

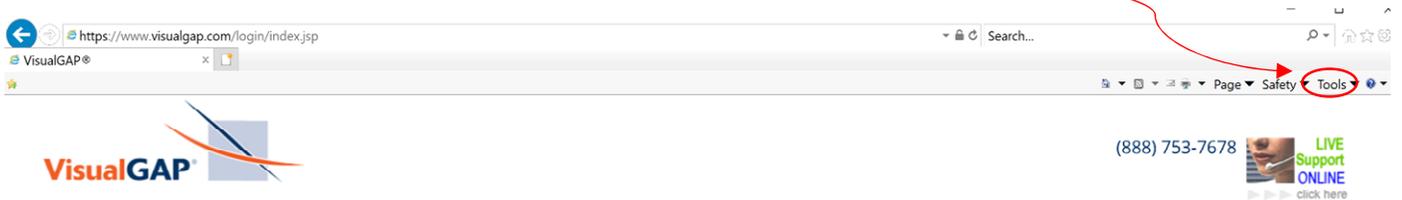
Using Internet Explorer to Access VisualGAP®

If you use Internet Explorer to access VisualGAP and you are unable to log into our site, you may need to follow the steps in sections **1**, **2** and **3** in order to change one or more of your Internet Explorer settings.

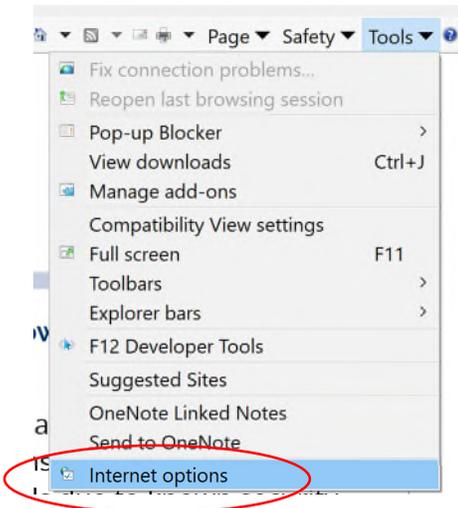
Section **1** Change Internet Explorer Setting

To begin, **Launch Internet Explorer**

1) Click on your **Tools Icon** in the upper right-hand corner

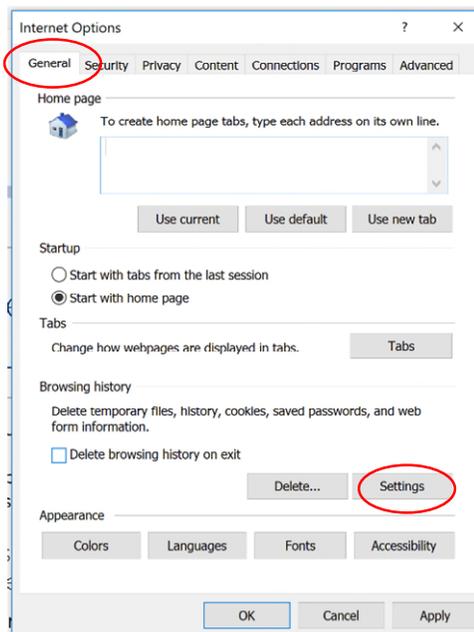


2) Click on **Internet Options**



3) Click the **General** Tab

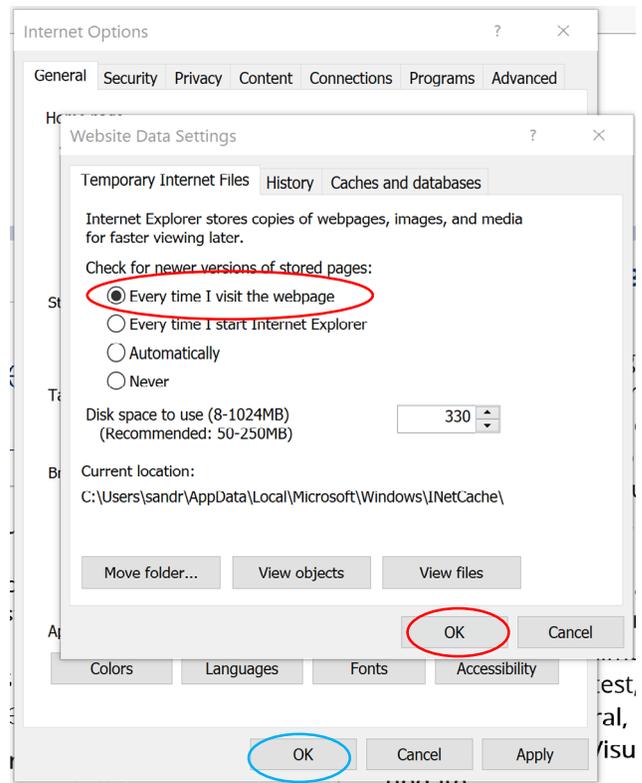
4) Click on the **Settings** button
(You can find this button in the "Browsing history" section of the popup window).



5) Then, check the radio button next to **Every time I visit the webpage**

6) Click the **OK** button. Make sure you are clicking the OK button inside the window titled "Website Data Settings". The button is circled in **red** in the illustration.

7) Click the **OK** button in the remaining window, titled "Internet Options". This button is circled in **blue** in the illustration.



7) **Close** Internet Explorer. The next time you, launch Internet Explorer again, your new settings will be in effect.



