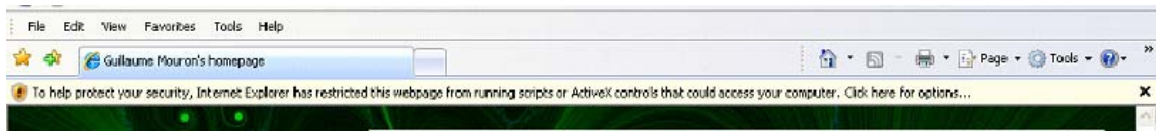


## TROUBLESHOOTING

1. I can log into the system, but when I go to query a case I get a page saying “A Client Certificate is Required to View this Page”
  - a. After you install this certificate, if you install third party toolbars, such as yahoo or msn, on your browser (IE) you may encounter problems accessing our website. So please be aware of that. Refer to the [PRE INSTALLATION CHECKLIST](#) for more information.
2. When I’m trying to request a certificate, I entered all my credentials and I hit submit button. I have a green box in the middle of the browser, but it never goes to the next page.

Usually this happens if you have not installed/accepted the ActiveX control which will allow us to recognize your certificate request.

If you have yellow color information bar visible in your browser, please click on that and accept/install the ActiveX control in your computer. Please see below for such an Information bar.



Also make sure that your security settings on the web browser is medium-high. Not HIGH. If you set your browser security setting to high, you will not be able to do most of these things. To do that Click on Tools (menu) -> Internet Options -> Security (Tab) and make sure the settings is medium-high for Internet.

3. When I try to view an image of an activity by clicking “View Image” link, it doesn’t do anything.

It could be the reason that java-scripts are disabled in your Browser.

Please go to Tools (menu) -> Internet Options -> Content (tab) ->Custom Level and make sure the java scripts are enabled in the browser. Or you may be using a different browser such as Firefox.