

# 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**.