When users attempt to sign on to ePACES from the www.emedny.org website he/she will be asked to enter an alpha-numeric number displayed on the sign on screen in order to gain access to the ePACES account.

If you are unable to view the Captcha tool or if you are requested to add a trusted internet site, follow the steps below.

**PLEASE NOTE:** Due to user rights limitations, you may have to contact your local desktop support staff in order to successfully perform the steps detailed below.

1. Click on ![icon](image) in the right-hand corner of the Internet Explorer browser or in the **Tools** menu, click on **Internet Options**, as shown in the examples below:
2. The Internet Options window will appear. Choose the **Security** tab:

3. The Security tab will appear. Click on **Sites**:
A pop-up called Trusted Sites will next appear.

4. In the “Add this website to the zone:” field, type www.google.com, as shown below.
5. Click **Add** and then click **Close**.
6. Refresh the browser. If this was successful, the ePACES logon screen will look like this: