

## HOW TO UPDATE BROWSER SETTINGS

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# 1. BROWSER COMPATIBILITY

## 1.1. Browser Compatibility Requirements

Browser compatibility is required for successful access to iEnable system. If your current browser (or operating system) is not compatible with the latest supported browser version (or operating system), iEnable will direct you to the incompatibility page displaying required browser settings . Please refer to section 1.2



Reference 1.1

- **Allow JavaScript:** Please refer to section **5. UPDATE JAVASCRIPT SETTINGS** of this document.
- **Allow Cookies:** Please refer to section **4. UPDATE COOKIES SETTINGS** of this document.
- **Enable TLS:** Please refer to section **6. ENABLE TLS** of this document.
- **Note:** Chrome is only supported for Business Assurance Client Portal. iEnable Assessment Portal does not currently support use of Chrome.

## 1.2. Operating System Requirements

Please find additional information for iEnable supported operating system requirements below. Please refer to section 1.1 in this document for specific browser settings.

Browser	Operating System		
	Windows 8.1+	Windows 7 and 8	Windows Vista, XP
Firefox	59.0.2+ Supported	59.0.2+ Supported	Not Supported
Internet Explorer	9+ Supported	9+ Supported	Not Supported
Chrome (for Client Portal)	66+ Supported	66+ Supported	Not Supported

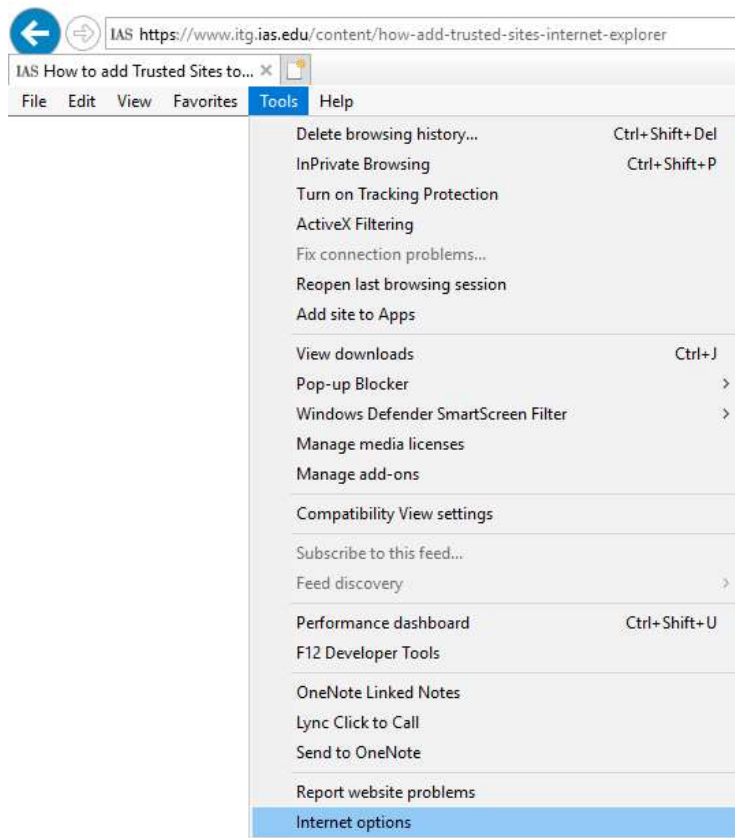
Reference 1.2



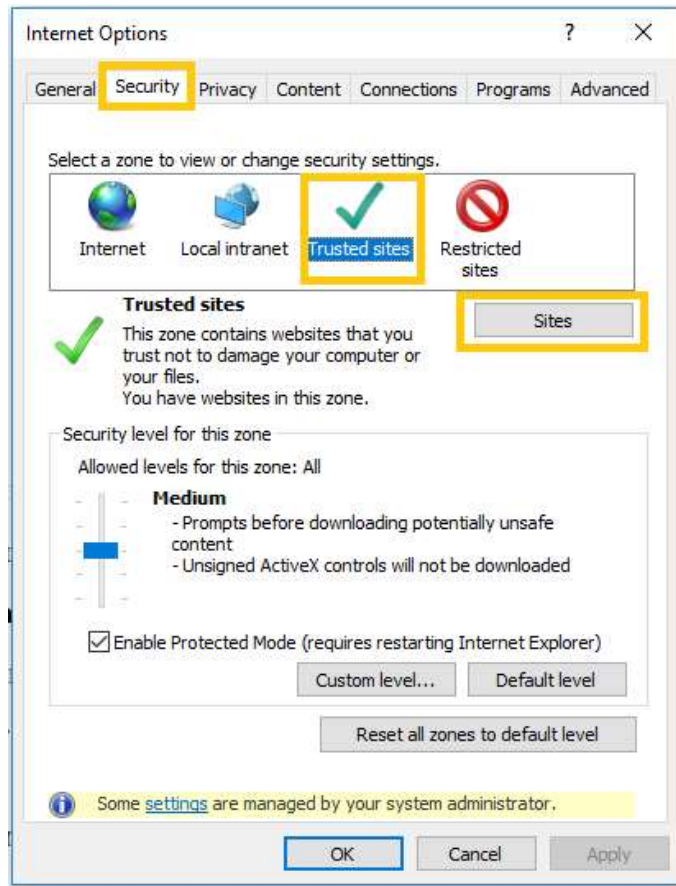
## 2. UPDATE TRUSTED SITES

### 2.1. How to add \*.intertekconnect.com to Trusted Sites List (Internet Explorer)

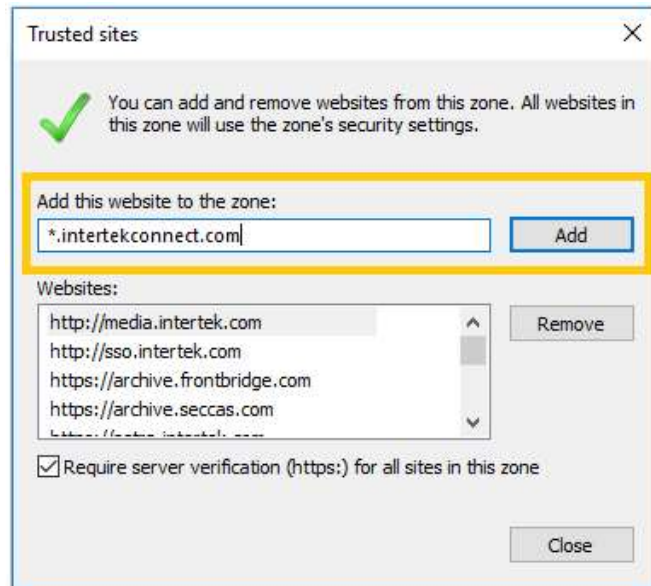
- Note: internet browser settings may be controlled by your company's system administrator. If you are not able to perform the actions described, please contact your company's system administrator.
- Open Internet Explorer internet browser
- From the Internet Explorer browser menu select Tool and select Internet options
  - *Reference 2.1 (a)*
- In the Internet Options Pop-up click on the Security tab, click on Trusted Sites icon, then click on Sites button
  - *Reference 2.1 (b)*
- In the Trusted Sites Pop-up enter \*.intertekconnect.com and click the Add button. The site will be added, and you may close the pop-up.
  - *Reference 2.1 (c)*
- If your company policy states you must use explicit URL, you may enter https://ienable.intertekconnect.com. (You may add both, this is ok)
- Click Close on Trusted Sites Pop-up, then click Ok to close Internet Options Pop-up



*Reference 2.1 (a)*



Reference 2.1 (b)

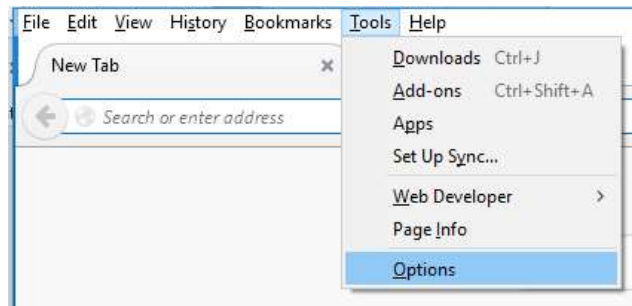


Reference 2.1 (c)

