

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 (<u>https://medicaid.utah.gov/accessing-prism/</u>) for the correct PRISM URL.



To access PRISM Portal click here.

• 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

Google Chrome	Microsoft Edge	Mozilla Firefox
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New tab Ctrl+T	New tab Ctrl+T	Sync and save data Sign In
New window Ctrl+N	New InPrivate window Ctrl+Shift+N	New tab Ctrl+T
History	Zoom — 100% + ∠7	New window Ctrl+N
Downloads Ctrl+J	ເ∕ີ≡ Favorites Ctrl+Shift+O	New private window Ctrl+Shift+P
Bookmarks	History Ctrl+H	Bookmarks >
Extensions	Downloads Ctrl+J	History >
Zoom - 100% + []	C Extensions	Downloads Ctrl+J
Print Ctrl+P	😵 Browser essentials	Passwords
Cast Find Ctrl+F	Print Ctrl+P	Add-ons and themes Ctrl+Shift+A
Install YouTube	Web capture Ctrl+Shift+S	Print Ctrl+P
More tools	(c) Find on page Ctrl+F	Save page as Ctrl+S
Edit Cut Copy Paste	Settings	Find in page Ctrl+F
Help •	 Help and feedback 	Translate page
Exit	Close Microsoft Edge	Zoom - 100% + 🖍

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.



4. Clear Browsing Data

Google Chrome	Microsoft Edge	Mozilla Firefox
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New tab Ctrl+T	New tab Ctrl+T	Sync and save data Sign In
New window Ctrl+N	New window Ctrl+N	New tab Ctrl+T
New Incognito window Ctrl+Shift+N		New window Ctrl+N
Downloads Ctrl+J	≤soni iocic i 2	New private window Ctrl+Shift+P
Bookmarks 🕨	History Ctrl+H	Bookmarks >
Google Password Manager New	⊥ Downloads Ctrl+J	History >
Extensions	🗄 Apps 🕨	Downloads Ctrl+J
Print Ctrl+P	C Extensions	Passwords
Cast	Browser essentials	Add-ons and themes Ctrl+Shift+A
Find Ctrl+F	Print Ctrl+P	Print Ctrl+P
Install YouTube	G) Find on page Ctrl+F	Save page as Ctrl+S
Edit Cut Copy Paste	More tools	Find in page Ctrl+F
Settings	段3 Settings	Translate page
Help	⑦ Help and feedback	Zoom - 100% + 🖍
Exit	Close Microsoft Edge	Settings

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



	Google Chrome	Microsoft Edge		Mozilla Firefox		
Privac	/ and security	Clear browsing data		Cookies and Site Data		
	Clear browsing data	This includes history, passwords, co from this profile will be deleted. Ma	okies, and more. Only data nage your data	Your stored cookies, site data,	C <u>l</u> ear Data	
Ľ	Clear history, cookies, cache, and more	Clear browsing data now	Choose what to clear	MB of disk space. <u>Learn more</u>	<u>M</u> anage Data	
٩	Third-party cookies Third-party cookies are blocked in Incognito me	Choose what to clear every time	you close the	Delete cookies and site data	Manage Exceptions	
Q	Ad privacy	browser		when Firefox is closed		
•	Click Clear browsin	g data.				

Google Chrome	Microsoft Edge	Mozilla Firefox
Clear browsing data	Clear browsing data	Clear Data X
Time range All time	Time range Last hour	Clearing all cookies and site data stored by Firefox may sign you out of
Browsing history Clears history from all synced devices	Browsing history None	websites and remove offline web content. Clearing cache data will not affect your logins.
Cookies and other site data Signs you out of most sites. You'll stay signed in to your Google Account s your synced data can be cleared.	Download history None Cookies and other site data Cookies and other site data	Cookies and Site Data (3.8 MB)
Cached images and files Frees up 318 MB. Some sites may load more slowly on your next visit.	Cached images and files Frees up less than 299 MB. Some sites may load more	✓ Cached Web Content (587 MB)
G Search history and other forms of activity may be saved in your Google Account when you're signed in. You can delete them anytime.	This will clear your data across all your synced devices signed in to davidbrady@utah.gov. To clear browsing data from this device only, sign out first.	Will require websites to reload images and data
Cancel Clear data	Clear now Cancel	Clear Cancel

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



5. Update the Browser to the Latest Version

Google Chrome	Microsoft Edge	Mozilla Firefox
단 순 ☆ 팩 🛛 💽 🗄	「日本」の な 🕞 🗠 🛄	◎ 鉛 =
New tab Ctrl+T	New tab Ctrl+T	Sync and save data Sign In
New window Ctrl+N	New window Ctrl+N	New tab Ctrl+T
New Incognito window Ctrl+Shift+N	Rew InPrivate window Ctrl+Shift+N	New window Ctrl+N
History •	Zoom — 100% + ∠7	New private window Ctrl+Shift+P
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Bookmarks 🕨	D History Ctria	History >
Google Password Manager New	L Downloads Ctrl+1	Downloads Ctrl+J
Extensions 🕨		Passwords
Zoom - 100% + []	C Extensions	Add-ons and themes Ctrl+Shift+A
Print Ctrl+P	C Provisor essentials	Print Ctrl+ P
Cast	Drowser essentials	Save page as Ctrl+S
Find Ctrl+F	Print Ctrl+P Ctrl+P	Find in page Ctrl+F
Install YouTube	Web capture Ctrl+Shift+S	Translate page
More tools	හි Find on page Ctrl+F	Zoom = 100% + 🖍
Edit Cut Copy Paste	More tools	Settings
Settings	ô3 Settings	More tools >
Help 🕨	⑦ Help and feedback	Help >
Exit	Close Microsoft Edge	Exit Ctrl+Shift+Q

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.

Google Chrome

Google Chr	ome	Microsoft Edge		Mozilla Firefox	
About Google Chrome		?	Help	F1	Share ideas and feedback
What's New	•	°	Send feedback	Alt+Shift+I	Troubleshoot <u>M</u> ode
what's reev		≙	Report unsafe site		More troubleshooting information
Help center		Q.	What's new and tips		Switching to a new device
Report an issue	Alt+Shift+I	9	About Microsoft Edge		About Firefox

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



Google Chrome	Microsoft Edge	Mozilla Firefox	
O Google Chrome	Microsoft Edge for Business Learn more about Microsoft Edge for Business	Firefox Prowsor	
 Nearly up to date! Relaunch Chrome to finish updating. Version 117.0.5938.152 (Official Build) (64-bit) 	Version 118.0.2088.46 (Official build) (64-bit)		
Get help with Chrome	Microsoft Edge is up to date.	116.0.1 (04-bit) <u>what's new</u> Firefox Help <u>Submit Feedback</u>	
Report an issue	Download Updates over metered connections	Firefox is designed by <u>Mozilla</u> , a <u>global community</u> working together to keep the Web open, public and accessible to all.	
Privacy policy	Automatically download updates over metered networks (for example, cellular network) and apply them on browser restart. Charges may apply.	Want to help? <u>Make a donation</u> or <u>get involved!</u>	

• Relaunch/Restart browsers as needed.

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