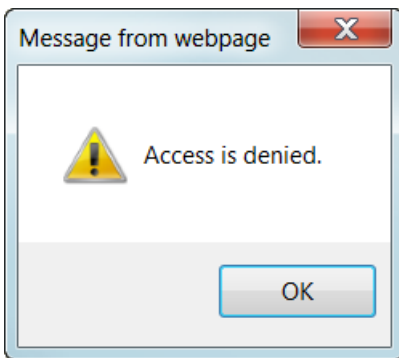


Fixing “Access Is Denied” Errors in GullNet using Internet Explorer

This guide covers how to fix the “Access is Denied Errors” that may occur in GullNet when trying to edit a timesheet or other features using Internet Explorer.

THE ACCESS IS DENIED ERROR

In Internet Explorer, when a user tries to access some pages, such as the time sheet entry page, the browser may display a **Message from webpage** window stating “Access is denied.”

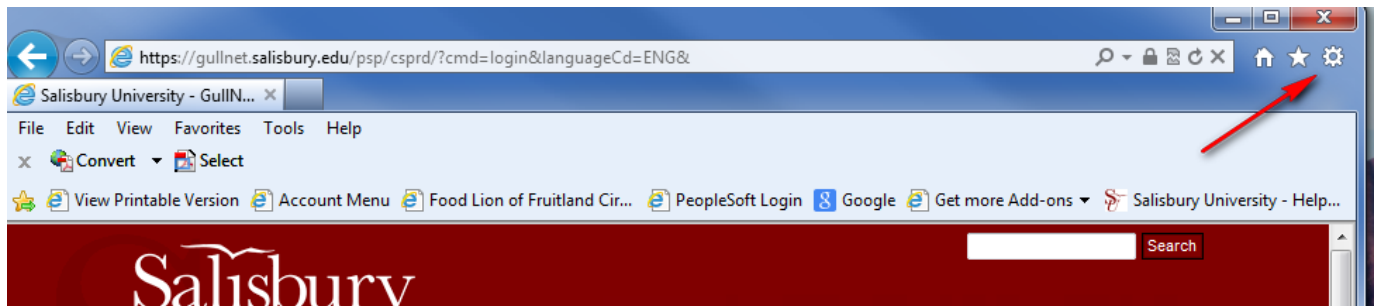


This is due to a problem with Salisbury University websites being contained within the Trusted Sites list in Internet Explorer.

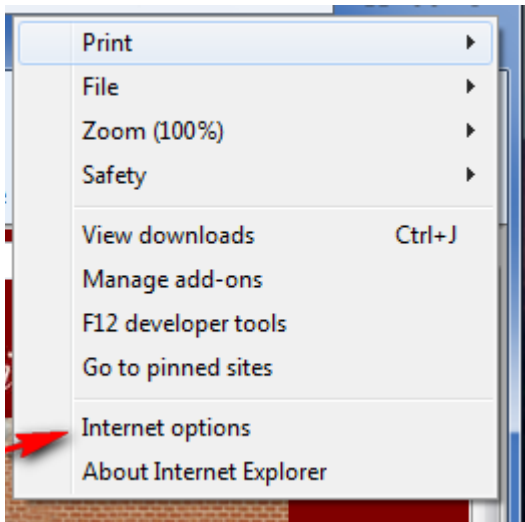
FIXING THE ACCESS IS DENIED ERROR

To fix the “access is denied” error, we will need to remove any Salisbury University websites from the Trusted Sites list in Internet Explorer. We will also clear the temporary internet files.