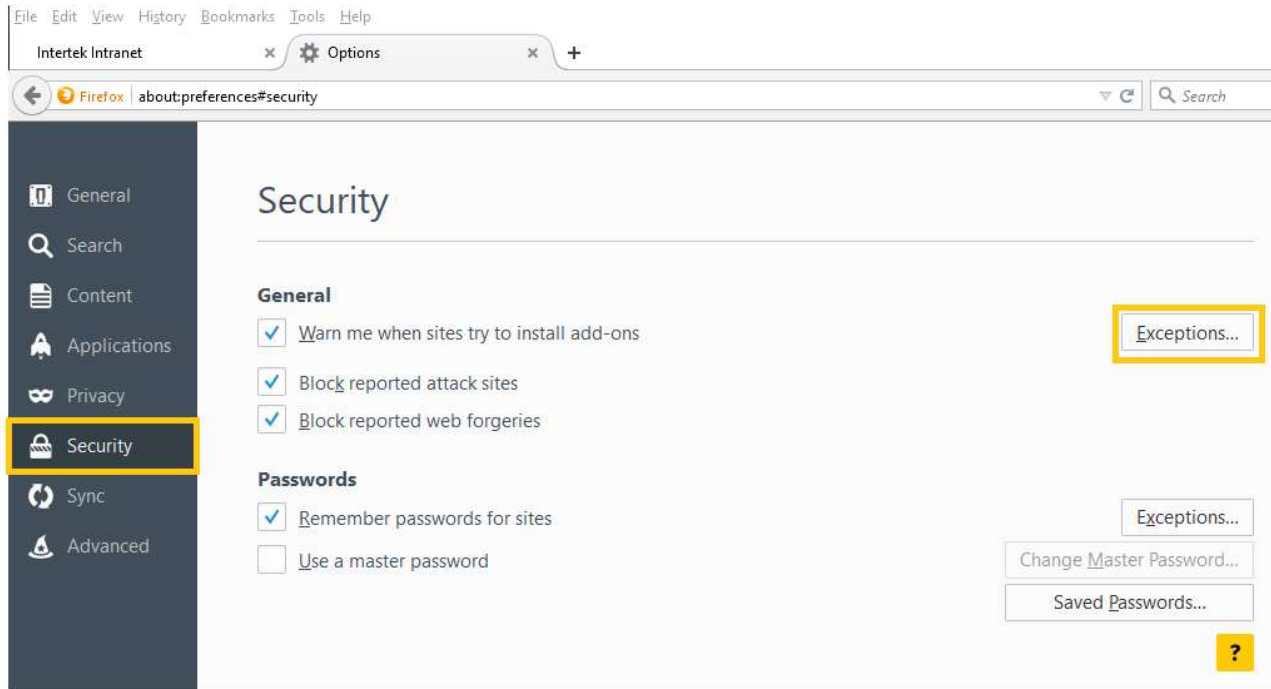


## 2.2. How to add \*.intertekconnect.com to Trusted Sites List (Mozilla Firefox)

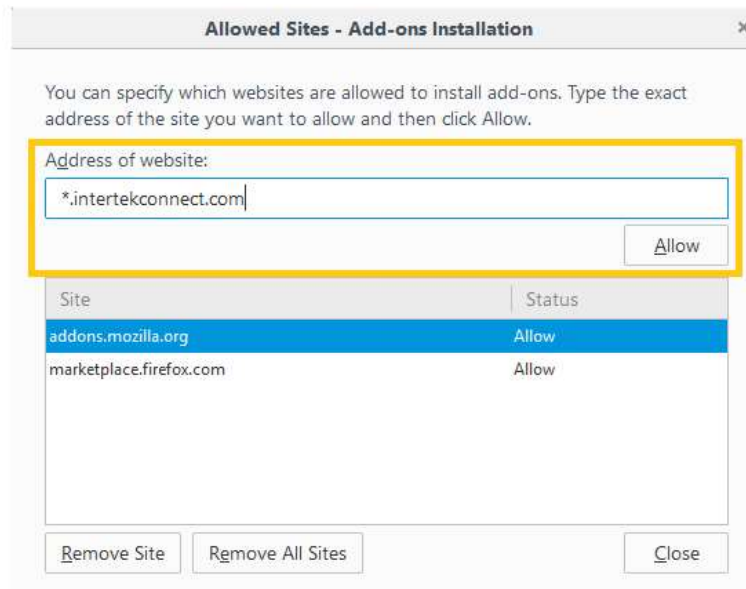
- Note: internet browser settings may be controlled by your company's system administrator. If you are not able to perform the actions described, please contact your company's system administrator.
- Open Mozilla Firefox internet browser
- From the Mozilla Firefox browser menu select Tools and select Options
  - **Reference 2.2 (a)**
- On the Preferences Page click on Security, then click on Exceptions button
  - **Reference 2.2 (b)**
- In the Allowed Sites Pop-up enter \*.intertekconnect.com and click the Add button. The site will be added, and you may close the pop-up.
  - **Reference 2.2 (c)**
- If your company policy states you must use explicit URL, you may enter https://ienable.intertekconnect.com. (You may add both, this is ok)



**Reference 2.2 (a)**



**Reference 2.2 (b)**



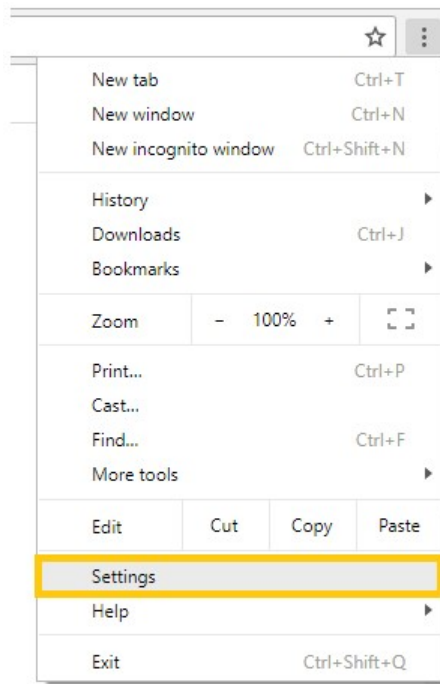
*Reference 2.2 (c)*

### 2.3. How to add \*.intertekconnect.com to Trusted Sites List (Chrome)

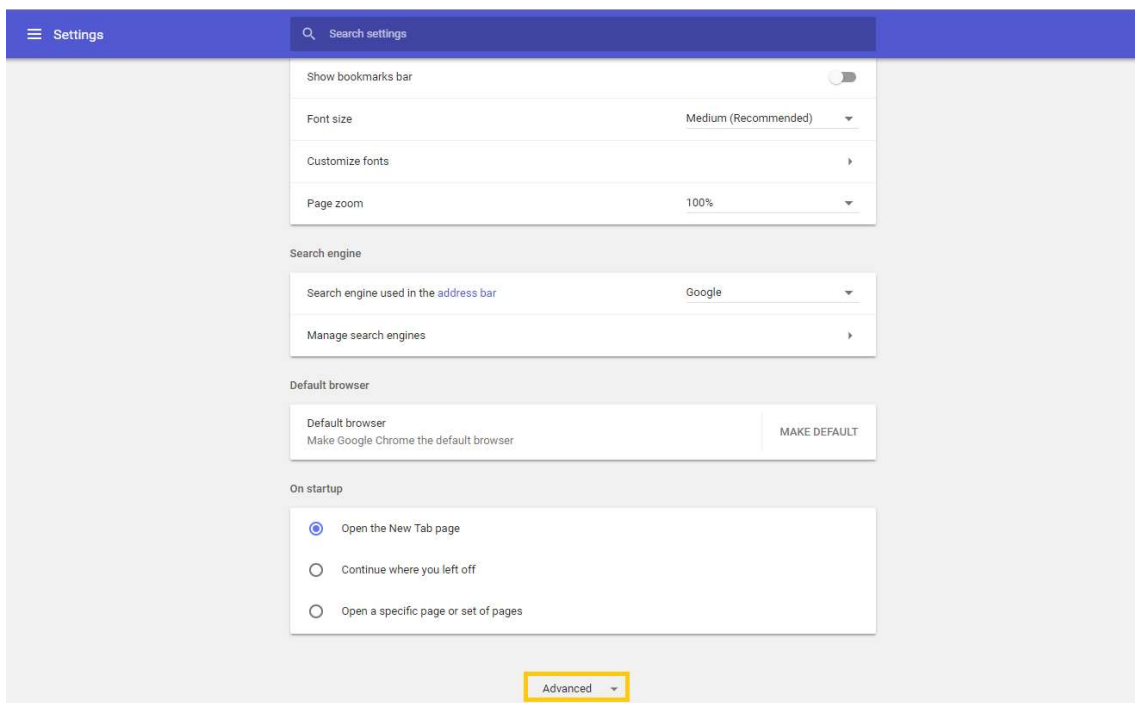
- Note: internet browser settings may be controlled by your company's system administrator. If you are not able to perform the actions described, please contact your company's system administrator.
- Open Chrome internet browser
- Click the 3 horizontal dots icon on the far right of the Address bar
  - *Reference 2.3 (a)*
- Click on Settings
  - *Reference 2.3 (b)*
- From the Settings Page, scroll to the bottom and click on Advanced
  - *Reference 2.3 (c)*
- Advanced Settings will now display, scroll down and click on Open Proxy Settings
  - *Reference 2.3 (d)*
- In the Internet Properties Pop-up click on the Security tab, click on Trusted Sites icon, then click on Sites button
  - *Reference 2.3 (e)*
- In the Trusted Sites Pop-up enter \*.intertekconnect.com and click the Add button. The site will be added, and you may close the pop-up.
  - *Reference 2.3 (f)*
- If your company policy states you must use explicit URL, you may enter https://ienable.intertekconnect.com. (You may add both, this is ok)
- Click Close on Trusted Sites Pop-up, then click Ok to close Internet Options Pop-up



