Re-authentication Fix

Some SharePoint sites ask for BYU NetID credentials to be re-authenticated each time a document is opened. This is a fix for that problem. Please direct any questions to your CSR or to OIT (2-4000).

1. Open Internet Explorer (or, alternatively, select Internet Options from your computer’s Control Panel).
2. In the upper right-hand corner, click the gear.

![Gear icon in Internet Explorer](image)

3. Select Internet Options from the list.
4. Select the Security tab.

![Internet Options window](image)

5. Select Trusted Sites, then click the Sites button.

![Trusted Sites settings](image)

6. Type your department’s SharePoint address under “Add this website to the zone” and click Add.

![Add site to trusted list](image)
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7. The site will appear below under Websites.
8. Make sure the box next to “Require server verification (https:) for all sites in this zone” is UNCHECKED.

![Websites screenshot]

9. Click Close.

![Security settings screenshot]

11. Select “Advanced.”

![Advanced settings screenshot]

12. On Local Intranet, make sure that “Require server verification (https:) for all sites in this zone” is also unchecked on this page.
13. On the Internet Options screen, click Ok.
14. Close out of Internet Explorer. In whichever browser is normally used, the user should be able to edit documents in Microsoft Office without having to revalidate BYU NetID credentials each time.

If using a Mac, when going to your SharePoint site, you’ll be asked, “Do you want to make this a trusted site?” Select Yes. When editing a document (either in Word or Word Web App), you’ll be asked if you’d like to add your credentials to Keychain. Select Yes.