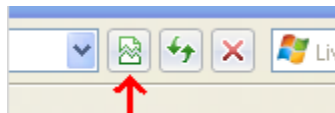



What are some Internet Explorer setting suggestions for the Red Bell Site and procedures that can cure conflicts?

1) Compatibility View – required setting for IE 8 and above.

Sometimes a website you're visiting doesn't look like you expect it to. Images might not show up, menus might be out of place, and text boxes could be jumbled together. This can be caused by a compatibility problem between Internet Explorer and the site you're on. When a site is incompatible with Internet Explorer, you'll see the Compatibility View button next to the Address bar.

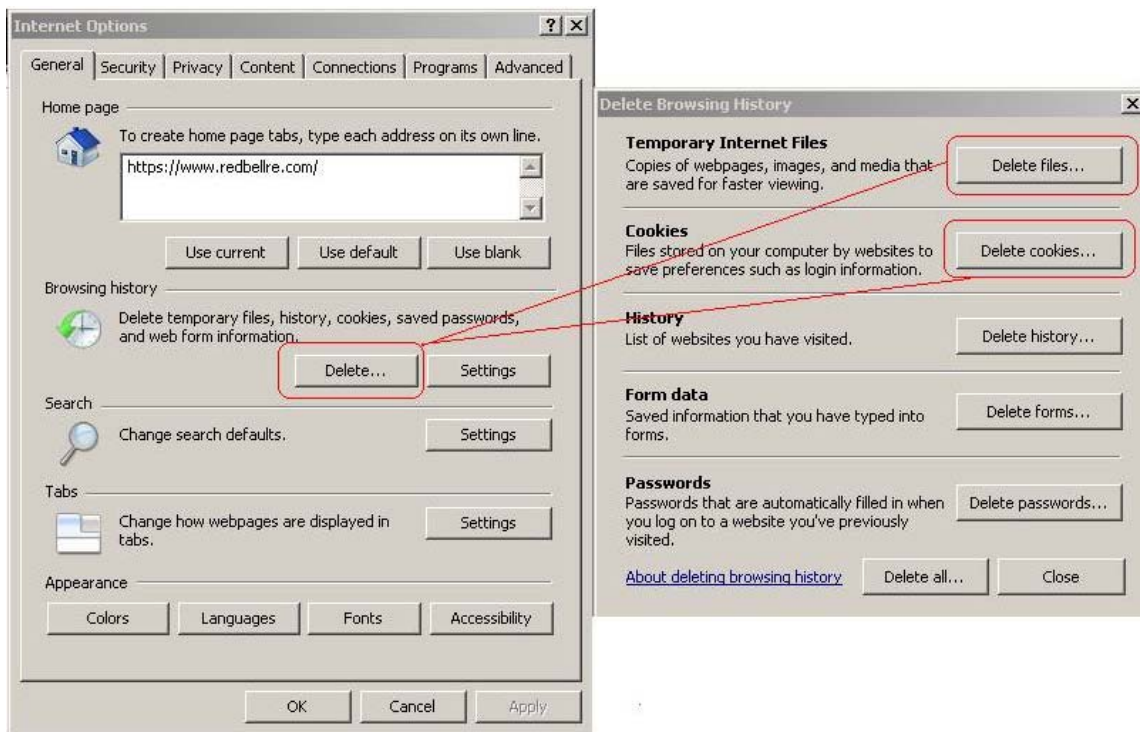


Please note that if you have upgraded to IE 11 your compatibility settings were deleted and you will need to re-add the Red Bell website through the following steps as the compatibility button has been removed in IE 11.

1. Open the desktop, and then tap or click the Internet Explorer icon on the taskbar.
2. Tap or click the **Tools** button , and then tap or click **Compatibility View settings**.
3. Under **Add this website**, enter the URL of the site you want to add to the list, and then tap or click **Add**.

