CLEARING THE BROWSER TEMPORARY FILES (This simple step should be done routinely and will resolve many issues you may experience while browsing):

- Click on 'Tools' on the menu bar and select 'Internet Options'.
- Click the “General” tab
- Under the section for “Browsing History” select the “Delete” button
• Click Delete files (temporary internet files)

Back on the “General” tab under “Browser History” again:
• Click on the “Settings” button
• Choose “Every time I visit the webpage”.
• Change the amount of disk space to use to 8 MB
• Click OK
ADDING TRUSTED SITES

- Click on the “Security” tab
- Click on the Trusted Sites Icon (the check mark)

- Click on the “Sites” button

- Uncheck the box the says “Require server verification (https: ) for all sites in this zone” (if it is grayed out as in this example, you will need an internal IT administrator for your company to do this)
- Enter the site *.naic.org and *.nipr.com under “Add this website to the zone” (include the asterisks)
- Click the “ADD” button to add them
- Click the “Close” button to exit this screen
ALLOWING 3rd PARTY COOKIES

- Click on the Privacy tab

![Image of Internet Options dialog box showing Privacy tab settings]

- Make sure slide bar is set to default (Medium) setting for the Internet Zone
- Click on the “Sites” button

![Image of Per Site Privacy Actions dialog box]

- Add the following two domains in the “Address of website”
  - naic.org
  - nipr.com
- Click on the “OK” button to exit this screen
- Click Ok again to exit internet options
- Close your browser, then restart and retry the page.