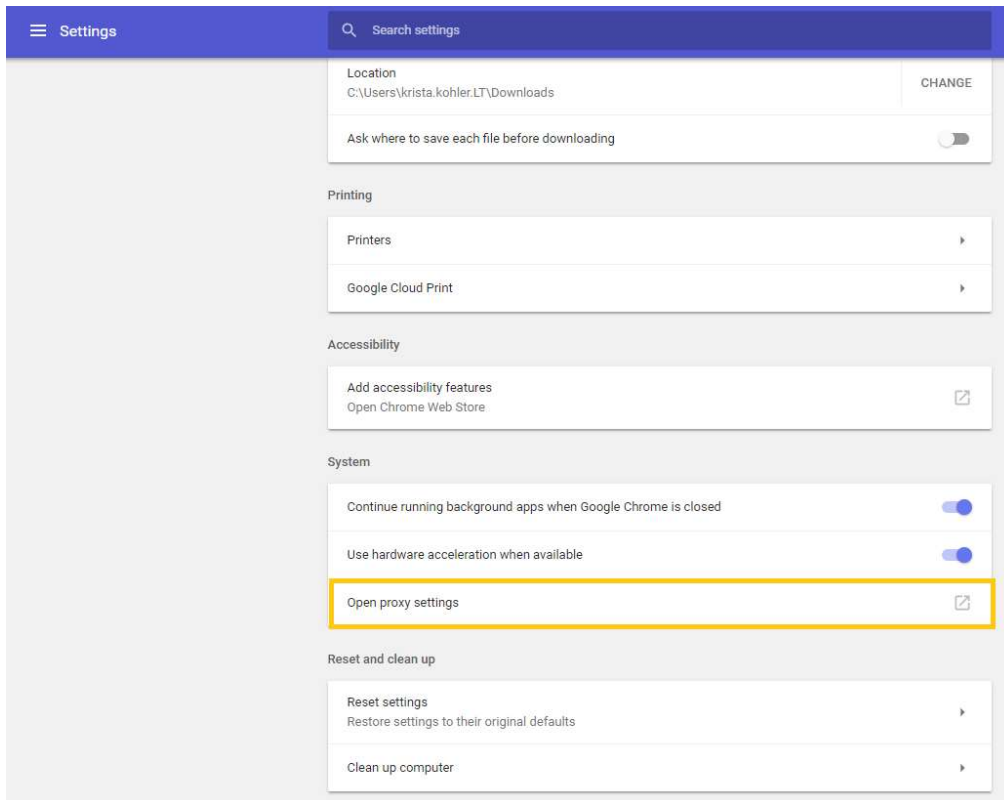
*Reference 2.3 (a)*



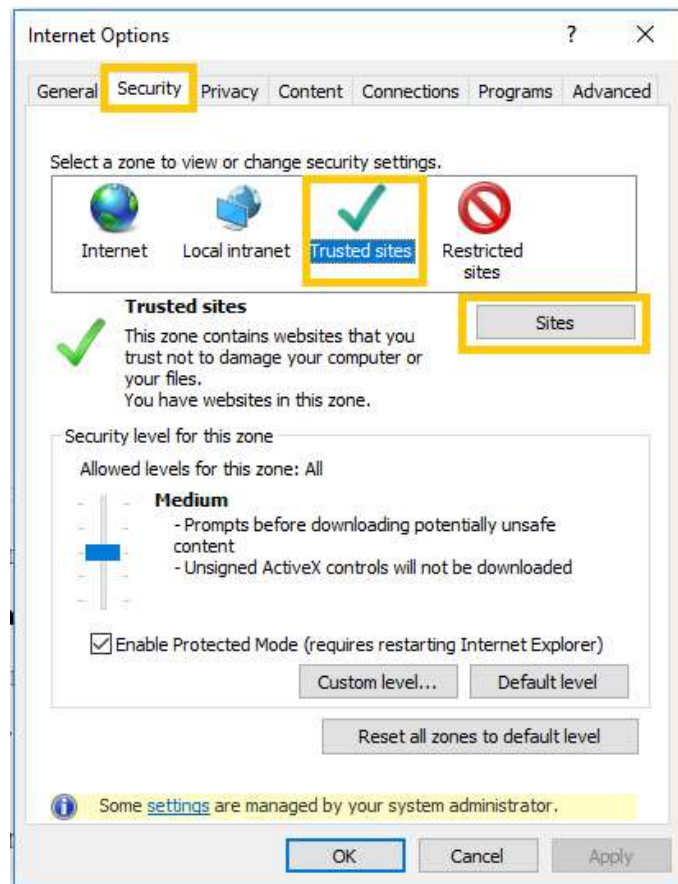
Reference 2.3 (b)



Reference 2.3 (c)

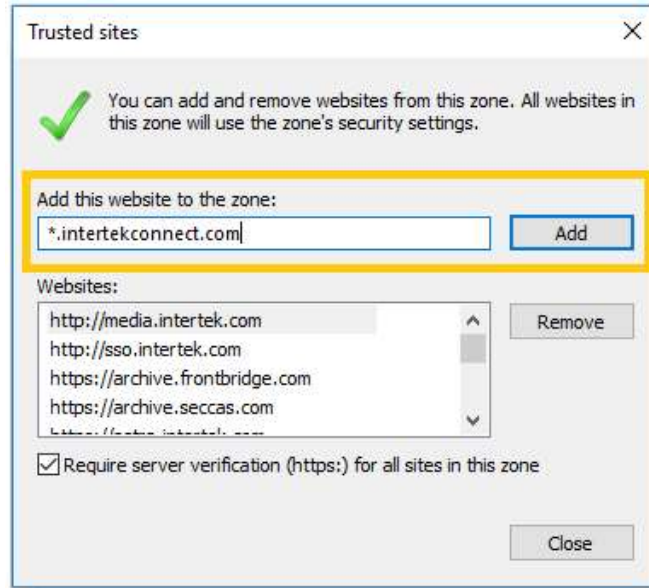


Reference 2.3 (d)



Reference 2.3 (e)





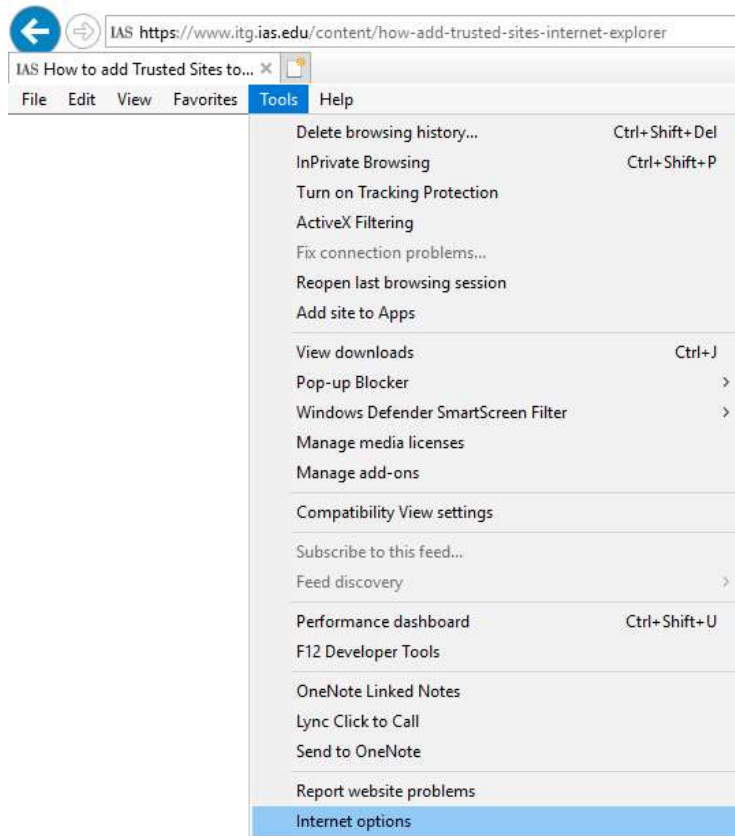
*Reference 2.3 (f)*



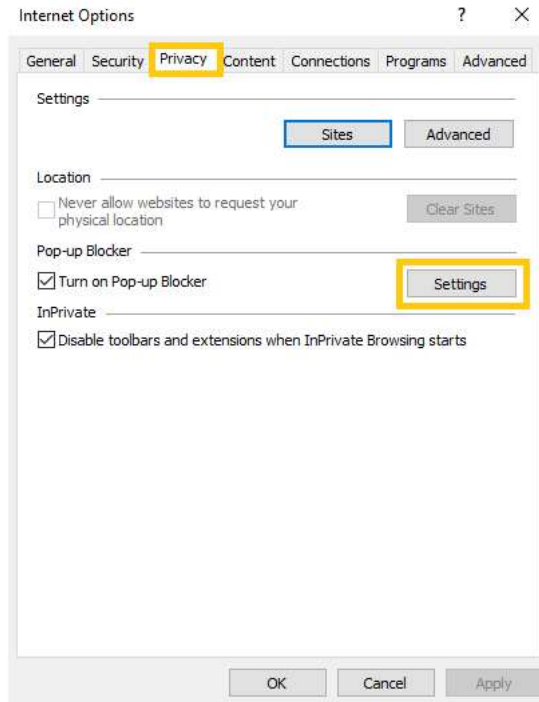
### 3. UPDATE POP-UP SETTINGS

#### 3.1. How to add \*.intertekconnect.com to Allowed Pop-ups (Internet Explorer)

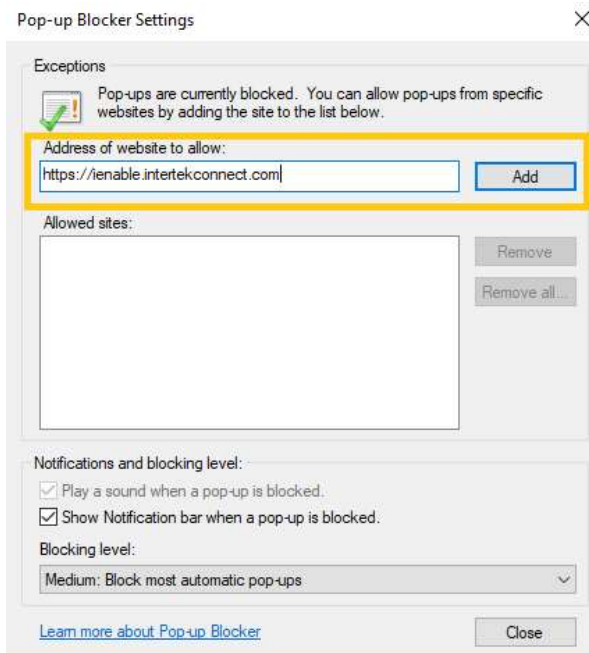
- Note: internet browser settings may be controlled by your company's system administrator. If you are not able to perform the actions described, please contact your company's system administrator.
- Open Internet Explorer internet browser
- From the Internet Explorer browser menu select Tools and select Internet options
  - **Reference 3.1 (a)**
- In the Internet Options Pop-up click on the Privacy Tab and click on Settings Button
  - **Reference 3.1 (b)**
- In the Pop-up Blocker Settings enter <https://ienable.intertekconnect.com> and click the Add button
- Click Close on Pop-up blocker Settings Pop-up, then click Ok to close Internet Options Pop-up
  - **Reference 3.1 (c)**



