

6.2 Improper Browser Settings and/or Version

The 13 Network is best viewed at 800 X 600-screen resolution with version 4 or higher of the Microsoft Internet Explorer browser.



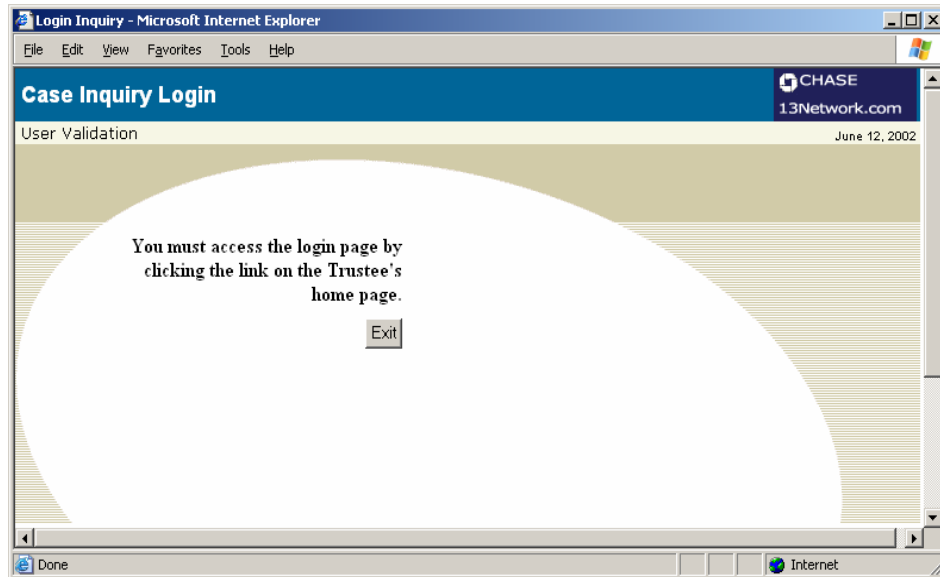
Users may experience problems accessing the login page in with Internet Explorer version 6 or higher due to browser settings.

To correct this perform the following steps:

1. Open the Internet Explorer
2. Click **Help** and select **About Internet Explorer** to verify the user is on version 6 or higher. Close window.
3. Click **Tools** and select **Internet Options**.
4. Select the **Privacy** tab.
5. In the **Settings** section click the **Advanced** button.
6. Ensure the **Override automatic cookie handling** check box is **checked**.
7. Ensure both **First-Party Cookies** and **Third-Party Cookies** settings are set to **Accept**.

6.3 Privacy settings on personal firewall software

Problems accessing the login page from the Trustee's home page may also be caused by personal firewall software installed on the user's PC.



If the user has a personal firewall installed or has anti-virus software installed on their PC with a built in personal firewall; there are certain settings that must be disabled for them to access the 13 Network.

Norton Internet Security 2002 is such a product that will cause this error. In order to correct the user must:

1. Start **Norton Internet Security**
2. Select **Privacy Control**
3. Uncheck the box that reads **Enable Privacy**

Other types of personal firewalls have this setting as well. If a user is experiencing these errors then they must disable or adjust the privacy settings that are causing these errors.