

eSARS Web Browser Troubleshooting – GOOGLE CHROME

1. Log into your MyECC account.
2. Under the Web Services tab, click on the “**Online Counseling Appointments**” link.
3. You may be taken to a blank white screen, with the Web Services links on the left hand side of the page.
4. Check for a small, gray shield in the web address bar. This symbol indicates that there is possible unsafe content on the website.



5. Click on the shield to open the error message. You should see an error message that says: “**This page includes script from unauthenticated sources**” and “**Load unsafe script.**”
6. The screen will refresh after you click on “**Load unsafe script.**” Click on “**Online Counseling Appointments**” again and you should now be able to log into the appointment system.