**Reference 3.1 (a)**



*Reference 3.1 (b)*

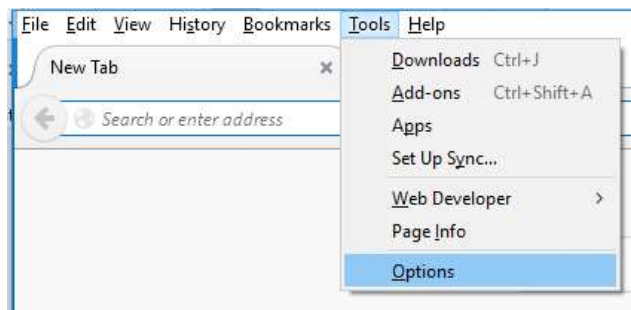


*Reference 3.1 (c)*

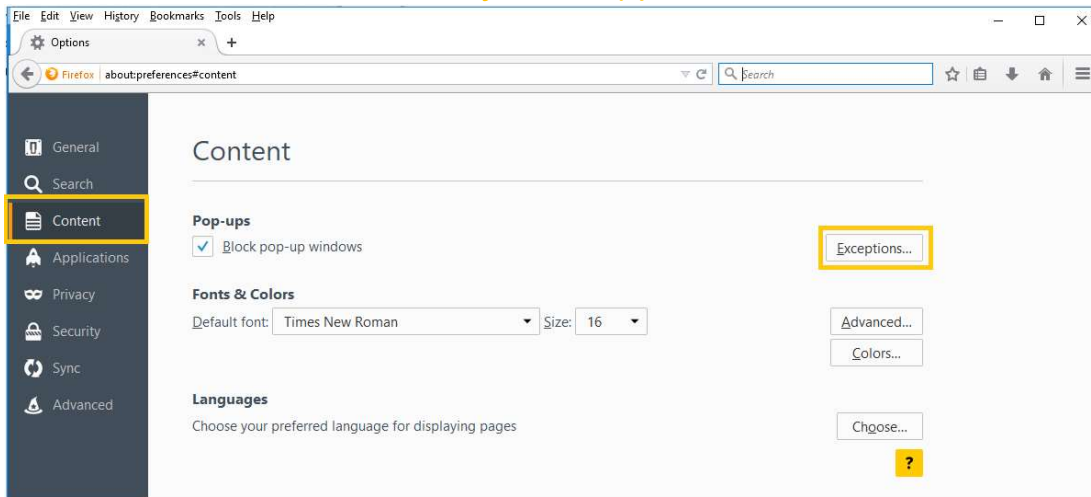


### 3.2. How to add \*.intertekconnect.com to Allowed Pop-ups (Mozilla Firefox)

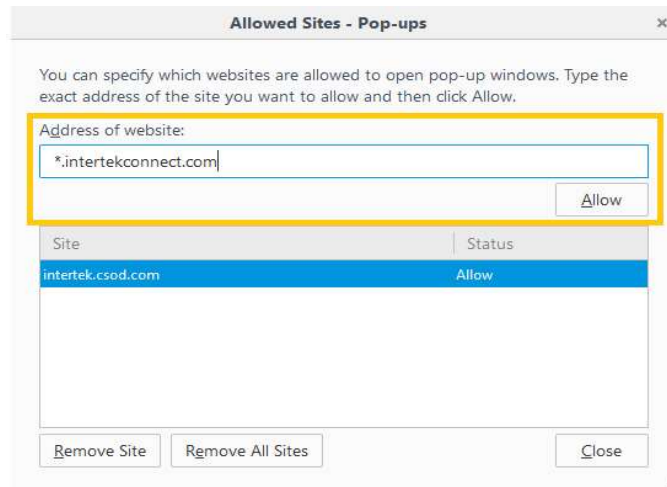
- Note: internet browser settings may be controlled by your company’s system administrator. If you are not able to perform the actions described, please contact your company’s system administrator.
- Open Mozilla Firefox internet browser
- From the Mozilla Firefox browser menu select Tool and select Options
  - **Reference 3.2 (a)**
- In the Preferences Page click on Content, then click on Exceptions button
  - **Reference 3.2 (b)**
- In the Allowed Sites Pop-up enter \*.intertekconnect.com and click the Allow button. The site will be added, and you may close the pop-up.
  - **Reference 3.2 (c)**
- If your company policy states you must use explicit URL, you may enter https://ienable.intertekconnect.com. (You may add both, this is ok)
  - **Reference 3.2 (d)**
- Click Close on the Allowed Sites Pop-up



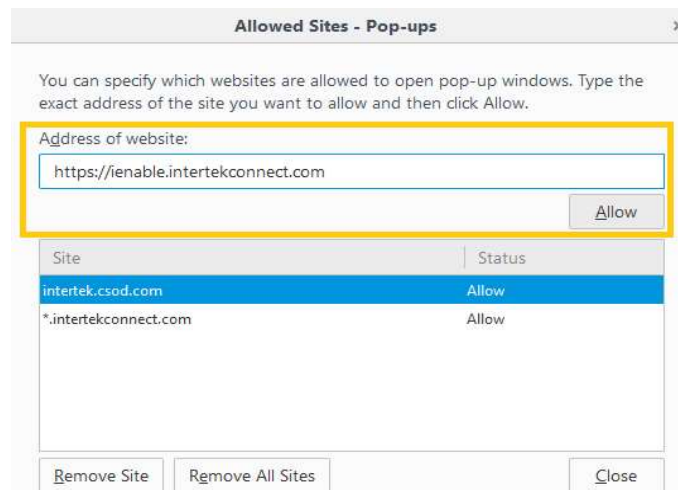
**Reference 3.2 (a)**



**Reference 3.2 (b)**



**Reference 3.2 (c)**



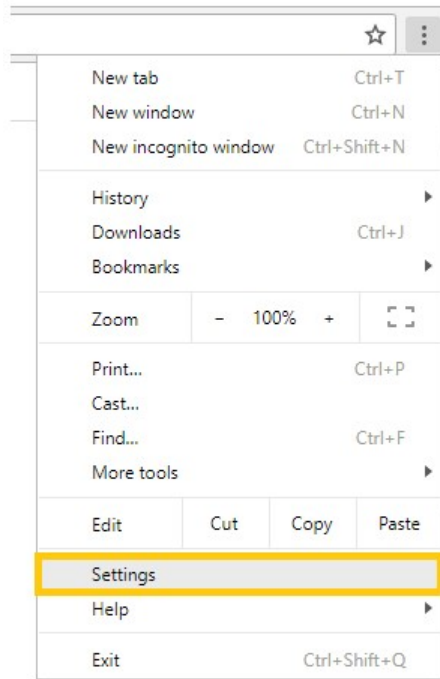
**Reference 3.2 (d)**

### 3.3. How to add \*.intertekconnect.com to Allowed Pop-ups (Chrome)

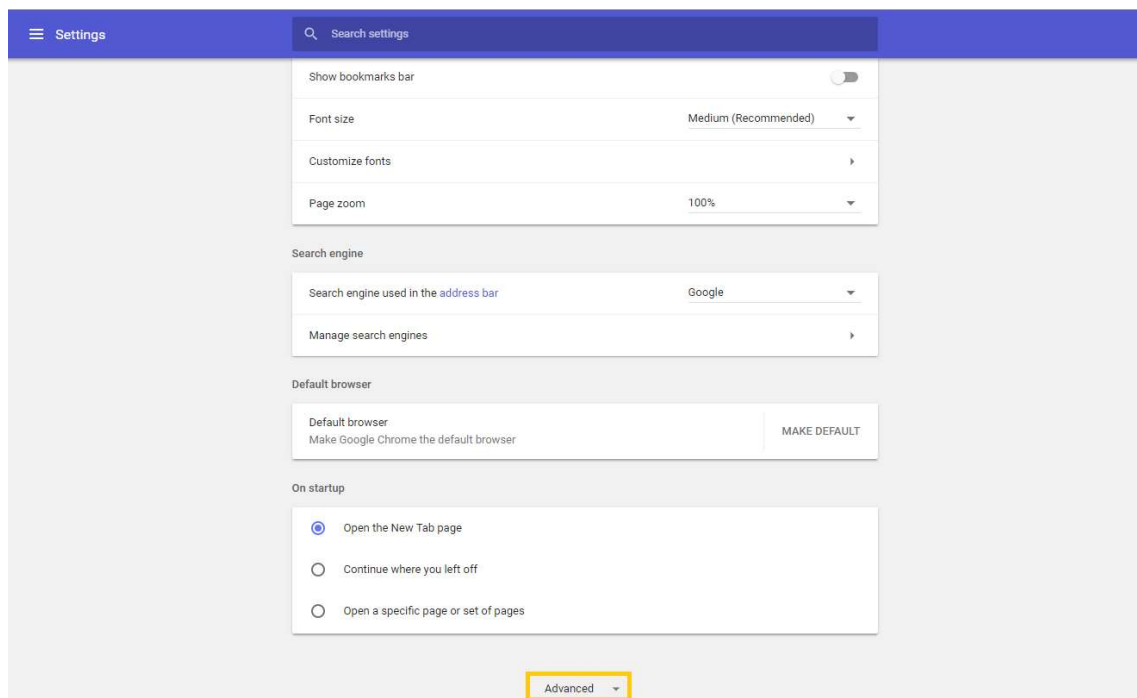
- Note: internet browser settings may be controlled by your company's system administrator. If you are not able to perform the actions described, please contact your company's system administrator.
- Open Chrome internet browser
- Click the 3 horizontal dots icon on the far right of the Address bar
  - **Reference 3.3 (a)**
- Click on Settings
  - **Reference 3.3 (b)**
- From the Settings Page, scroll to the bottom and click on Advanced
  - **Reference 3.3 (c)**
- Advanced Settings will now display, scroll down and click on Content Settings and click on Popups
  - **Reference 3.3 (d)**
- In the Allow section, click on Add
  - **Reference 3.3 (e)**
- Enter https://ienable.intertekconnect.com and click the Add button
  - **Reference 3.3 (f)**



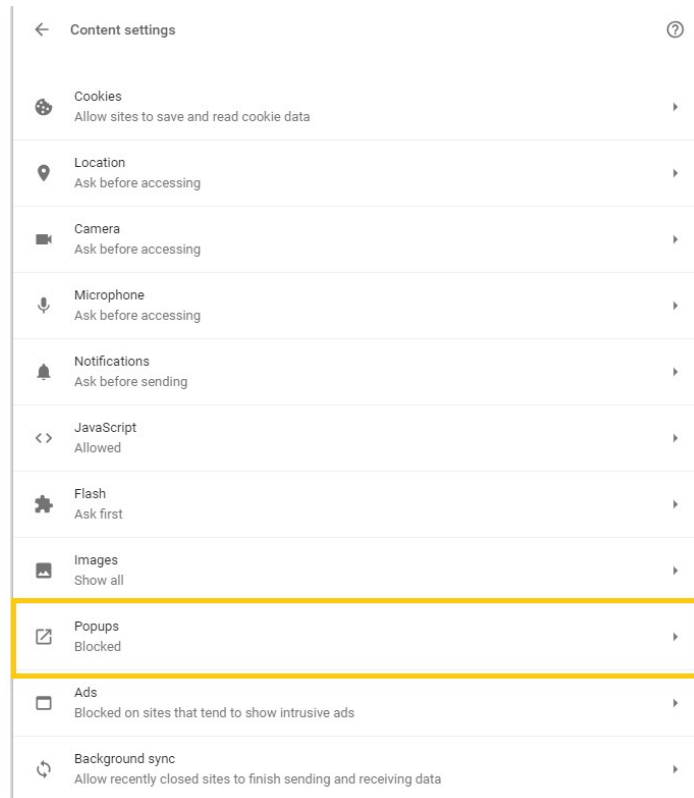
Reference 3.3 (a)



