NEW YORK STATE | Workers' Compensation Board

NY.gov Login Problems and Internet Explorer 11

A change has been made to NY.gov as well as newer versions of Internet Explorer (IE) 11 that is affecting some users. Specifically, users of IE11 version 11.765.17134.0 (other versions may be impacted as well) are reporting problems logging into NY.gov. We have received reports of users being looped back when attempting to sign into WCB online applications. To continue to access eCase, or any of the other Board online applications using IE 11, you may need to add the Board's website as a Trusted site in IE11. If accessing eCase utilizing Microsoft Edge, Firefox or Chrome, changes are not required.
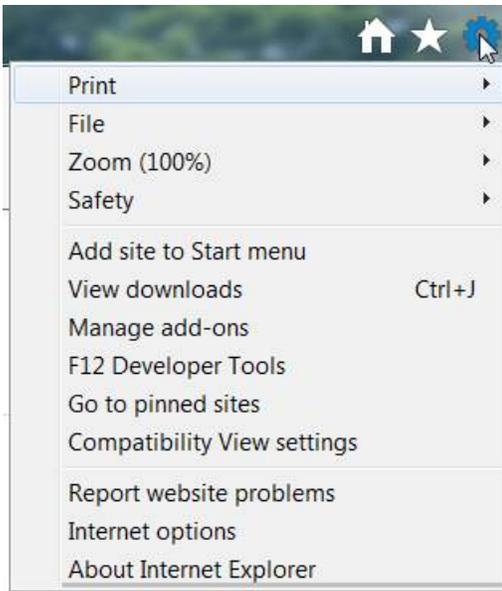
Adding the Board as a Trusted Site in IE11

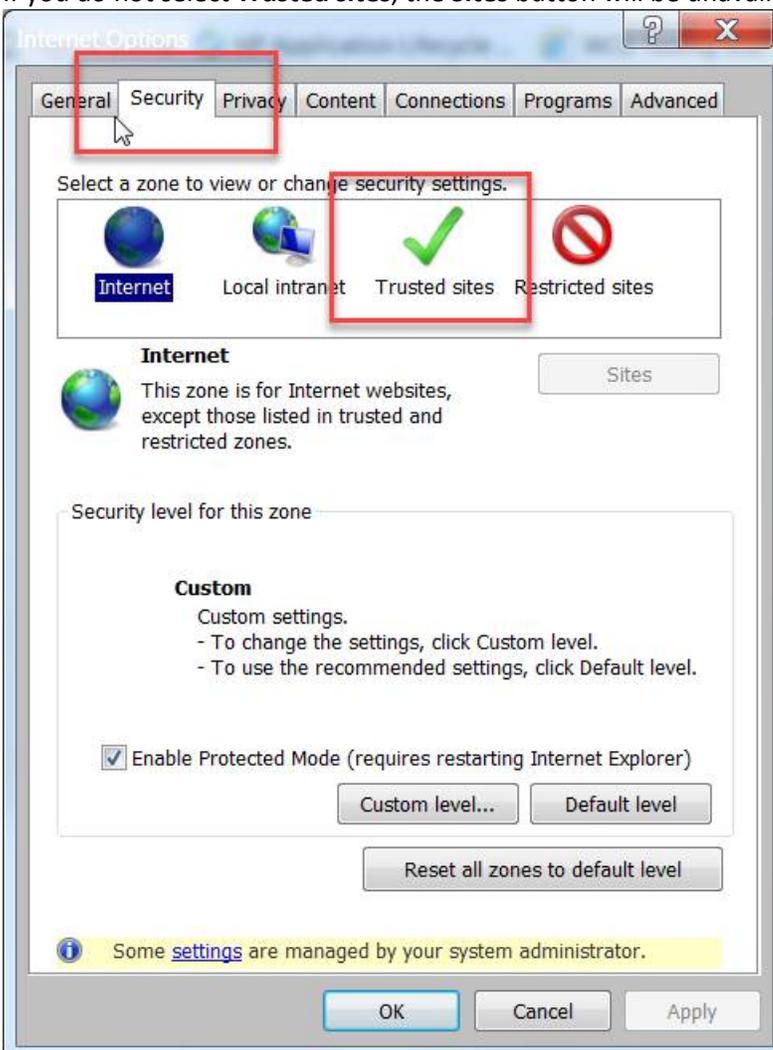Before adding the Board as a Trusted site, please make sure to review the following:

1. NY.gov will also loop back if you are entering the incorrect User ID and Password. When this happens, you will typically see a red message telling you that the information you entered is incorrect. If this is the case, please make sure that the issue is with IE11 and not your User ID and Password prior to using this fix.
2. Do NOT launch online applications from a saved favorite/link. WCB applications should be accessed by visiting the Board's website www.wcb.ny.gov and selecting the application from the dropdown, or eCase by selecting the eCase icon, and then selecting Access eCase.
3. If you use eCase, ensure that you have the latest version of Java installed. You can verify this by visiting www.java.com.

