**Edge browser - KB00767**

Impacted App/Service: Edge browser

Title: Unable to login for internet navigation

Short Description: After selecting a site with authentication needed, the login popup does not appear. Follow the steps below to resolve the issue.

Resolution:

1. From the browser, click on the three dots at the upper right corner (…).
2. Select Settings, **System Performance** section and click on the **Privacy** option.
3. Remove the check from the **Block Pop-ups** option.
4. Click **Save**.
5. If the issue persists or if error 501 appears, create and incident ticket assigned to the **Edge Support** team and include the following details:
   1. Machine name
   2. IP address
   3. Login name