Reference 3.3 (b)



Reference 3.3 (c)



**Reference 3.3 (d)**



**Reference 3.3 (e)**



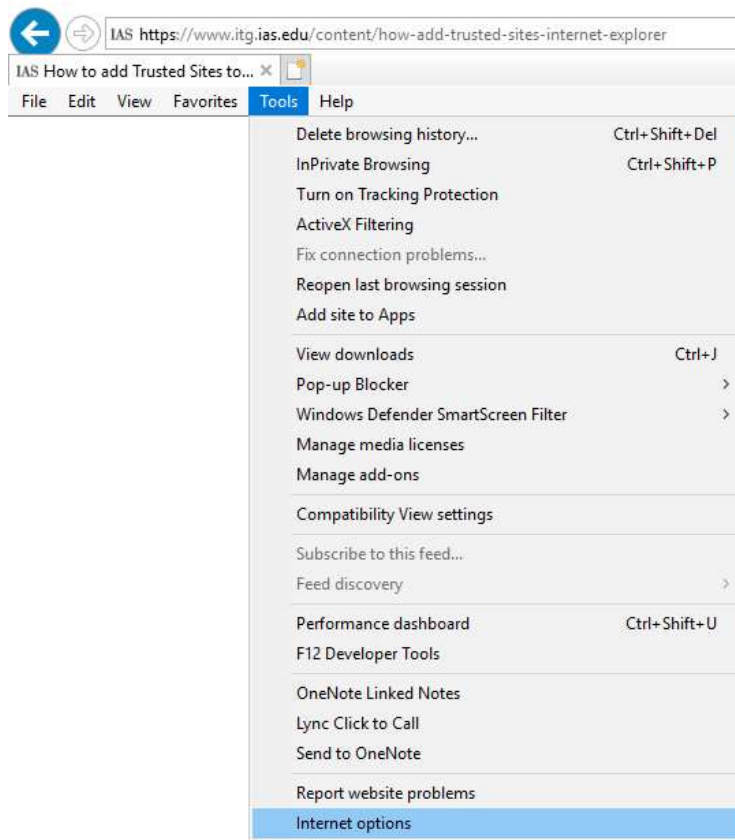
**Reference 3.3 (f)**



## 4. UPDATE COOKIES SETTINGS

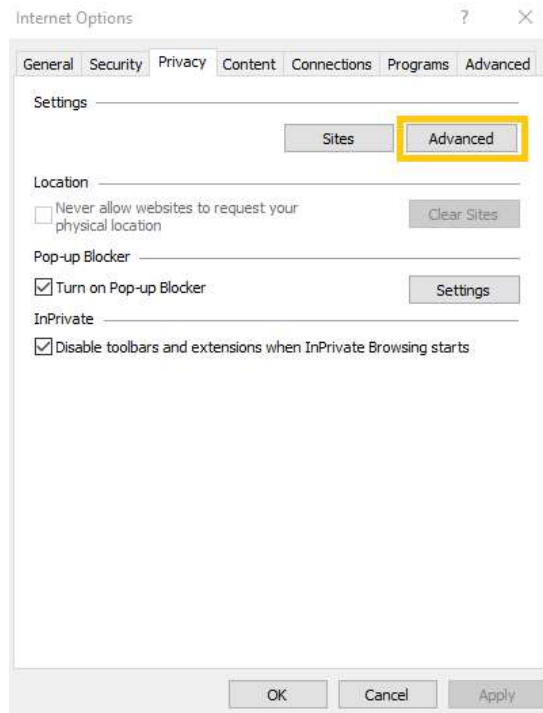
### 4.1. How to enable cookies (Internet Explorer)

- Note: internet browser settings may be controlled by your company's system administrator. If you are not able to perform the actions described, please contact your company's system administrator.
- Open Internet Explorer internet browser
- From the Internet Explorer browser menu select Tool and select Internet options
  - *Reference 4.1 (a)*
- In the Internet Options pop-up click on the Privacy Tab and click on Advanced Button under Settings
  - *Reference 4.1 (b)*
- In the Advanced Privacy Settings pop-up select the radio buttons to Accept Cookies and Allow session cookies
  - *Reference 4.1 (c)*
- Click ok to close the Advanced Privacy Settings pop-up and click OK to close the Internet Options pop-up

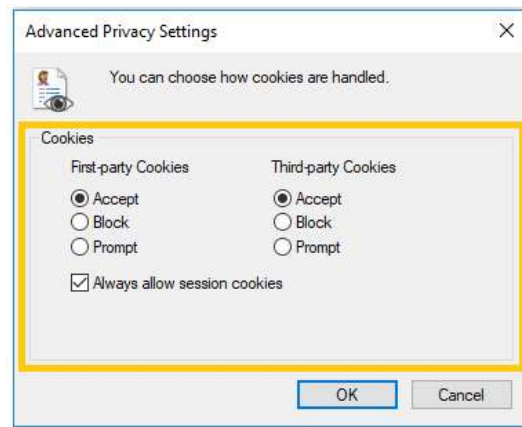


*Reference 4.1 (a)*





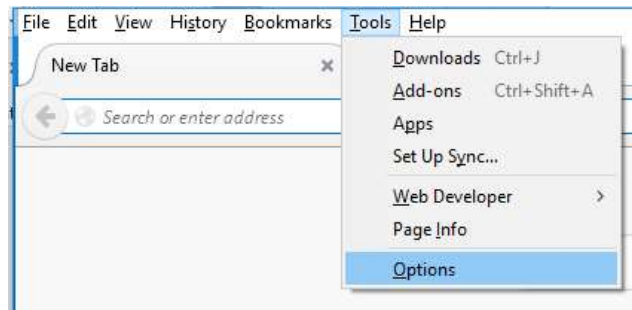
*Reference 4.1 (b)*



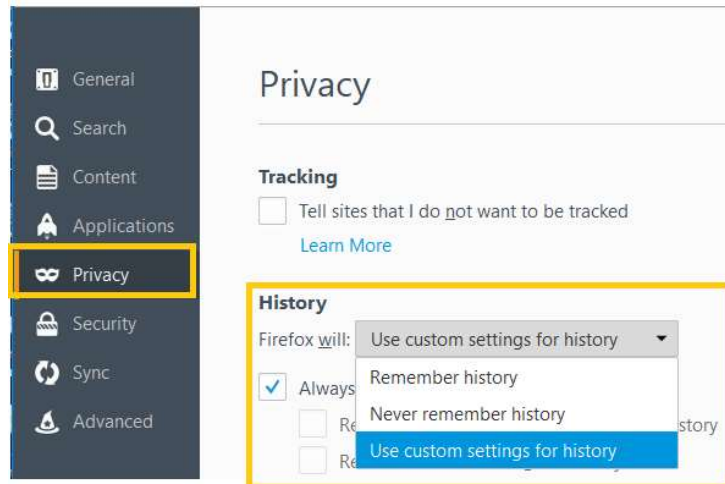
*Reference 4.1 (c)*

#### 4.2. How to enable cookies (Mozilla Firefox)

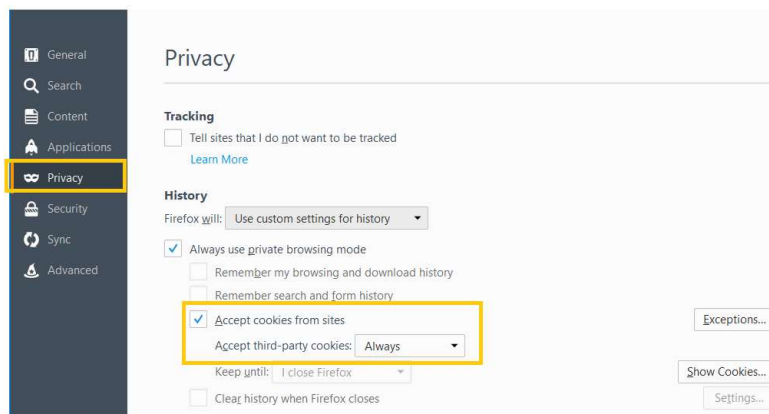
- Note: internet browser settings may be controlled by your company's system administrator. If you are not able to perform the actions described, please contact your company's system administrator.
- Open Mozilla Firefox internet browser
- From the Mozilla Firefox browser menu select Tools and select Options
  - *Reference 4.2 (a)*
- On the Preferences Page click on Privacy and go the History section
- In the drop-down menu next to Firefox will: choose use custom settings for history
  - *Reference 4.2 (b)*
- Check-mark Accept cookies from sites to enable cookies
  - *Reference 4.2 (c)*



Reference 4.2 (a)



Reference 4.2 (b)



Reference 4.2 (c)

