

Here are a few things that the user can try to get their issue resolved.

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**.

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 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.

There is another setting on personal firewalls that can keep a user from logging on. This usually has to do with the "referrer" settings on the firewall. We are using the HTTP_REFERER options on the web pages to ensure that you got to page B by first going through page A.

What a user needs to do is to allow this referrer ability on their firewall.

Different firewalls have different settings, so the user must understand how to change these preferences; they can usually search through the help section in their firewall software. For example, the **Norton Personal Internet Firewall** you have to "Permit" the referrer option through the privacy section.