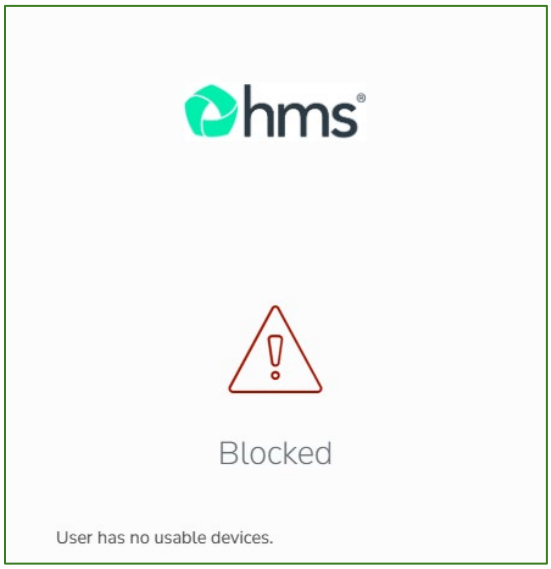
Resolve “Blocked” Error in Submissions

If, when you log into SOLARIS or the State Inquiry Portal, you receive the error shown below saying you are “blocked”, this means that you have not yet set up multi factor authentication for your account, which is required. This is spelled out in the initial emails that are sent out when your account is created.

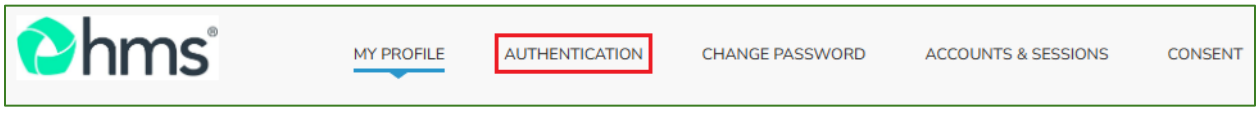


Please use the following instructions to resolve the error:

1. Clear the web browser cache
    a. To clear the web browser cache, press Shift + Ctrl + Delete or click on the three dots in the upper right-hand corner of your web browser and select “Delete browsing data”
2. Completely shut down and restart the web browser

Then, to set up MFA:

1. Log into our security account portal at https://apps.pingone.com/cf196932-3482-48da-8062-5969dd4769db/myaccount/.
2. Once logged in, click on the “Authentication” tab at the top of the screen to set up multi factor authentication.



Once that is set up, the error should go away you will be able to log into https://submissions.hms.com.