID and password.
- This error can occur sporadically and may be difficult to troubleshoot for individual PRISM users.

Recommended Steps to Work around this Issue (instructions below - test one by one)

1. Make Sure the Correct PRISM URL is Being Used.
2. Try Using a Different Browser.
3. Try Using a Private/Incognito Browser Window.
4. Clear Browsing Data.
5. Update the Browser to the Latest Browser Version.

1. Make Sure You are Using the Correct PRISM URL

- Refer to the PRISM Portal Access webpage (<https://medicaid.utah.gov/accessing-prism/>) for the correct PRISM URL.



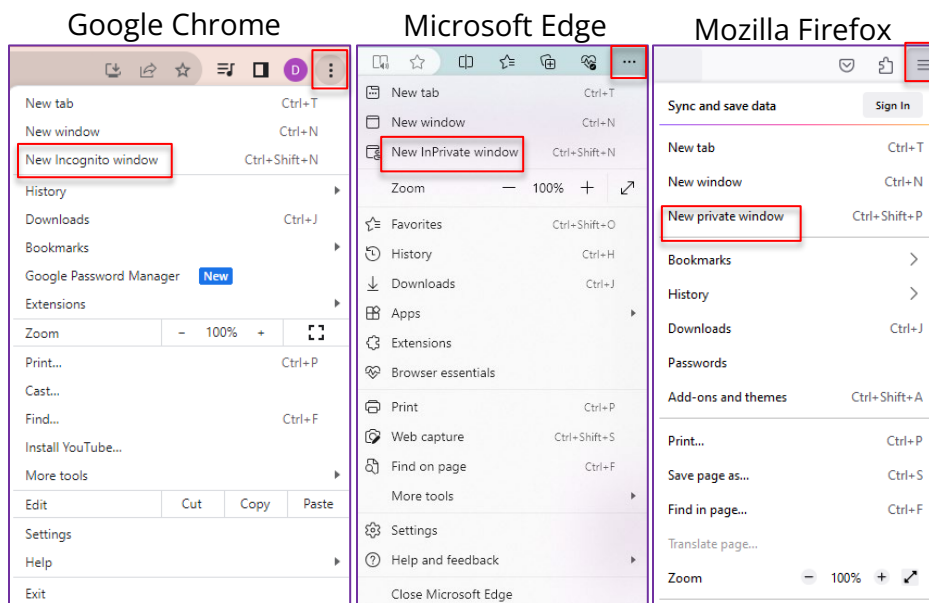
- Under Current Providers, click the 'here' hyperlink.

2. Try Using a Different Browser

If the browser you are using is receiving this error, try using a different browser. PRISM is supported by 3 browsers. Those browsers are:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox

3. Try Using a Private/Incognito Browser Window

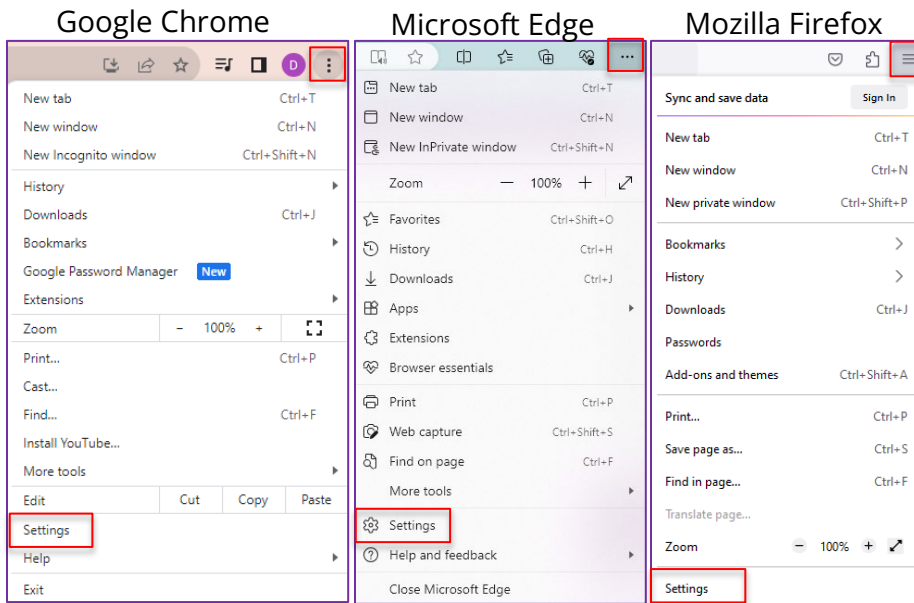


From the upper-right corner of each browser type:

- Click the browser menu.
- In Chrome select **New Incognito window**.
- In Microsoft Edge select **New InPrivate window**.
- In Mozilla Firefox select **New private window**.

