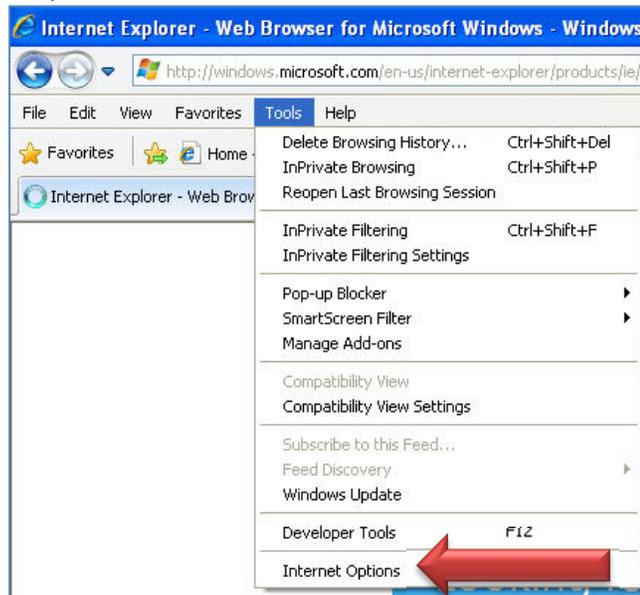




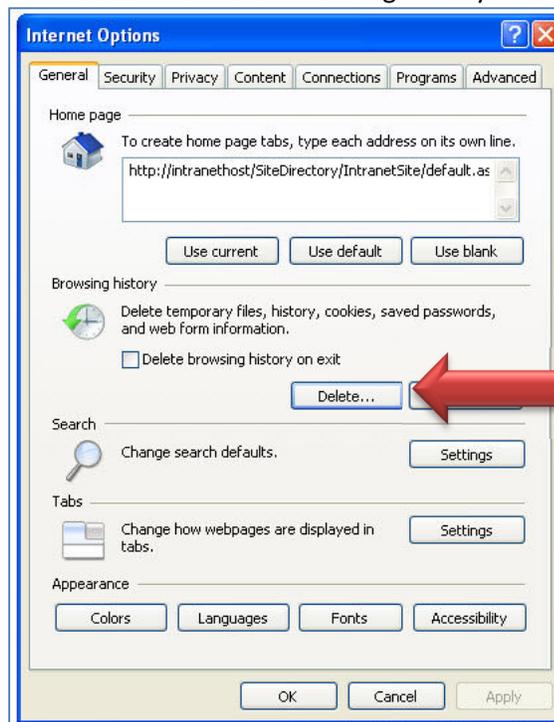
## Troubleshooting Internet Explorer Browser for eDisclosures

### How to clear internet history and cookies:

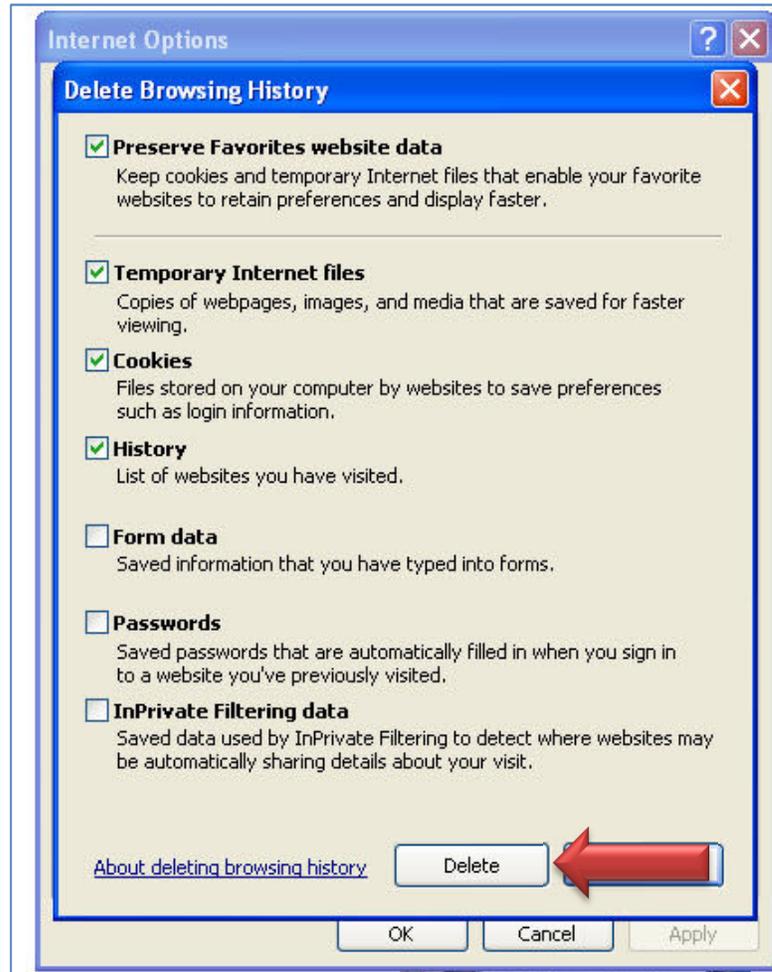
1. Click on the “Tools” option from the menu bar and then mouse down and click on the “Internet Options” option.