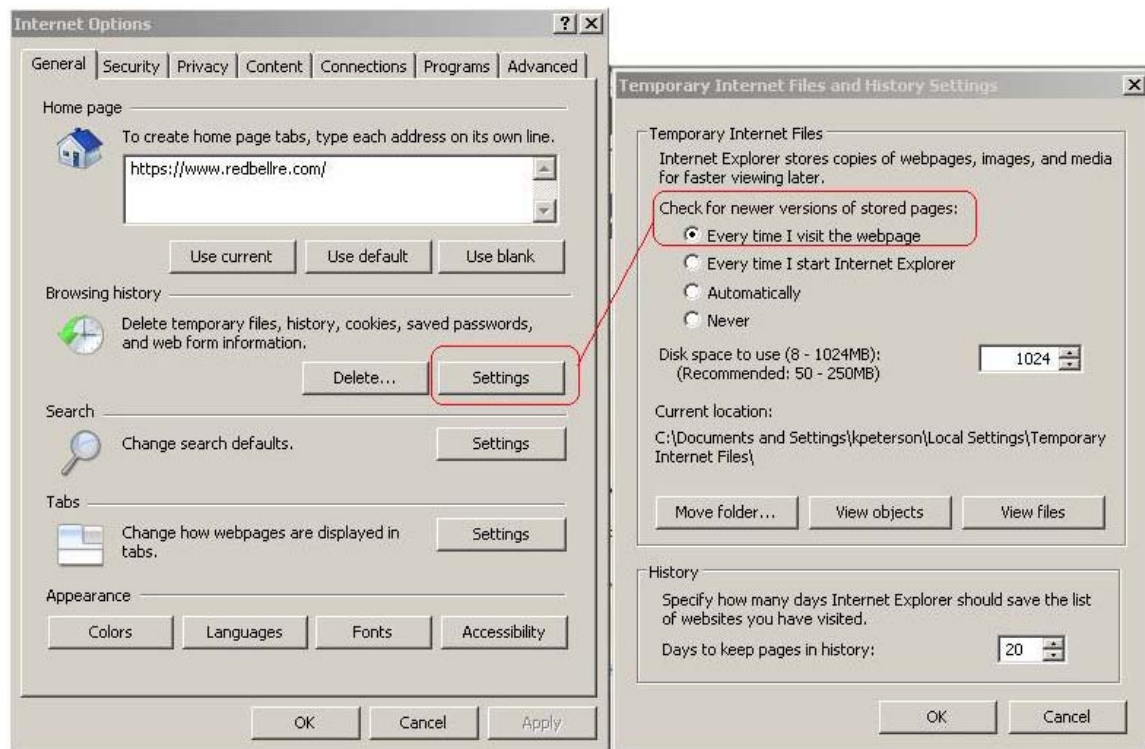
2) Deleting temporary Internet files and Cookies – possible problem fix

Open Internet Explorer. Click on Tools -> Internet Options -> General Tab -> Under Browsing History click Delete -> under Temporary Internet Files and Cookies click Delete and confirm.



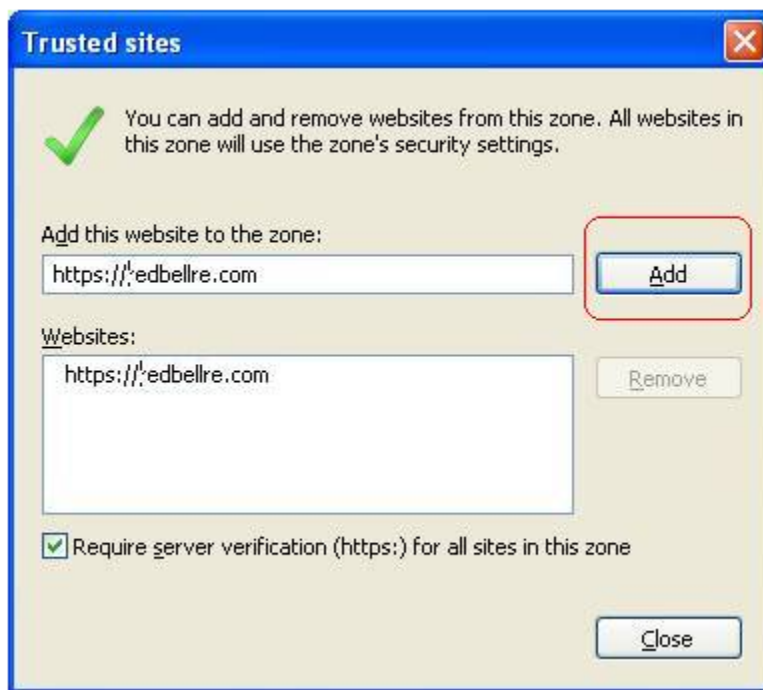
3) Check for newer versions of stored pages – recommended settings.

