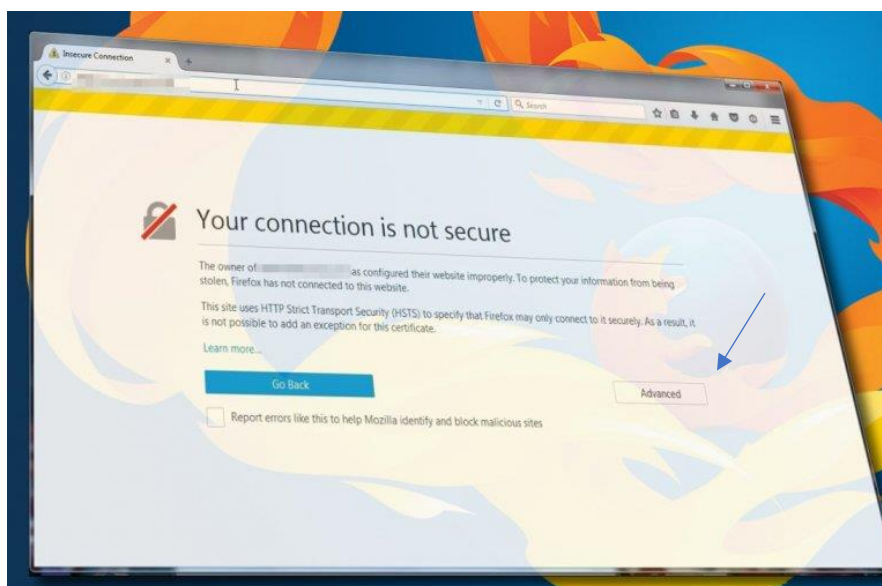


# Enable redirect to new QA Portal website/server

We have recently switched the QA Portal to a new website/server. If you try to access the QA Portal and receive a message that the QA Portal website is unsecure, please follow these steps to refresh your browser in order access the QA Portal.

**Clear your Google Chrome history, cookies, and cache by following these steps (if you are using a different browser such as Safari the steps will be slightly different).**

Open Chrome>at the top upper right locate the 3 dots>Click on More Information>Click More tools. Choose the time range of All Time and check History, Cookies and Cache. Click the Clear data button at the bottom. You may even want to restart your computer after this step.



Now you are ready! Log in to your CRPO account as usual and click on the QA tab. **If you still get the unsecure website prompt as seen in this picture, follow the steps below.**

Arrow shows the Advanced button

Select the Advanced button

Click on the link to the iComp website (despite the warning the connection is secure – it was the same QA Portal we used in the past)

**You will know you are in the newer QA Portal website/server when you see “icomphosting.com” in the website address bar on top.**

The next time you enter the QA Portal you should not see error messages.

## MAC users:

A Mac user may find that their antivirus software is impeding their ability to access the QA portal site. To remedy this, you would need to find the option in your antivirus software that will let you “allow” or “except” specific websites. List [www.icomphosting.com](http://www.icomphosting.com) as an “allowed website” or “exception” there. Once you have completed this step, clear your browsing history, and try accessing the QA Portal again. Remember, you can only access the QA Portal via the QA tab in your CRPO account.

Contact us: [QA@crpo.ca](mailto:QA@crpo.ca)