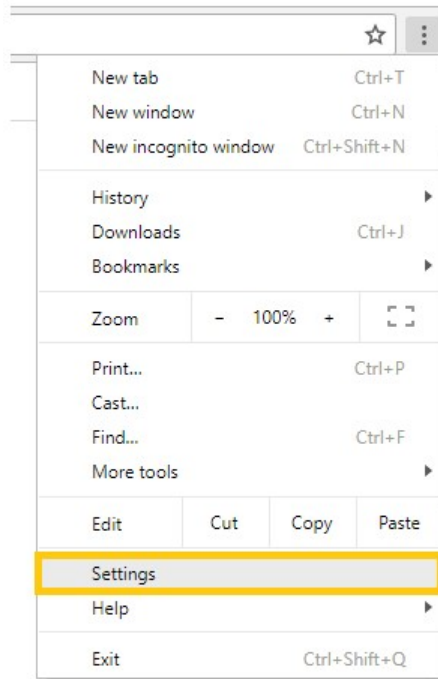


### 4.3. How to enable cookies (Chrome)

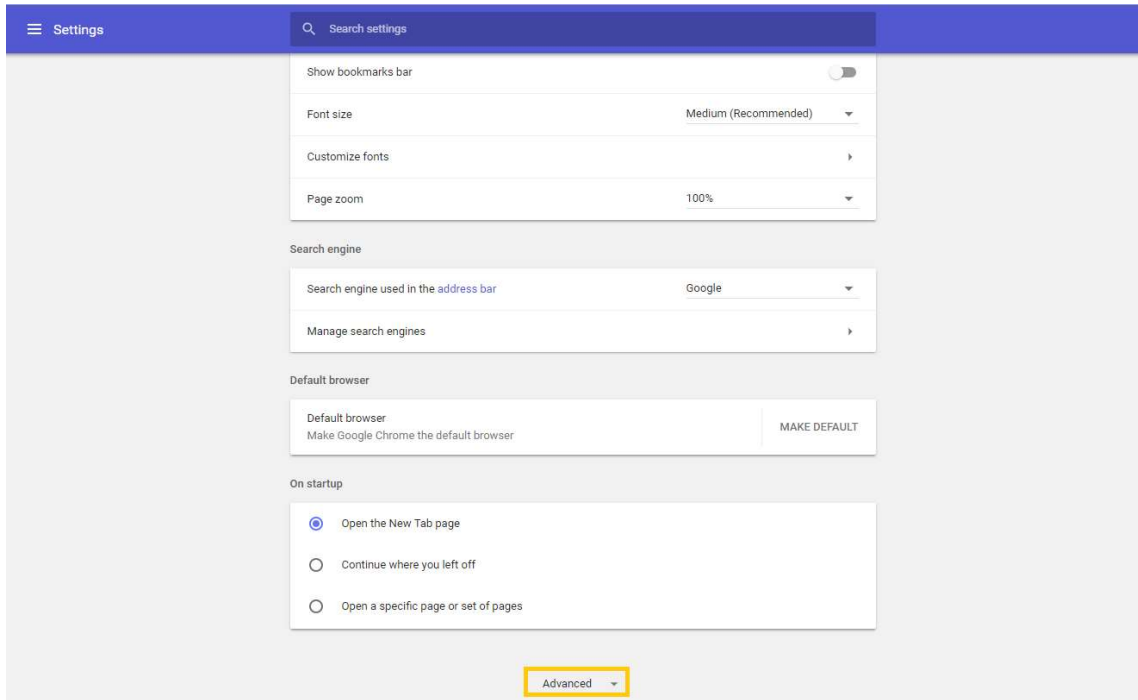
- Note: internet browser settings may be controlled by your company's system administrator. If you are not able to perform the actions described, please contact your company's system administrator.
- Open Chrome internet browser
- Click the 3 horizontal dots icon on the far right of the Address bar
  - *Reference 4.3 (a)*
- Click on Settings
  - *Reference 4.3 (b)*
- From the Settings Page, scroll to the bottom and click on Advanced
  - *Reference 4.3 (c)*
- Advanced Settings will now display, scroll down and click on Content Settings
  - *Reference 4.3 (d)*
- Click on Cookies
  - *Reference 4.3 (e)*
- Enable Allow sites to save and read cookie data (recommended)
  - *Reference 4.3 (f)*



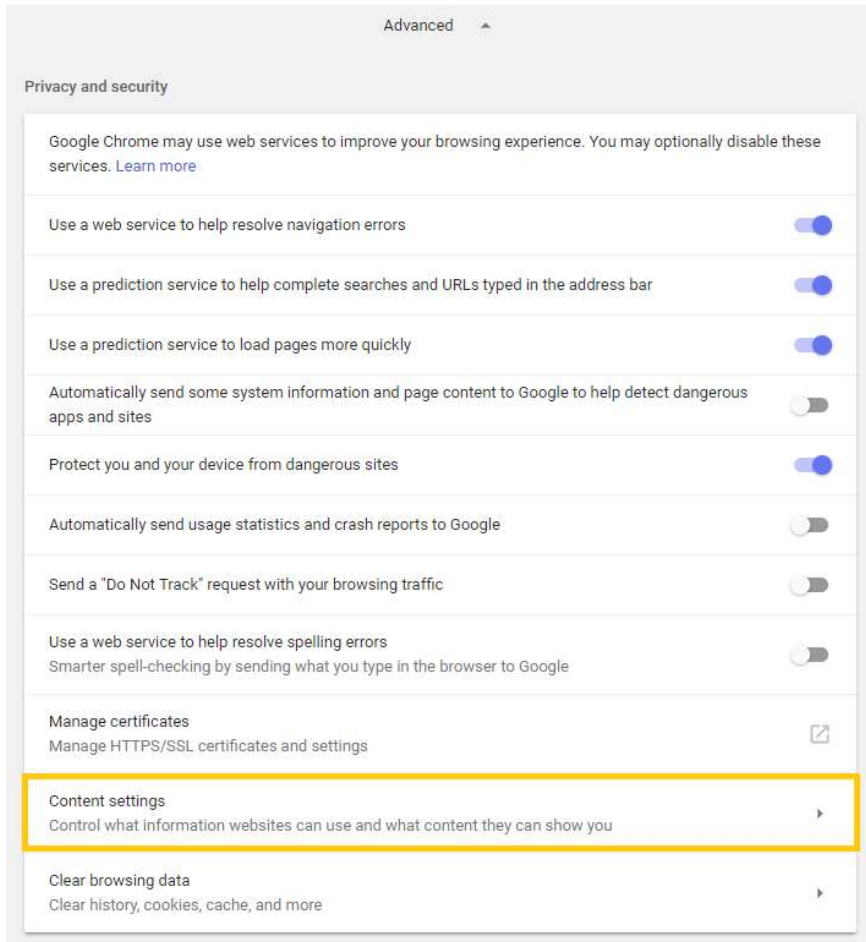
*Reference 4.3 (a)*



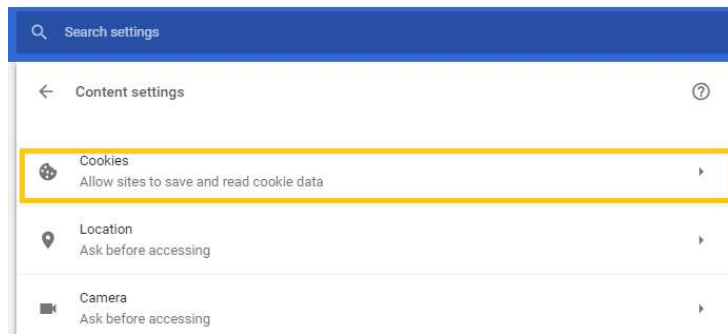
*Reference 4.3 (b)*



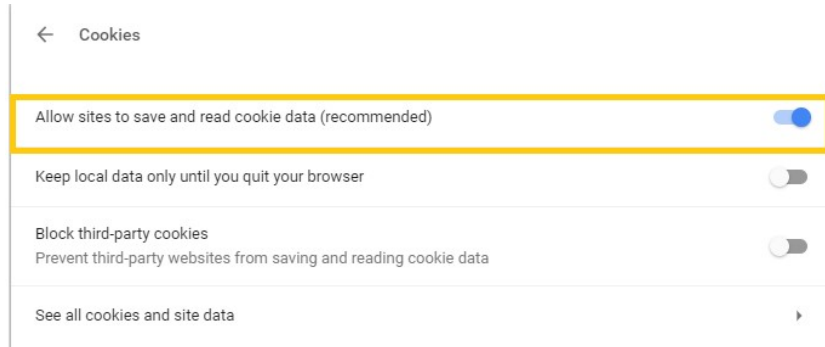
Reference 4.3 (c)



Reference 4.3 (d)



