Client Services Help Guide

Browser Settings for Interacting with the System

Revised: November 2004

Platforms: WIN 98, NT, 2000, ME & XP

Are you correctly entering your ID and PIN and still unable to log in? Or are you getting “kicked out” of the system whenever you select an option?

The problem you are experiencing may be caused by an incorrect Web Browser configuration on your computer. Assuming that you are using a Windows PC, please follow the directions below.

Step One:

1) Close your Web Browser completely.

2) Click Start, click Settings. *(Note: If you are using the Windows XP you will not have Settings).*

3) Click Control Panel.

4) Double-click the Internet Options icon.

5) In the Internet Properties dialog box, click the General tab.

6) Under Temporary Internet files, click Settings.

7) Under Check for newer versions of stored pages, click Every Visit to the page.

8) Click OK.

Step Two:

1) In the Internet Properties dialog box, click the Security tab.

2) Under Security level for this zone, click Default Level*.

3) Click Apply.

Step Three:

1) In the Internet Properties dialog box, click the Privacy tab.

2) Under Settings, click Default*.

3) Click Apply.

* Both Default Level and Default should reset to Medium. If this does not occur, please move the slider to Medium and click Apply.*