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
Select Preserve Favorites website data, Temporary Internet files, and Cookies (deselect all other options) and click the “DELETE” button.

• Back on the “General” tab - click on the “Settings” button (under Browsing History)
• Choose “Every time I visit the webpage”
• Change the amount of disk space to use to 8 MB (in this example it shows 1024)
• Click the “OK” button

![Temporary Internet Files and History Settings window](image)

**ADDING TRUSTED SITES**

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

![Internet Options window](image)
• Click on the “Sites” button

![Image showing trusted sites dialog box]

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

![Image showing internet options dialog box]
• Add the following two domains in the “Address of website”
  o naic.org
  o 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.

Internet Explorer Compatibility Viewer

1. Close all internet browsers and only opening One to Internet Filing - Home
   https://ifs.naic.org/internetfiling/servlet/IFHome

2. On your Internet Browser tool bar at the top, click on TOOLS: Turn on Compatibility Viewer