We recommend you follow the following steps to ensure you do not have any issues going forward:

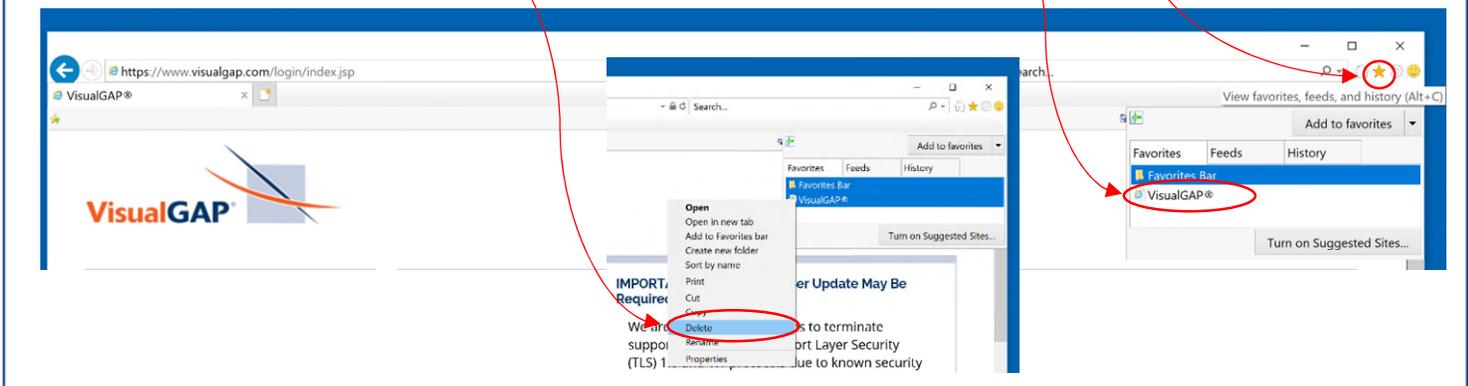
Remove any existing Favorites. See **Section 2** for instructions.

If you would like to save VisualGAP as a favorite, **add a new favorite**. See **Section 3** for instructions.

Section 2 Delete Existing Favorites

Note: EXISTING FAVORITES may contain your **old settings!**

- 1) Launch Internet Explorer and type in our web address www.visualgap.com
- 2) Click the **Favorites icon** in the upper right-hand corner (the star shape).
- 3) If VisualGAP is listed, use your **RIGHT mouse button** to click **VisualGAP ...**
- 4) ...select **DELETE** from the menu.

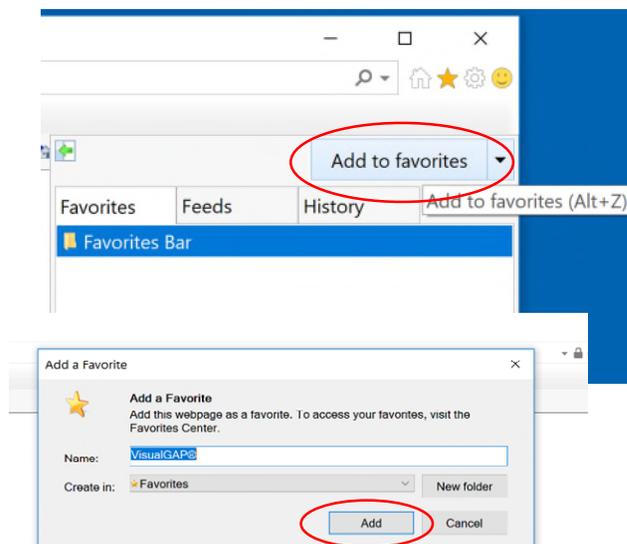


Section **3** Add a new VisualGAP Favorite

- 1) Launch Internet Explorer
- 2) Type www.visualgap.com into the site address bar.
(You will be redirected to <https://www.visualgap.com/login/index.jsp>)
- 3) Click the **Favorites icon** in the upper right-hand corner (the star shape)

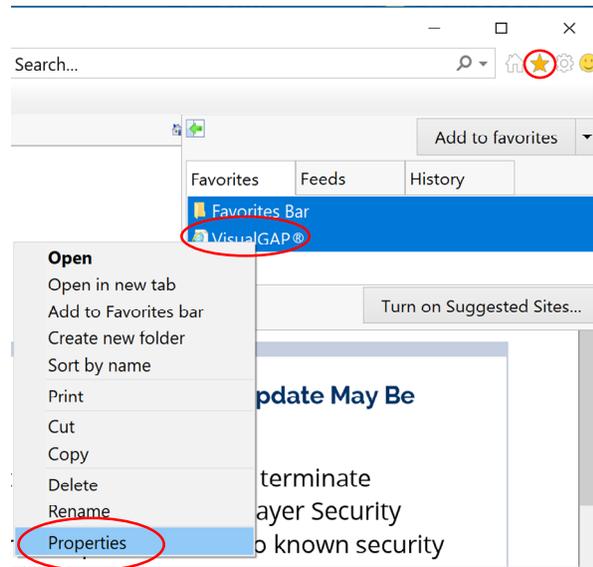


- 4) Click the **Add to favorites** button.



- 5) Click on the **Add** button

- 6) Click the **Favorites icon** in the upper right-hand corner (the star shape) to find the link for VisualGAP in your favorites list and **right click VisualGAP**, then click on the **Properties** option.



- 7) In the URL box take out any characters or symbols that appear after <https://www.visualgap.com> so that your URL looks like this one:

- 8) Click on the **Apply** button.

- 9) Then click **OK**, which will close the window.