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.



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.

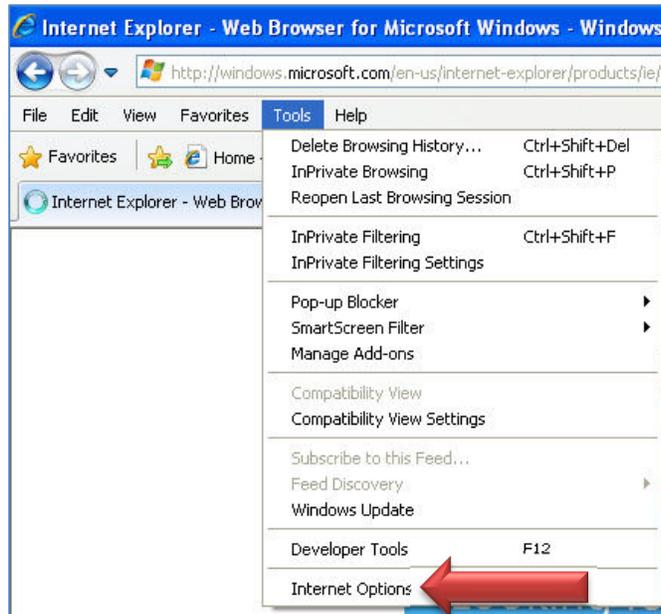


4. A “Delete Browsing History” window will appear, confirming that your internet history and cookies are being erased.

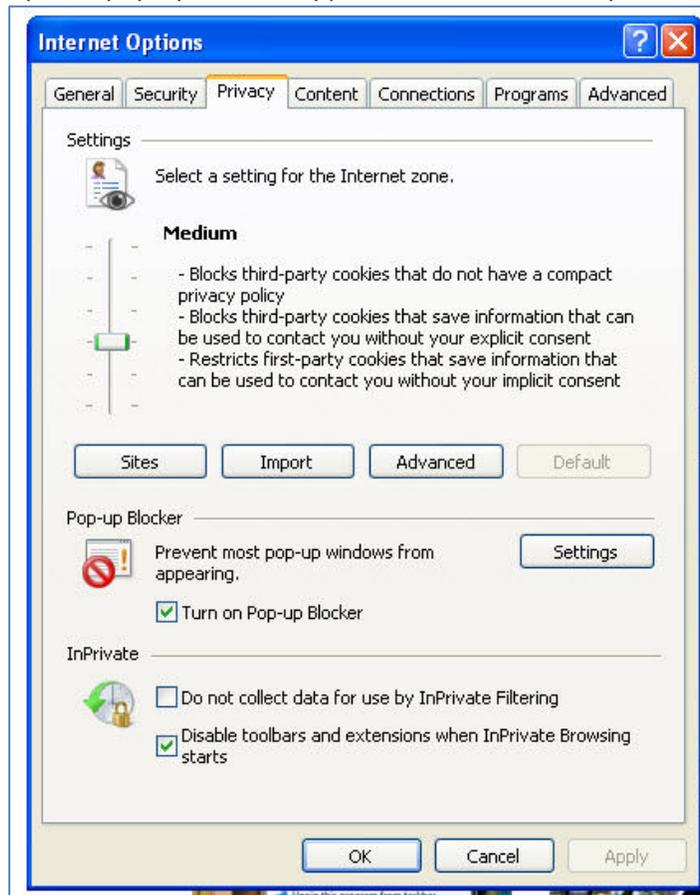


### How to turn of pop-up blocker:

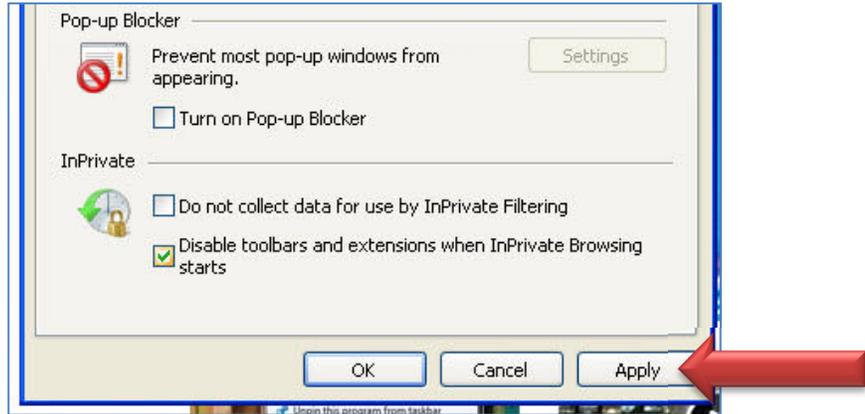
1. Click on the “Tools” option from the menu bar and then mouse down and click on the “Internet Options” option.