If you wish to run the WCB application on the newer versions of IE11, you can add https://www.wcb.ny.gov as a Trusted site in IE11 by doing the following:
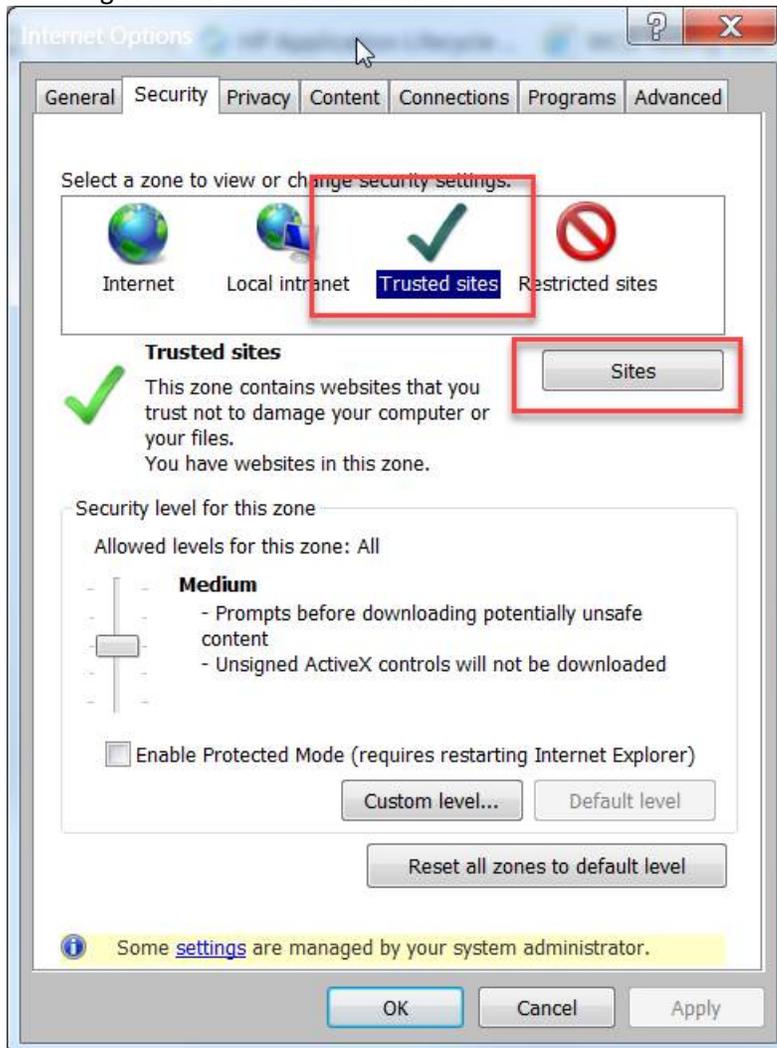
1. With IE11 open, select the Settings button (gear icon), and then select **Internet Options** from the menu.
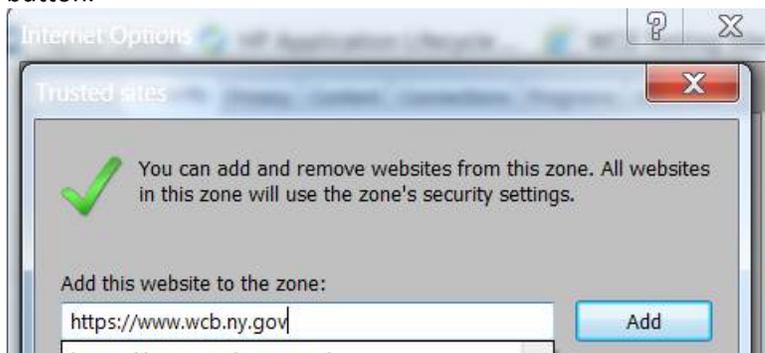
2. In the **Internet Options** dialog box, select the **Security** tab, and then select **Trusted sites**. (Note: If you do not select **Trusted sites**, the **Sites** button will be unavailable as it defaults to Internet.)

3. Selecting **Trusted sites** should make the Sites button available. Select the **Sites** button.

4. In the **Add this website to the zone** box, type https://www.wcb.ny.gov and select the **Add** button.

5. After adding the site, select the **Close** button on the **Trusted sites** dialog box, and then select the **OK** button on the **Internet Options** dialog box.
6. Close IE11 completely and reopen it. Once reopened, you should be able to access the online application from the Board's website.