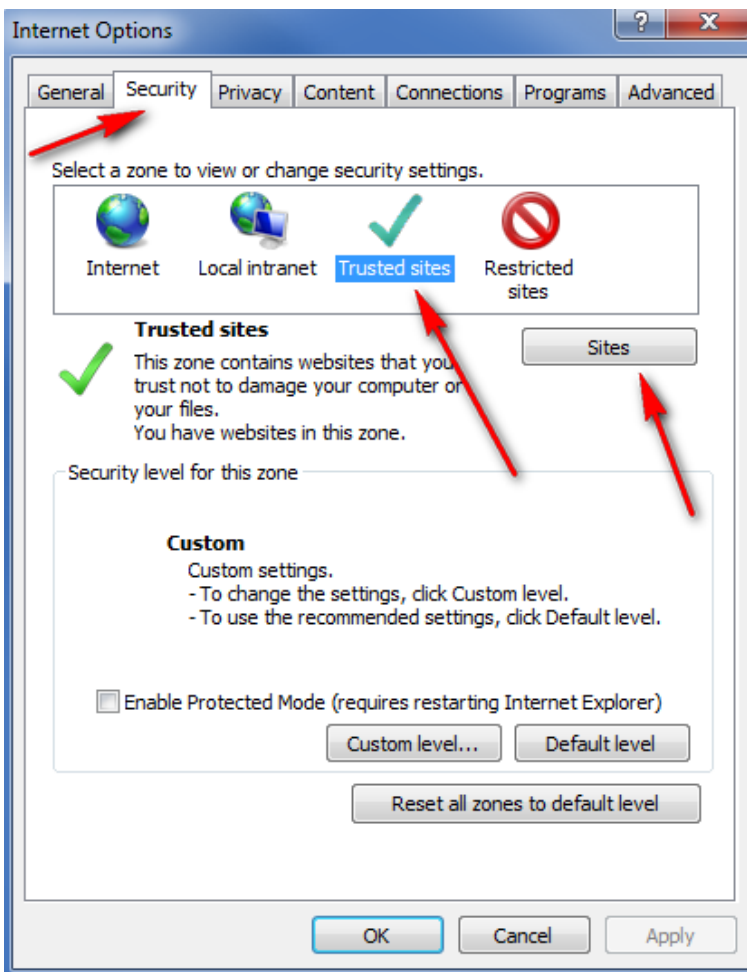
- Open Internet Explorer.
- Click the **Tools** button in the upper right hand corner (looks like a gear or sprocket) or press **Alt-T** on your keyboard.



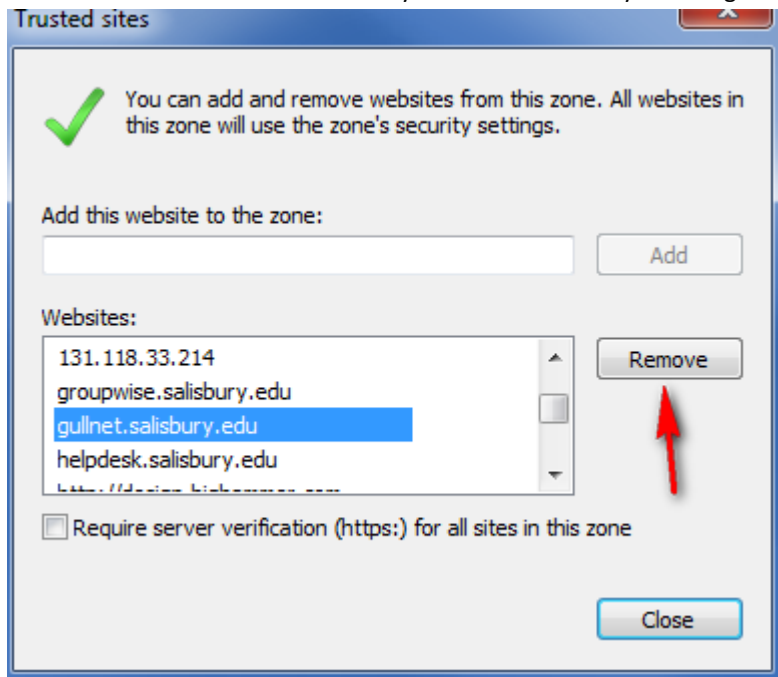
- Click **Internet Options**.



- In the **Internet Options** window, click the **Security** tab.
- Choose the **Trusted Sites** zone.
- Click the **Sites** button.



- Remove all sites that end in .salisbury.edu from this list by selecting the site name in the **Websites:** list and clicking **Remove**.



- Click **Close**.
- Click the **General** tab.
- In **Browsing history**, click **Delete...**
- Click **Delete** again to clear the temporary internet files.
- Click **OK** to close out of Internet Options.
- Exit out of Internet Explorer and then reopen Internet Explorer.