*Reference 4.3 (e)*



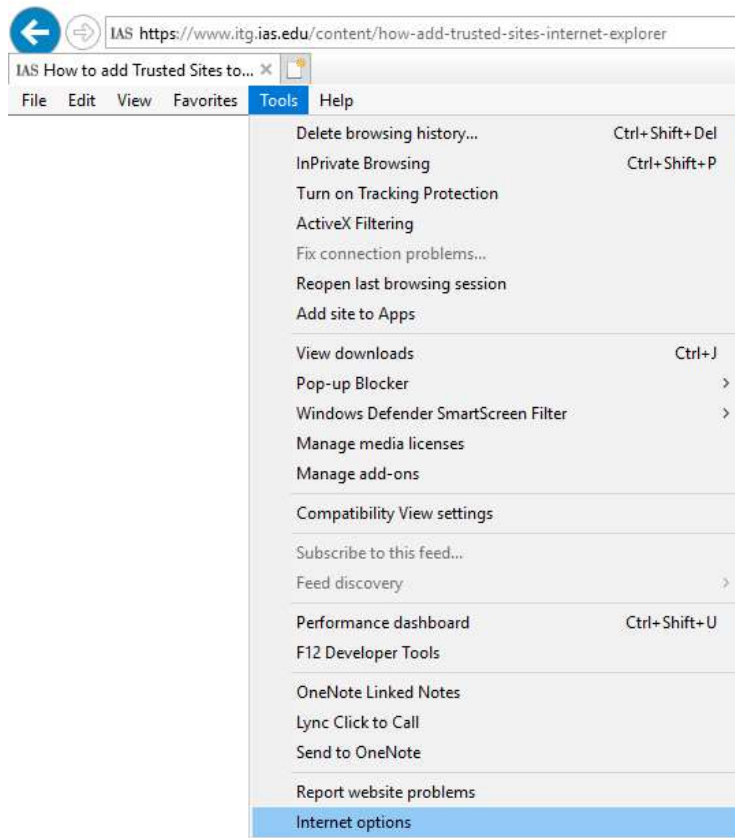
*Reference 4.3 (f)*



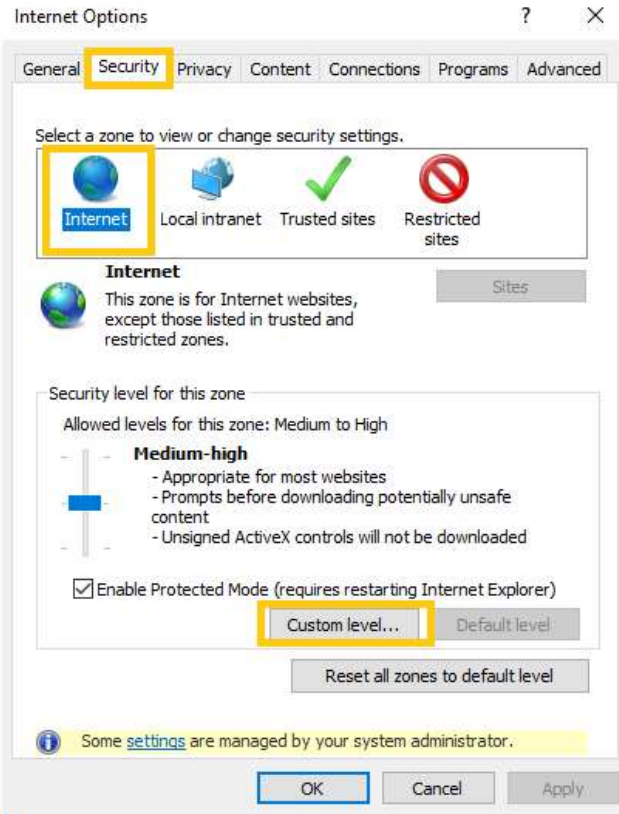
## 5. UPDATE JAVASCRIPT SETTINGS

### 5.1. How to enable JavaScript (Internet Explorer)

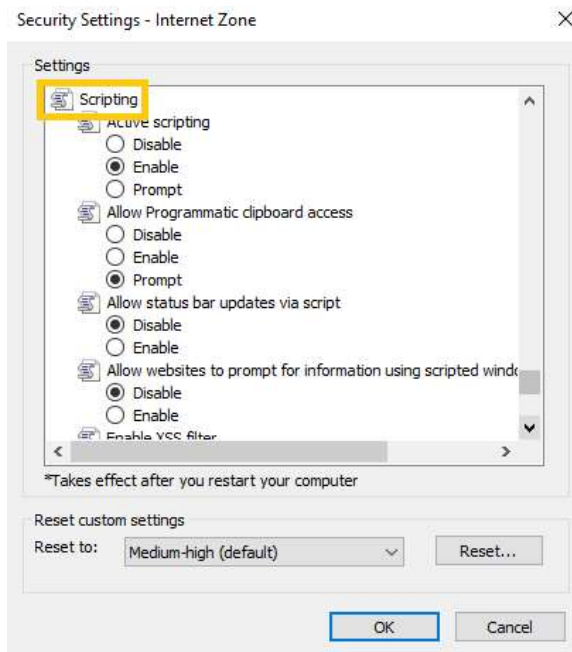
- Note: internet browser settings may be controlled by your company's system administrator. If you are not able to perform the actions described, please contact your company's system administrator.
- Open Internet Explorer internet browser
- From the Internet Explorer browser menu select Tool and select Internet options
  - **Reference 5.1 (a)**
- In the Internet Options Pop-up click on the Security tab, click on Internet icon, then click on Custom Level button
  - **Reference 5.1 (b)**
- In Custom Level settings, scroll down to the Scripting section. In this section make sure "Enable" is checked for Active scripting and Scripting of Java applets, and click ok, and click ok again.
  - **Reference 5.1 (c)**



**Reference 5.1 (a)**



Reference 5.1 (b)



Reference 5.1 (c)



## 5.2. How to enable JavaScript (Mozilla Firefox)

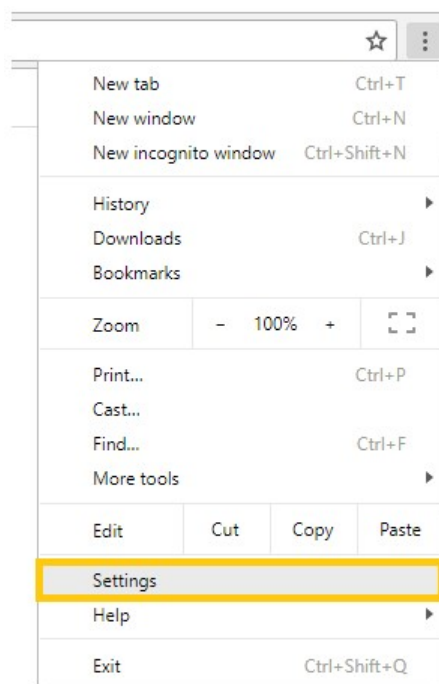
- Note: for Mozilla Firefox enabling JavaScript involves manually updating your browser configuration profile. It is recommended that you please contact your company's system administrator to perform this update if it is required.

## 5.3. How to enable JavaScript (Chrome)

- Note: internet browser settings may be controlled by your company's system administrator. If you are not able to perform the actions described, please contact your company's system administrator.
- Open Chrome internet browser
- Click the 3 horizontal dots icon on the far right of the Address bar
  - *Reference 5.3 (a)*
- Click on Settings
  - *Reference 5.3 (b)*
- From the Settings Page, scroll to the bottom and click on Advanced
  - *Reference 5.3 (c)*
- Advanced Settings will now display, scroll down and click on Content Settings
  - *Reference 5.3 (d)*
- Scroll down and click on JavaScript and change to Allowed
  - *Reference 5.3 (e)*

