

## digitalDELIVERY Troubleshooting Internet Explorer Browser for eDisclosures

## How to clear internet history and cookies:

1. Click on the "Tools" option from the menu bar and then mouse down and click on the "Internet Options" option.

le Edit View Favorites	Tools Help	
🏠 Favorites 🛛 🍰 🔊 Home -	Delete Browsing History InPrivate Browsing Reopen Last Browsing Sessio	Ctrl+Shift+Del Ctrl+Shift+P on
	InPrivate Filtering InPrivate Filtering Settings	Ctrl+Shift+F
	Pop-up Blocker SmartScreen Filter Manage Add-ons	
	Compatibility View Compatibility View Settings	
	Subscribe to this Feed Feed Discovery Windows Update	
	Developer Tools	FIZ
	Internet Options	

2. In the Internet Options pop-up window, confirm that the General tab is displaying, and then select the "Delete..." button from the "Browsing History" sub-section.

nternet	Options ?
General	Security Privacy Content Connections Programs Advanced
Home p	To create home page tabs, type each address on its own line.  http://intranethost/SiteDirectory/IntranetSite/default.as
	Use current Use default Use blank
Browsi	ng history —————
- A	Delete temporary files, history, cookies, saved passwords, and web form information.
	Delete browsing history on exit
C	Delete
Search	Change search defaults.
Tabs -	
	Change how webpages are displayed in Settings tabs.
Appear	rance
	OK Cancel Apply

3. The "Delete Browsing History" window will display. Confirm that "Temporary Internet Files," "Cookies," and "History," boxes are checked, and then select the "Delete" button.



4. A "Delete Browsing History" window will appear, confirming that your internet history and cookies are being erased.

Delete Browsing History	
Please wait while the browsing history is deleted.	
Deleting cookies	
	Cancel

## How to turn of pop-up blocker:

1. Click on the "Tools" option from the menu bar and then mouse down and click on the "Internet Options" option.



2. Once the Internet Options pop-up window appears select the "Privacy" tab.



3. In the Pop-up Blocker section, unselect the "Turn On Pop-up Blocker" checkbox. Select "Apply" to close the window.

<b>0</b> !	Prevent most pop-up windows from Settings	
	Turn on Pop-up Blocker	
InPrivate		
	Do not collect data for use by InPrivate Filtering	
100		
	☑ Disable toolbars and extensions when InPrivate Browsing starts	
	☑ Disable toolbars and extensions when InPrivate Browsing starts	

## How to download Adobe Reader:

1. Open Internet Explorer and go to <u>www.adobe.com</u>



2. Mouse over the "Products" menu option (top left side of menu at top of web page), and then scroll down and click the "Acrobat" option.



3. Go down to bottom middle of next page and click the "Get Adobe Reader X" link.



4. On the Adobe Reader download screen, click the "Download Now" button. Depending on your settings, you may have to temporarily disable your antivirus software.

Home / Downloads / Adobe	Reader / der	
	Adobe Reader X (10.1.3) (51.95 MB) Your system: Windows XP SP2- SP3, English Do you have a different language or operating system? McAfee® 1 Security Scan Plus Free! McAfee Security Scan Plus check the status of your PC security Yes, install McAfee Security Scan Plus - optional (0.98 MB) By clicking the Download now button, you acknowledge that you have read and agree to the Adobe Software Licensing Agreement Download now Please note, depending on your settings, you may have to temporarily disable your antivirus software.	RESOURCES Learn more about Adobe Reader Adobe Reader system requirements Distribute Adobe Reader

- 5. The download will begin.
- 6. When the File Download dialog box appears, click "Run."

File Download - Security Warning Do you want to run or save this file?	X
Name: <filename>.exe Type: Application, <xx.xx>MB From: <b>aihdownload.adobe.com</b></xx.xx></filename>	ancel
While files from the Internet can be useful, this file type car potentially harm your computer. If you do not trust the source run or save this software. <u>What's the risk?</u>	1 ce, do not

7. When the Security Warning dialog box appears, click the "Run" button.

Internet Explorer - Security Warning	×
Do you want to run this software?	
Name: <filename>.exe</filename>	
Publisher: Adobe Systems Incorporated	
More options Run Don't Run	Ĵ.
While files from the Internet can be useful, this file type can potentially harm	
your computer. Only run sortware from publishers you trust. what's the risk.	-

8. The Adobe Application will be installed on your computer. Follow the prompts in the program and the Acrobat program will be installed