Open Internet Explorer. Click on Tools -> Internet Options -> General Tab -> Under Browsing History click Settings -> then under Check for newer versions of stored pages click “Every time I visit the webpage” - > OK



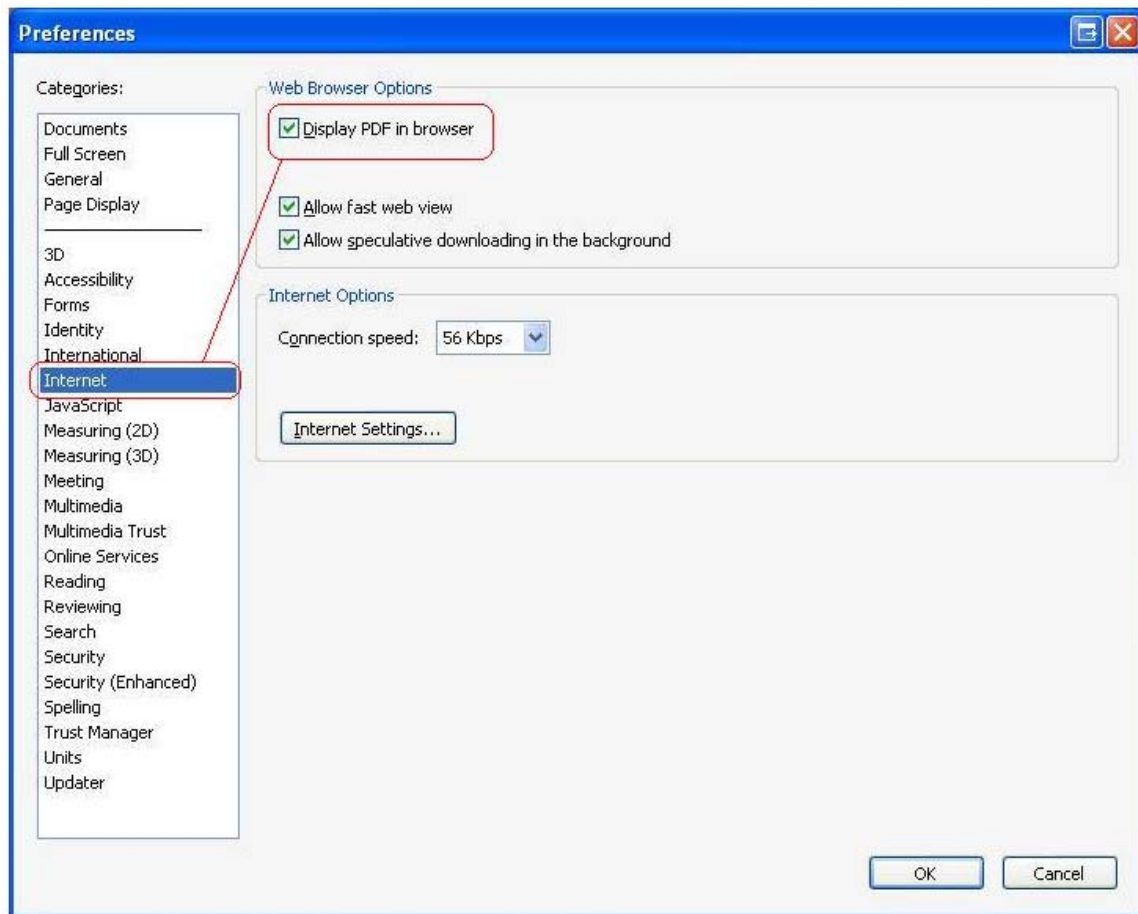
4) Add Trusted Site – recommended setting

Open Internet Explorer. Click on Tools -> Internet Options -> Security tab -> Trusted Sites. Add <https://redbellre.com>. Check 'requires server verification'. This is a more advanced setting. You may need admin rights to make these changes with which your IT department should be able to help.



5) Adobe PDF check box – required setting

Open the Adobe Reader application. Then click on Edit -> Preferences -> choose Internet from the categories. Make sure Display PDF in browser is checked. This should fix most of the problems with the PDF not opening in the browser.



6) Examine the URL address that you using to login, making sure that it is secure indicated by “https” at the beginning. The “s” must by present. If there is any doubt please use: <https://www.redbellre.com>

7) If Google toolbar is installed, disable it.

8) Reboot your computer or hit Ctrl F5