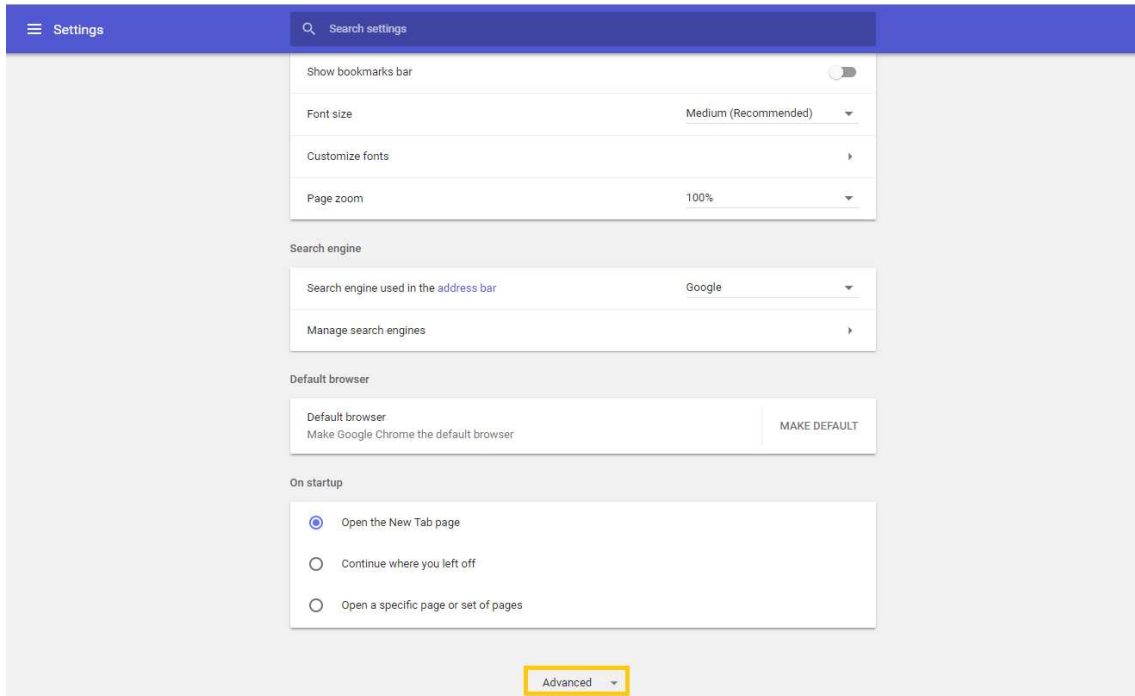


*Reference 5.3 (a)*

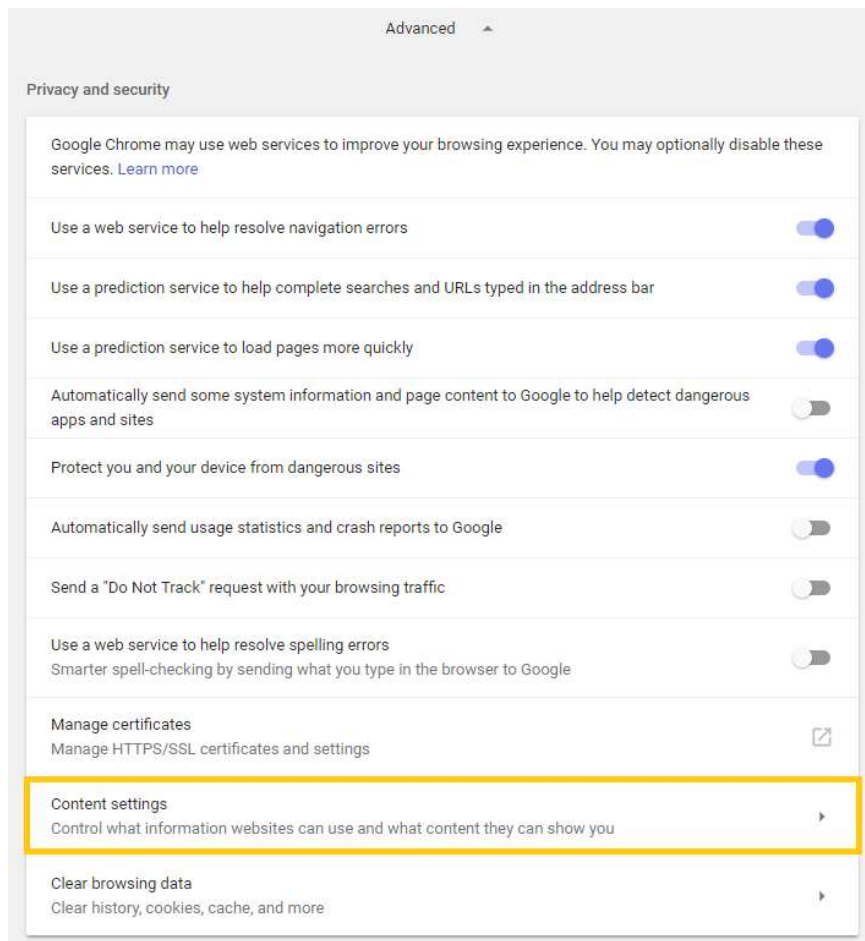


*Reference 5.3 (b)*

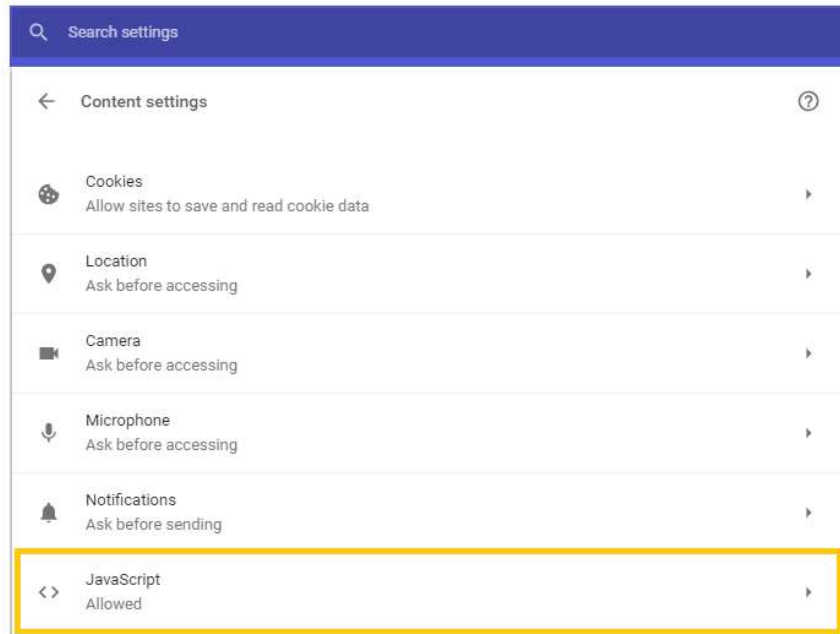




Reference 5.3 (c)



Reference 5.3 (d)

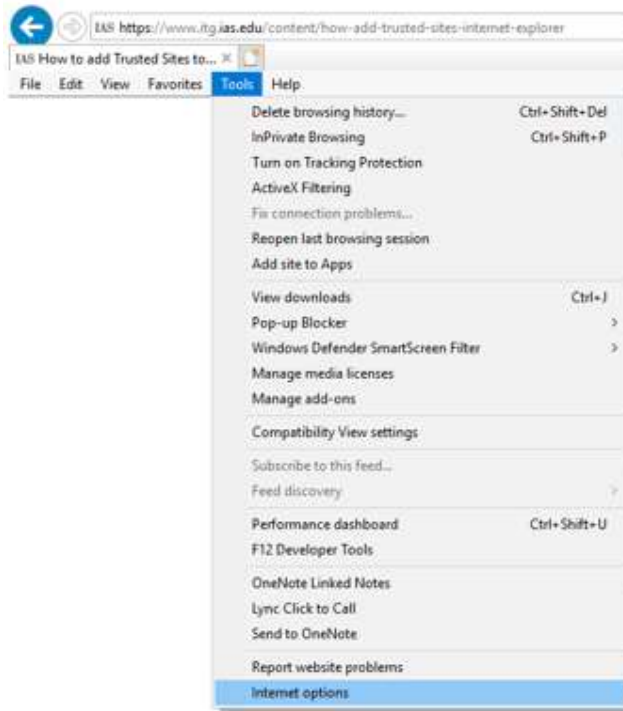


*Reference 5.3 (e)*

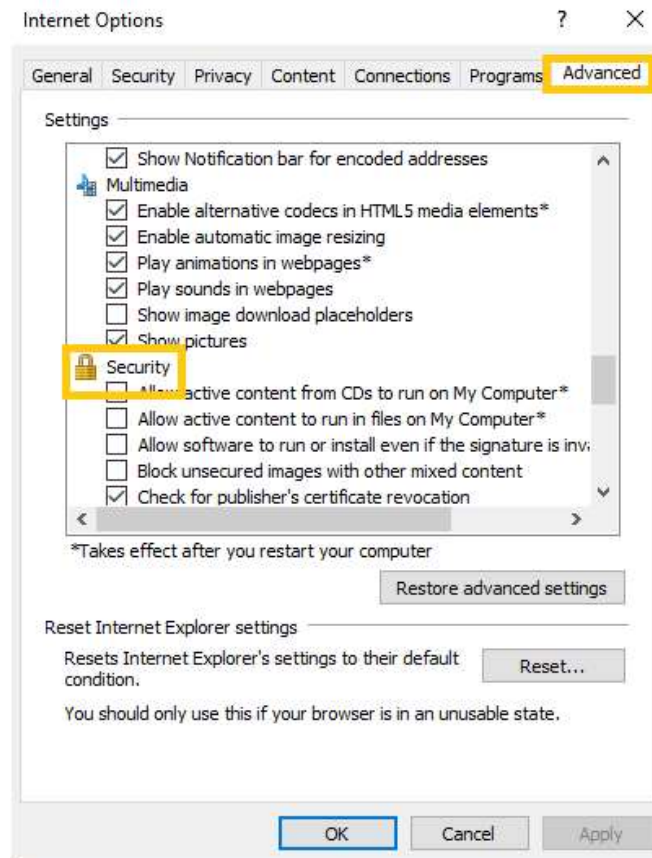
## 6. ENABLE TLS

### 6.1. How to enable TLS (Internet Explorer)

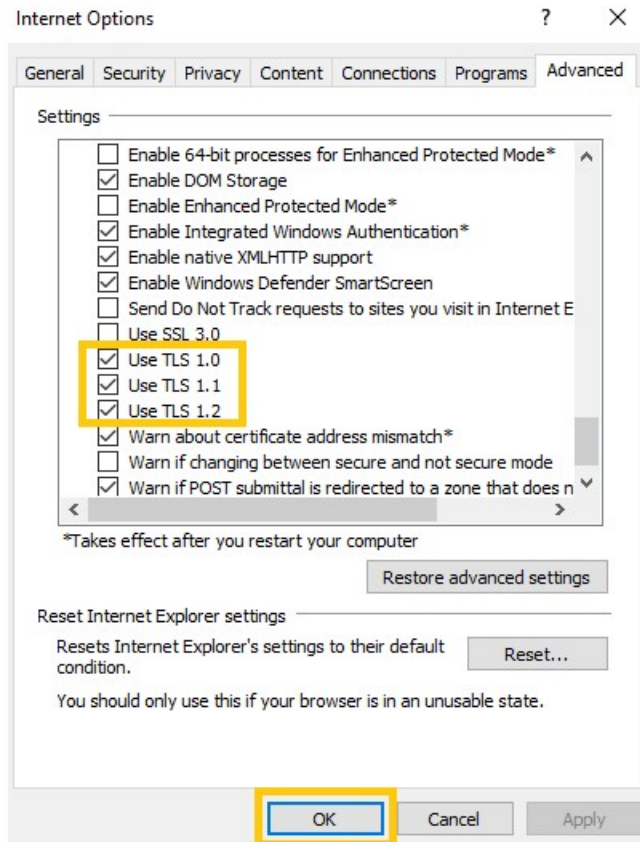
- Note: internet browser settings may be controlled by your company's system administrator. If you are not able to perform the actions described, please contact your company's system administrator.
- Open Internet Explorer internet browser
- From the Internet Explorer browser menu select Tools and select Internet options
  - *Reference 6.1 (a)*
- In the Internet Options Pop-up click on the Advanced tab and scroll down to Security category
  - *Reference 6.1 (b)*
- Put a checkmark in the option boxes for "Use TLS" (all versions) and click OK.
  - *Reference 6.1 (c)*



Reference 6.1 (a)



Reference 6.1 (b)



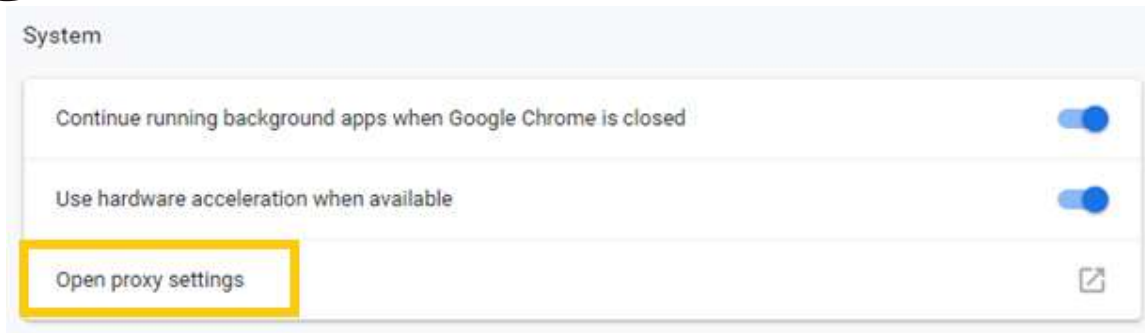
*Reference 6.1 (c)*

## 6.2. How to enable TLS (Mozilla Firefox)

- Note: for Mozilla Firefox enabling TLS involves manually updating your browser configuration profile. It is recommended that you please contact your company's system administrator to perform this update if it is required.

## 6.3. How to enable TLS (Chrome)

- Note: internet browser settings may be controlled by your company's system administrator. If you are not able to perform the actions described, please contact your company's system administrator.
- Open Chrome internet browser
- Click the 3 horizontal dots icon on the far right of the Address bar
  - *Reference 5.3 (a)*
- Click on Settings
  - *Reference 5.3 (b)*
- From the Settings Page, scroll to the bottom and click on Advanced
  - *Reference 5.3 (c)*
- Scroll down to the System section and click on Open Proxy Settings
  - *Reference 6.3(a)*
- Click the Advanced tab of Internet properties popup and scroll down to Security section
  - *Reference 6.1 (b), Reference 6.1 (c)*



*Reference 6.3(a)*

## 7. INSTALLING ADOBE FLASH PLAYER

### 7.1. How to install Adobe Flash Player

- Note: internet browser settings and application add-ons may be controlled by your company's system administrator. If you are not able to perform the action described, please contact your company's system administrator.
- Open internet browser and navigate to <https://get.adobe.com/flashplayer/>
- Click "Install Now" and follow the prompts to download and install as directed