



A GUIDE TO SOLVE PROBLEMS LOGGING IN TO ICS ADDIS PLATFORMS WITH GOOGLE AUTHENTICATION

Note: For computers, tablets, and mobile devices, we recommend using Google Chrome browser.

When trying to log in to the ICS Parent Portal, Vidigami, or other platforms that use Google Authentication with your ICS Email address, some people experience a lack of movement in your browser window, spinning wheels, or other issues. The below instructions will help you solve these problems.

If the suggestions below do not help, please contact info@icsaddis.org, and they will direct your email to a person who can provide further assistance.

On your computer

1. Ensure your pop-up blocker is off by clicking on the Chrome tab in your upper left corner, then go to Preferences > Privacy and security > Site Settings > Pop-ups and redirects. Under "default behavior" select "Sites can send pop-ups and use re-redirects."
2. After this, open a new tab, go to the page you want to access, and try signing in again.

On your mobile (Again, we recommend using Google Chrome)

1. Ensure your pop-up blocker is turned off by clicking the three dots in the bottom right corner of the browser, then tapping Settings > Content Settings > Block pop-ups, and toggle it off.
2. Then try opening a new window/tab and logging in again.