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

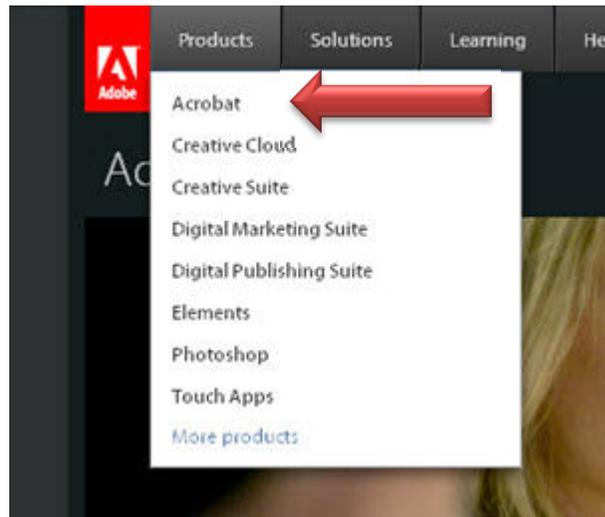


3. In the Pop-up Blocker section, unselect the “Turn On Pop-up Blocker” checkbox. Select “Apply” to close the window.

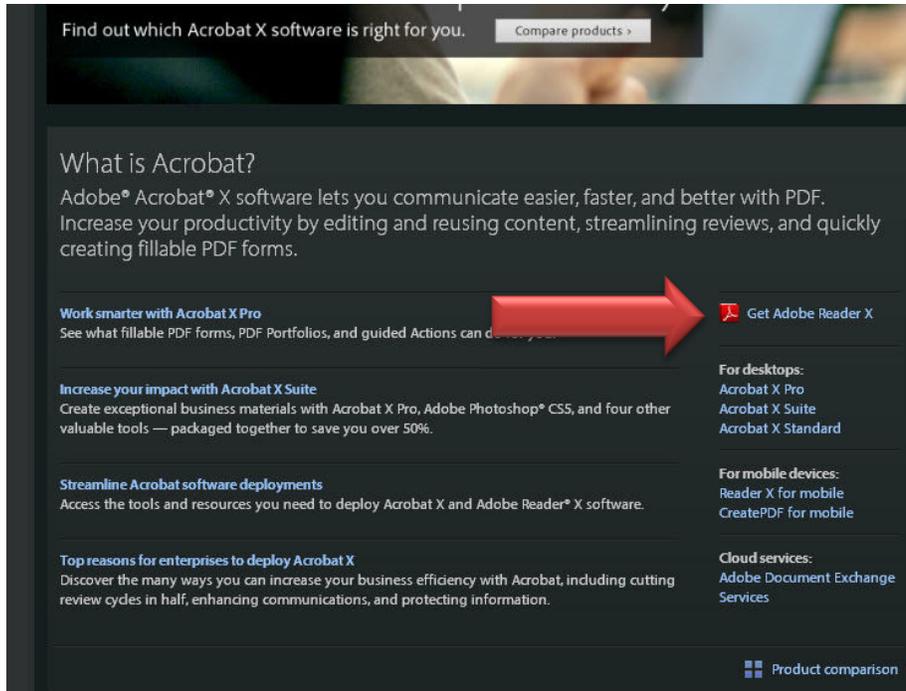


**How to download Adobe Reader:**

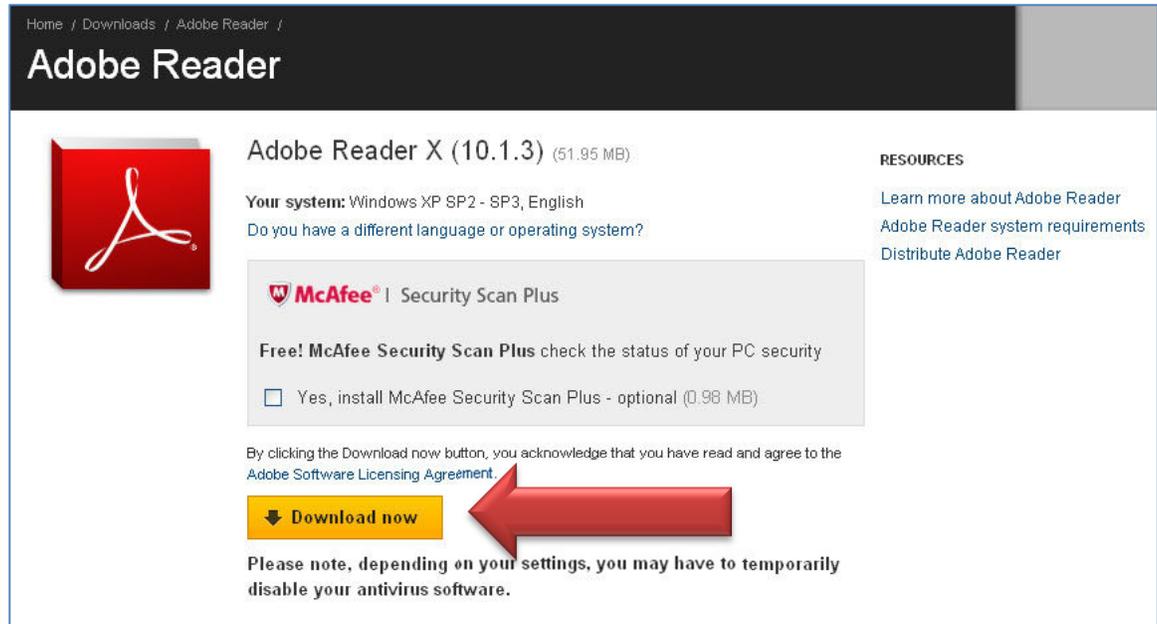
1. Open Internet Explorer and go to [www.adobe.com](http://www.adobe.com)