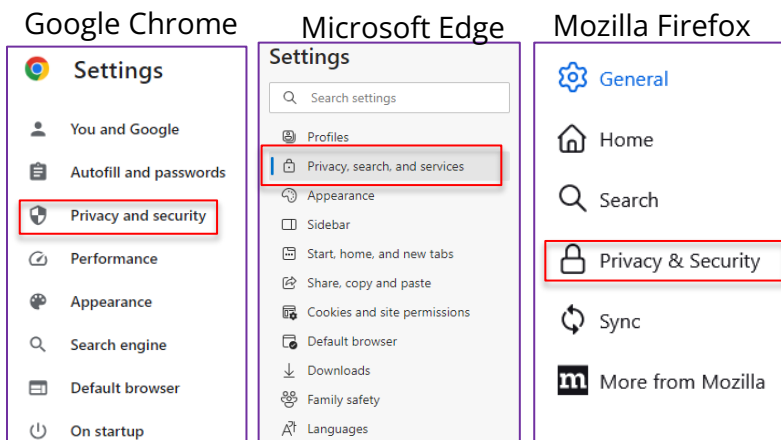
Logging into PRISM when a ForgeRock Authentication Error Occurs

4. Clear Browsing Data



From the upper-right corner of each browser type:

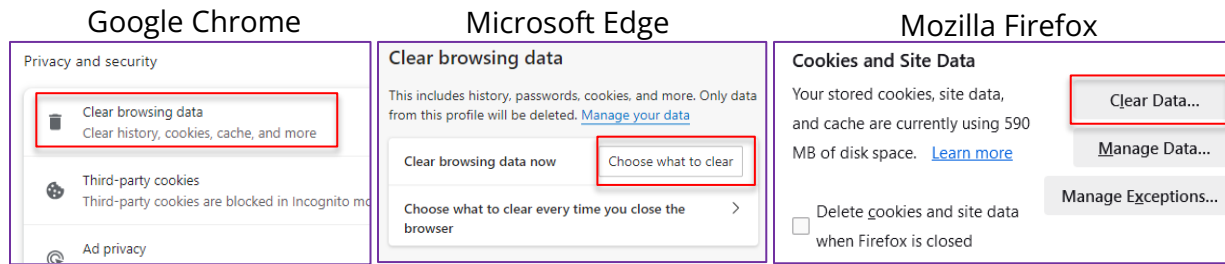
- Click the browser menu.
- From each browser, select **Settings**.



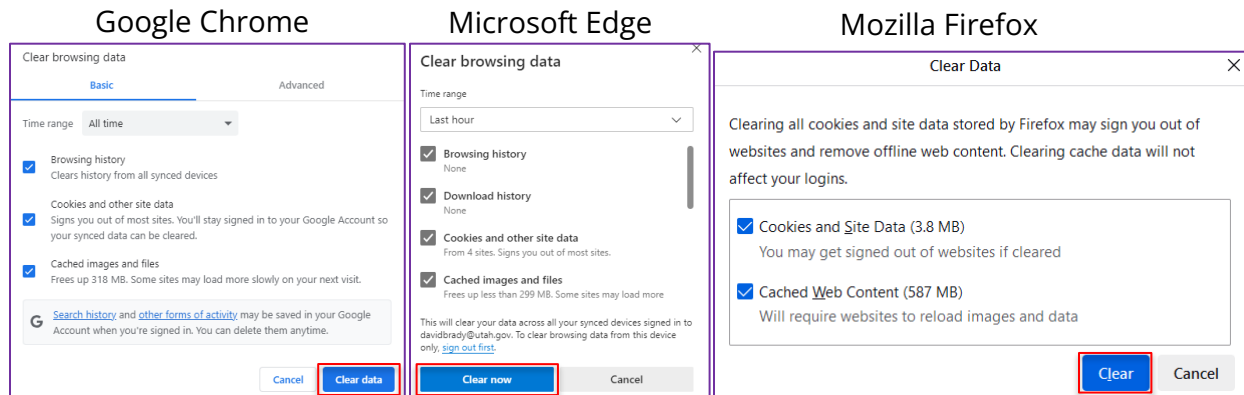
Under Settings for each browser type, select:

- **Privacy and security** in Google Chrome.
- **Privacy, search, and services** in Microsoft Edge.
- **Privacy & Security** in Mozilla Firefox.

