

Logging into NC EDSS

Trouble Shooting:

If you are getting a screen displaying a message about the system being down for maintenance then please do these steps first. First, completely close your browser and all tabs that are open then try again. If you again get the error message please go in and delete your browser history, close the browser completely and try again. Instructions on deleting browser history are available at the bottom of this email. If your bookmark link doesn't work then you can try going directly to this link:

<https://ncedss.ncpublichealth.com/login.do> and bookmarking this link. Delete all old links. If none of these work, or you require additional assistance please contact the help desk at 919-715-5548 or email nchelpdesk@dhhs.nc.gov


Deleting Browser History:

Internet Explorer:


By viewing your browsing history, you can choose to delete specific sites, or return to a webpage that you've already visited.

1. In Internet Explorer, select the **Favorites** button.
2. Select the **History** tab, and choose how you want to view your history by selecting a filter from the menu. To delete specific sites, right-select a site from any of these lists and then select **Delete**. Or, return to a page by selecting any site in the list.

Chrome:

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click **History** > **History**.
4. On the left, click **Clear browsing data**. A box will appear.
5. From the drop-down menu, select how much history you want to delete. To clear everything, select **All time**.
6. Check the boxes for the info you want Chrome to clear, including "browsing history." [Learn more about the types of browsing data you can delete](#)
7. Click **Clear browsing data**.

Firefox:

- Click the Library button , click History and then click Clear Recent History....
- Select how much history you want to clear:
 - Click the drop-down menu next to **Time range to clear** to choose how much of your history Firefox will clear.
 - Finally, click the Clear Now button. The window will close and the items you've selected will be cleared.

How to Disable and Clear AutoFill Info in your Browser


A feature of web browsers has been identified in our NC EDSS system that can cause overwriting of data fields in production if auto fill (auto complete) is turned on. We strongly encourage all users to disable the auto fill function in whatever browser you are using to access NC EDSS. The link below will show you how to do this in the browser you are using. Please note, you should never use automatic password saving or password complete in NC EDSS. If you clear your browser history you will be prompted to enter a passcode the next time you log in to NC EDSS. If you have further questions or concerns you can always contact the NC EDSS help desk at NCEDSSHelpDesk@dhhs.nc.gov or 919-715-5548.

In this article, we will tell you how to disable the autofill options in some of the most popular web browsers to prevent this information from being unintentionally saved or used in your browser.



Google Chrome Instructions

Turn off Autofill

If you don't want to see saved personal information every time you fill out a form, you can turn Autofill off.

1. Open Chrome.
2. At the top right, click More  > **Settings**.
3. At the bottom, click **Advanced**.
4. Under "Passwords and forms," turn off **Autofill settings**.

Clear all your Autofill entries

1. Open Chrome.
2. At the top right, click More  .
3. Click **More tools**  **Clear browsing data**.
4. Next to "Clear the following items from," choose a time period. To clear everything, choose **the beginning of time**.
5. Check "Autofill form data." Check or uncheck other data types you want to delete or not.
6. Click **Clear browsing data**.

Firefox Instructions

In Firefox, you will want to not only turn off autofill data, but also clear it. Instructions are listed below.

Turning off Autofill in Firefox

1. Click on the Firefox menu icon. (Three lines at top right of screen.)
2. Click on Options.

3. Choose the Privacy icon.
4. In the History section choose Firefox will: "Use custom settings for history."
5. Uncheck "Remember search and form history."
6. Click OK

Clearing Autofill Data in Firefox

1. Click on the Firefox menu icon. (Three lines at top right of screen.)
2. Click on History
3. Click on "Clear recent History."
4. In the Time Range to Clear drop down, choose "Everything."
5. Click on the arrow next to Details to display a list of items to clear.
6. Make sure "Form & Search History" is checked.
7. Click Clear Now.

Note: *This action may take some time to complete, depending on how often you clear your browsing history.*

Internet Explorer Instructions

In Internet Explorer, you will want to not only turn off autofill data, but also clear it. Instructions are listed below.

Turning off Autofill in Internet Explorer

1. Click on the Tools menu icon. (Gear at top right of screen.)
2. Click on Internet Options.
3. Select the Content tab.
4. In the AutoComplete section click on Settings.
5. Uncheck Forms and User Names and Passwords on Forms.
6. Click OK in the AutoComplete Settings Window.
7. Click OK in the Internet Options Window.

Clearing Autofill Data in Internet Explorer

1. Click on the Tools menu icon. (Gear at top right of screen.)
2. Click on Internet Options.
3. Select the Content tab.
4. In the AutoComplete section click on Settings.
5. At the bottom of the AutoComplete Settings window, click Delete AutoComplete History.
6. Check Form Data and Passwords.
7. Click Delete.
8. Click OK in the AutoComplete Settings Window.
9. Click OK in the Internet Options Window.

Note: *This action may take some time to complete, depending on how often you clear your browsing history.*

Safari Instructions

In Safari, you will want to not only turn off autofill data, but also clear it. Instructions are listed below.

Turning off Autofill in Safari

1. Click on the Safari menu. (The word Safari at the top of the screen.)
2. Click on Preferences.
3. Choose AutoFill
4. Uncheck "Using info from my Contacts Card/Address Book Card" and "Other Forms"
5. Click Done.

Clearing Autofill Data in Safari

1. Click on the Safari menu. (The word Safari at the top of the screen.)
2. Click on Preferences.
3. Choose AutoFill
4. Next to "Other Forms" click Edit.
5. Click Remove All.
6. Click Done.