

Important information for IT support - regarding Statnett's collaboration tool eRoom

eRoom – Problems with "disposable links"

Some users have problems logging into eRoom when logging on the first time, or using the password recovery solution, because the e-mail link has already been used or is expired. The problem could be ATP Safe Links, (ATP = Advanced Threat Protection), a function in Microsoft 365. The solution to this problem is to add eRoom's web address: <https://eroom.statnett.no/> to ATP Safe links.

Microsoft has made a short instruction video on how to adjust the ATP Safe Links settings: <https://support.microsoft.com/en-us/office/manage-atp-safe-links-61492713-53c2-47da-a6e7-fa97479e97fa>

eRoom - IE Tab for Edge (plugin)

It is possible to use the eRoom plugin in the Edge browser. eRoom plug-in is a program that enables file editing and drag-and-drop functionality in eRoom. To use Edge with the eRoom plugin, the IE Tab needs to be activated. If your company did not already do this, IT support needs to change the setup of the company IT policy, to allow eroom.statnett.no to run with IE modus in Edge. Instructions on how can be found at: <https://docs.microsoft.com/en-us/deployedge/edge-ie-mode> In addition eroom.statnett.no must be registered in Trusted sites in the Edge browser.