

**Issue:**

I tried to download a video. It prompted me for my user id and password–  
I typed it in like I always do for internet access– it denied me.  
What am I doing wrong?

**Resolution:**

This is an issue with the proxy settings...  
When you get the message to put in your user name and password when you try to download a video, it is usually a proxy issue.

**Fix:**

All users must put in the server name of the local server (em.scott.kyschools.us) in the proxy exceptions list of the computer accessing the site.

**You do this by:**

- Opening your browser
- Click on TOOLS
- Click on INTERNET OPTIONS
- Click on CONNECTIONS
- Click on LAN SETTINGS
- Check "Use a Proxy server for your LAN"
- Click ADVANCED
- Type this in the Exceptions box: em.scott.kyschools.us

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