

Browser Troubleshooting

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General.....	1
PC Users.....	1
Internet Explorer Users:.....	1
Netscape Navigator (or Communicator) Users:.....	2
AOL Users:.....	2
Macintosh Users.....	3
Internet Explorer Users:.....	3
Netscape Navigator (or Communicator) Users:.....	4
AOL Users:.....	4

General

In order to troubleshoot the reasons you are having difficulty accessing the site, there are a few general things you may try. The following list is organized from the easiest step to try to the most difficult step.

- 1) Close all your browser windows, open a new browser window, and type the URL directly into the browser address bar.
- 2) If you have access to more than one type of browser on your computer, try using a different browser. The site is accessible in many browsers, but it is recommended that you use it with Internet Explorer 5.5 or higher.
- 3) Adjust the settings on your browser to check for newer pages on every visit to the page or "automatically". Details of how to make these adjustments can be found in the computer-specific information below.
- 4) The site requires JavaScript and Session Cookies, so check to see that your browser is set up for these to be enabled. Details of how to make these adjustments can be found below.

If you need further assistance, please do not hesitate to contact Technical Support by phone or email.

PC Users

Internet Explorer Users:

Scripting:

JavaScript must be enabled for the site to function correctly. For most Windows Internet Explorer browsers, scripting settings can be modified by clicking Tools > Internet Options, then selecting the **Security** tab in the window that opens up. Click Custom Level near the bottom of the window. When the next window opens, scroll down to the section labeled **Active Scripting** and make sure that it is set to **Enabled**.

If you are using a different version of Windows Internet Explorer, or if you are unsure of how to correctly set your scripting settings, please consult the Help documentation for Internet Explorer (typically located under the Help Menu).

Temporary Files:

From the File menu choose Internet Options. On the **General** tab, there should be a section titled Temporary Internet Files. First, click the Delete files button and click OK on the next window that appears.

Once the files have been deleted, click the Settings button. There should be a setting titled “**Check for newer versions of stored pages**”. Choose the “**Every visit to the page option**”.

Cookies:

Cookies must be enabled in order for the site to function correctly. For most Windows Internet Explorer browsers, settings can be modified by clicking Tools > Internet Options, then selecting the **Security** tab (for IE 6 users, choose **Privacy**) in the window that opens up. Click **Custom Level** near the bottom of the window. When the next window opens, scroll down to the section labeled Cookies and make sure that **Allow per-session cookies (not stored)** is set to **Enabled**. For IE 6 users, on the Privacy tab, select the Advanced button and make sure that First-Party Cookies and Third-Party Cookies are set to **Allow**.

If you are using a different version of Windows Internet Explorer, or if you are unsure of how to correctly set your cookie settings, please consult the Help documentation for Internet Explorer (typically located under the Help Menu).

To determine which version of Internet Explorer you are using, go to Help > About Internet Explorer.

Netscape Navigator (or Communicator) Users:

Scripting:

JavaScript must be enabled for the site to function correctly. For most Windows versions of Netscape, settings can be modified by clicking Edit > Preferences and selecting the **Advanced** option at left. On the right side of this window, make sure that the option to **Enable JavaScript** is checked.

Temporary Files (Cache):

For most Windows versions of Netscape, settings can be modified by clicking Edit > Preferences and selecting the **Advanced** option at left. Within the **Advanced** option, select the **Cache** option. On the right side of this window, click “**Clear Memory Cache**”. Once the Cache (or Temporary memory files) have been deleted, check the settings at the bottom of the window for “Compare the page in the cache to the page on the network”. Select either “**Every time I view the page**” or “**When the page is out of date**”.

Cookies:

Cookies must be enabled in order for the site to function correctly. For most Windows versions of Netscape, settings can be modified by clicking Edit > Preferences, then selecting the **Advanced** option at left. For Netscape 4 users, the **Cookies** section will be in the lower part of the right section of the window. For Netscape 6 users, there will be a Cookies option beneath Advanced on the left side of the window. Make sure that **Accept All Cookies** is selected.

If you are using a different version of Netscape for Windows, or if you are unsure of how to correctly set your cookie settings, please consult the Help documentation for Netscape (typically located under the Help Menu).

To determine which version of Netscape you are using, go to Help > About Netscape (or About Communicator).

