South Carolina Department of Transportation
Encroachment Permit Processing System
(EPPS)

Troubleshooting and Common Problems

Tips

- Internet Explorer 9 or later (recommended)
- Use the BACKSLASH (\) in your User ID when logging in, NOT the Forward Slash (/)
- Select ‘Use Another Account’ option (if available)
- For Windows 10 users, select ‘More Choices’ then select ‘Use a different account’

Issue

User experiences one the following:

- Upon clicking the OK button to login, the screen refreshes (flashes) and shows the Windows Security box with the Username and Password fields populated but does not login, or
- Receives a ‘401 UNAUTHORIZED’ message, or
- Receives a blank screen
- A message similar to Unauthorized user, access denied, or related message

Solution

1. Select User Another Account option (if available) and then enter your correct User ID and Password

![Windows Security box]

NOTE: Windows 10 Users, select ‘More Choices’ (lower left corner) then select ‘Use a different account’
2. **Make certain the User ID is entered correctly**
   a. Use the BACKSLASH ( \ ) NOT the Forward slash ( / )
   b. Enter the FULL User ID beginning with “SCDOTDMZ\”
   c. If using Internet Explorer, verify “SCDOTDMZ” appears in the Domain field located below the password field, before selecting OK to login

3. **Make certain the Password is entered correctly**
   a. For newly created accounts, the password must be changed BEFORE logging in the first time.
      i. Follow the instructions step-by-step in the automated e-mail you, the account holder, received when the account was first created
      ii. See the How-To video on changing your initial account password