

## **Trouble Shooting Tips for Assisting Customers with Login Issues.**

### **Microsoft Internet Explorer 7.0**

At this time, Internet Explorer 7.0 is not an officially supported browser to NetTeller and it is being tested by our Quality Assurance department. We do recognize that many of our customers may already be using 7.0 due to automatic updates so the purpose of this document is to assist with some of the browser related issues we have discovered so far while using 7.0 with NetTeller pages.

**To access NetTeller using Internet Explorer 7.0 please ensure the following things:**

1. Install the current patches for Internet Explorer 7.0.
  - This can be done from the browser by going to **Tools > Windows Update**.
2. Enable Cookies
  - This can be verified from **Tools > Internet Options > General Tab > Settings**, make sure that **“Never”** is not checked.
3. Enable Java script
  - This can be verified from **Tools > Internet Options > Security Tab > Custom Level > Active Scripting**, make sure that **“Enable”** is selected.
4. Clear cache.
  - This can be done from **Tools > Internet Options > General Tab > Deleted Cookies & Delete Files**.
  - To ensure that the cache is completely cleared first close all browsers, open one new one, and then clear the cache.
5. Ensure that privacy settings are not too high.
  - This can be done from **Tools > Internet Options > Privacy Tab**, the recommended setting is **“Medium”**.
6. Add NetTeller to list of trusted sites for firewall.
  - This can be done from **Tools > Internet Options > Security Tab > Click on the Trusted Sites Icon > Sites**.
  - Make \*netteller.com a trusted site on the browser
7. If using a pop-up blocker, add netteller.com to the trusted sites.
  - Please note that procedures will vary depending on the pop-up blocker being used.
8. Close Browser before trying to login again.

### **General Trouble Shooting Tips:**

- At least one account must be tied to the NT ID
- Date & time on the PC must be correct

### **Netscape 7.0 and CompuServer users:**

Due to upgrade issues with CompuServe and Netscape 7.0 there are login issues with this version. Our recommendation is to upgrade to Netscape 8.2.

### **FireFox**

Firefox is not a supported browser. Our recommendation is to emulate the Internet Explorer as a background engine.