AOL Users:

Scripting:

JavaScript must be enabled for the site to function correctly. For Windows AOL version 7.0, scripting settings can be modified by clicking **Settings** (near the top of the AOL window) > Preferences, then clicking the **Internet Properties (WWW)** link on the right side of the window. Next, select the **Security** tab in the window that opens up. Click **Custom Level** near the bottom of the window. When the next window opens, scroll down to the section labeled **Active Scripting** and make sure that it is set to **Enabled**.

If you are using a different version of AOL, or if you are unsure of how to correctly set your scripting settings, please consult the Help documentation AOL (typically located under the Help Menu).

Cookies:

Cookies must be enabled in order for the site to function correctly. For AOL 7.0 users, settings can be modified by clicking **Settings** (near the top of the AOL window) > Preferences, then clicking the **Internet Properties (WWW)** link on the right side of the window. Next, select the **Privacy** tab (choose **Security** if **Privacy** does not appear) in the window that opens up. If you selected the **Security** Tab, Click **Custom Level** near the bottom of the window. When the next window opens, scroll down to the section labeled Cookies and make sure that **Allow per-session cookies (not stored)** is set to **Enabled**.

If you selected the **Privacy** tab, select the Advanced button and make sure that First-Party Cookies and Third-Party Cookies are set to **Allow**.

If you are using a different version of AOL, or if you are unsure of how to correctly set your cookie settings, please consult the Help documentation for AOL (typically located under the Help Menu).

To determine which version of AOL you are using, go to Help > About America Online.

Macintosh Users

Internet Explorer Users:

Scripting:

JavaScript must be enabled for the site to function correctly. For most Macintosh Internet Explorer browsers, scripting settings can be modified by clicking Explorer (or Edit) > Preferences, then expanding the **Web Content** section at left. Click **Active Content** (underneath the Web Content section), and then make sure that **Enable Scripting** is selected on the right side of the window.

If you are using a different version of Internet Explorer for Macintosh, or if you are unsure of how to correctly set your scripting settings, please consult the Help documentation for Internet Explorer (typically located under the Help Menu).

Cookies:

Cookies must be enabled in order for the site to function correctly. For most Macintosh Internet Explorer browsers, settings can be modified by clicking Explorer (or Edit) > Preferences, then expanding the **Receiving Files** section at left. Click **Cookies** (beneath the Web Content section), and then make sure that **Never Accept Cookies** is **NOT** selected on the right side of the window.

If you are using a different version of Internet Explorer for Macintosh, or if you are unsure of how to correctly set your cookie settings, please consult the Help documentation for Internet Explorer (typically located under the Help Menu).

To determine which version of Internet Explorer you are using, go to Explorer (or Edit)> About Internet Explorer.

Temporary Files (Cache):

For most Macintosh versions of Internet Explorer, settings can be modified by clicking Explorer (or Edit) > Preferences, then selecting the **Advanced** option under **Web Browser** at left. First, in the "Cache" section, click the **Empty Now** button. Once the files have been deleted, check the setting under "Update pages...", and be sure **Always** is selected.

Netscape Navigator (or Communicator) Users:

Scripting

JavaScript must be enabled for the site to function correctly. For most Macintosh versions of Netscape, settings can be modified by clicking Netscape (or Edit) > Preferences and selecting the **Advanced** option at left. On the right side of this window, make sure that the option to **Enable JavaScript** (or **Enable JavaScript for Netscape Navigator** for Netscape 6 and 7.1 users) is checked.

Cookies

Cookies must be enabled in order for the site to function correctly. For most Macintosh versions of Netscape, settings can be modified by clicking Netscape (or Edit) > Preferences, and then selecting the **Advanced** option at left. For Netscape 4 users, the **Cookies** section will be in the lower part of the right section of the window (For Netscape 6 users, there will be a Cookies option beneath Advanced on the left side of the window). Make sure that **Accept All Cookies** is selected. (For Netscape 7.1 users, there will be a Cookies option beneath Privacy and Security on the left side of the window.) Make sure that **Enable All Cookies** is selected.

If you are using a different version of Netscape, or if you are unsure of how to correctly set your cookie settings, please consult the Help documentation for Netscape (typically located under the Help Menu). To determine which version of Netscape you are using, go to Help > About Netscape (or About Communicator).

Temporary Files (Cache)

For most Macintosh versions of Netscape, settings can be modified by clicking General (or Edit) > Preferences, and then selecting the **Cache** option under **Advanced** at left. First click the **Clear (Disk) Cache Now** button. Once the files have been deleted, check the setting under "Page in cache is compared to page on network..", and be sure **Every Time** (I view the page) is selected.

AOL Users:

Macintosh AOL users must access the site using Internet Explorer or Netscape.