2. Mouse over the “Products” menu option (top left side of menu at top of web page), and then scroll down and click the “Acrobat” option.



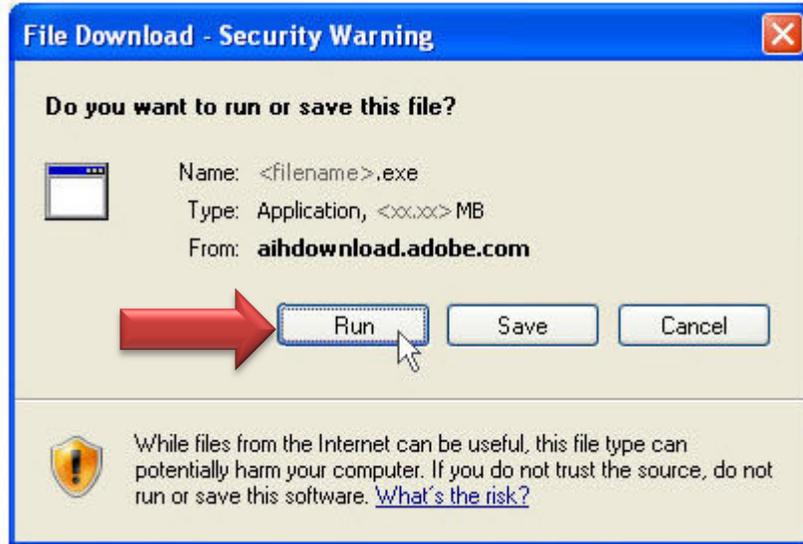
3. Go down to bottom middle of next page and click the “Get Adobe Reader X” link.



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.



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



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



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