Logging into PRISM when a ForgeRock Authentication Error Occurs



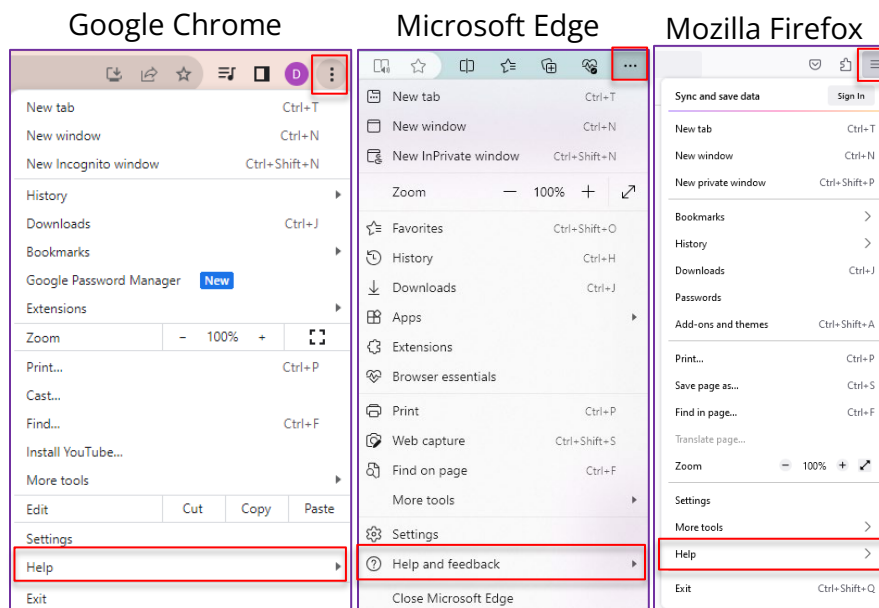
- Click **Clear browsing data**.



- Leave default checkboxes checked (or test clearing browsing data as needed).
- Click **Clear data**, **Clear now**, or **Clear**.

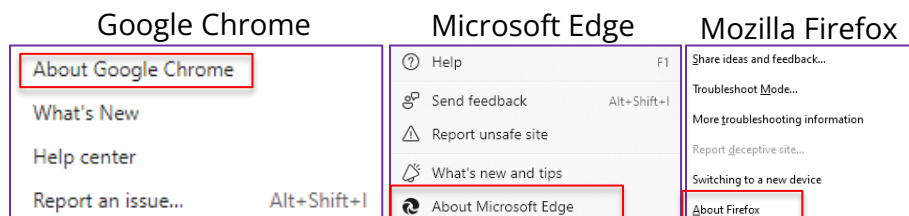
Logging into PRISM when a ForgeRock Authentication Error Occurs

5. Update the Browser to the Latest Version



From the upper-right corner of each browser type:

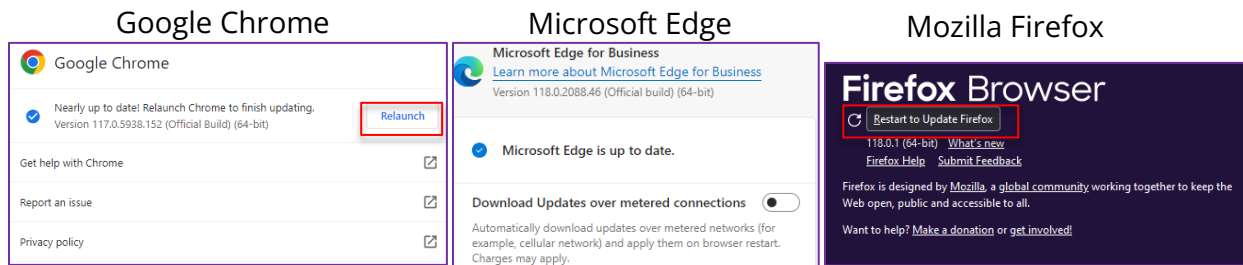
- Click the browser menu.
- In Chrome, select **Help**.
- In Microsoft Edge, select **Help and feedback**.
- In Mozilla Firefox, select **Help**.



Select:

- In Chrome, select **About Google Chrome**.
- In Microsoft Edge, select **About Microsoft Edge**.
- In Mozilla Firefox, select **Mozilla Firefox**.

Logging into PRISM when a ForgeRock Authentication Error Occurs



- Relaunch/Restart browsers as needed.

This document will be updated if additional options are discovered to help fix this issue.