

**Connection issues and other technical problems are often caused by your computer's browser settings for cookies, JavaScript, and cache handling. If you are having connection issues, then it may be because of your computer's browser settings. Please make sure that Java script and cookies are enabled on your computer.**

### **How do I enable cookies on my computer?**

To enable cookies, follow the instructions below for the browser version you are using:

1.) Mozilla Firefox 2.0

- Go to the "Tools" menu.
- Select "Options."
- Select the "Privacy" icon in the left panel.
- Check the box corresponding to "Allow sites to set cookies."
- Click "OK" to save changes.
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2.) Mozilla Firefox (1.0 final release and earlier)

- Go to the "Tools" menu.
- Select "Options."
- Select the "Privacy" icon in the left panel.
- Check the box corresponding to "Allow sites to set cookies."
- Click "OK" to save changes.

3.) Netscape 7.1/Mozilla 5.0

- Select "Preferences" from the Edit menu.
- Click on the arrow next to "Privacy & Security" in the scrolling window to expand.
- Under "Privacy & Security", select "Cookies."
- Select "Enable all cookies."
- Click "OK."

4.) Internet Explorer 7.0

- In the Menu bar, select: Tools > Internet Options > Privacy tab. The Privacy Settings box appears.
- Drag the slider down to Accept All Cookies.
- Click OK to close Internet options.
- Close all Web browsers.
- Open a new browser.

5.) Microsoft Internet Explorer 6.0+

- Select "Internet Options" from the Tools menu.
- Click on the "Privacy" tab.
- Click the "Default" button (or manually slide the bar down to "Medium") under "Settings."
- Click "OK."

6.) Microsoft Internet Explorer 5.x

- Select "Internet Options" from the Tools menu.
- Click on the "Security" tab.
- Click the "Custom Level" button.
- Scroll down to the "Cookies" section.

To enable:

- Set "Allow cookies that are stored on your computer" to "Enable."
- Set "Allow per-session cookies" to "Enable."
- Click "OK."

#### 7.) Microsoft Internet Explorer 4.x

- Select "Internet Options" from the View menu.
- Click on the "Advanced" tab.
- Scroll down to find "Cookies" within the "Security" section.  
To enable:
  - Select "Always accept cookies."
  - Click "OK."

#### 8.) Netscape Communicator 4.x.

- Select "Preferences" from the Edit menu.
- Find the "Cookies" section in the "Advanced" category.  
To enable:
  - Select "Accept all cookies" (or "Enable all cookies").
  - Click "OK."

#### 9.) Safari

- Click on the Safari-menu in Safari
- Click on the Preferences... item in the menu - a new window opens
- Click on the Security icon near the top of the window.
- Under Accept Cookies the Always or Only from sites you navigate to must be selected.
- Save changes by clicking Ok and go to one of the configuration pages again

### **How do I enable javascript on my computer?**

Some pages of the survey may not appear correctly or won't function properly if the browser does not have Java enabled, or does not support Java Script capability. First, you will need to determine what browser version you are using. Click on the browser's Help menu from the tool bar and choose the last item labeled "About [browser name]...". Macintosh users should go to the application name menu or the Apple menu and select the first item labeled "About [browser name]...".

#### **1.) Enable Internet Explorer 5 and above:**

- From the browser's Tools menu select "Internet Options"
- Click on the the Security tab. - Make sure the "Internet" icon is selected (it looks like a world globe).
- Select the "Custom Level..." button.
- Scroll down the Settings list to the Scripting item. (You may need to double-click on icons to expand lists.)
- Under the "Active scripting" item, choose the Enable radio button.
- Select OK and Yes to confirm and close the Security Settings dialog box, then OK again to close the Internet Options dialog box.
- Refresh the current page.

#### **2.) Enable Internet Explorer 5.x - Macintosh (Mac OS X):**

- Select Preferences from the Explorer menu.
- Click the arrow next to Web Browser.
- Click Web Content.
- Under Active Content check Enable Scripting.
- Click OK.
- Click Refresh.

### **3.) Internet Explorer 5 for Mac OS 9:**

- Select Preferences from the Edit menu.
- Click the arrow next to Web Browser.
- Click Web Content.
- Under Active Content check Enable Scripting.
- Click OK.
- Click Refresh.

### **4.) Internet Explorer 4.X:**

- Select Internet Options from the View menu.
- Click the Security tab.
- Click Custom.
- Click Settings.
- Scroll down to locate Scripting.
- Click Enable for Active Scripting.
- Click OK.
- Click Reload.

### **5.) Enable Netscape 7.x**

- From the browser's Edit menu select "Preferences."
- Within the Category pick list, expand the Advanced item by clicking on the triangle twisty.
- Next, select the subitem labeled Scripts & Plugins.
- Within the Scripts & Plugins window, check "Navigator" under the Enable JavaScript for grouping. In the Allow Scripts to pane, make sure items regarding cookies are checked.
- Push the OK button to close the Preferences dialog box.
- Reload the current page.

### **6.) Enable Netscape 6.x**

- From the browser's Edit menu select "Preferences."
- Within the Category pick list, select the word Advanced.
- Check the box labeled Enable JavaScript for Navigator and push the OK button to close the Preferences dialog box.
- Reload the current page.

### **7.) Netscape 4.X:**

- Select Preferences from the Edit menu.
- Click Advanced.
- Check Enable JavaScript.
- Check Enable style sheets
- Click OK.
- Click Reload.

### **8.) Netscape 4.X for Mac OS 9:**

- Select Preferences from the Edit menu.
- Click Advanced.
- Check Enable JavaScript.
- Click OK.
- Click Reload.

**9.) Safari for Mac OS X:**

- Select Preferences from the Safari menu.
- Click Security.
- Check Enable JavaScript.
- Close the window.
- Click Reload.

**10.) Mozilla 1.X:**

- Choose Tools from the Menu bar, then Options.
- Select the Web Features icon and make sure the Enable Java check box is selected.

**11.) Mozilla 1.5 & 2.X:**

- Choose Tools from the Menu bar, then Options.
- In the Options dialogue box, select the Content icon and make sure both the Enable Javascript and Enable Java check boxes are selected
- Click the Ok button.

**12.) Firefox 0.9.X**

- Select Options from the Tools menu.
- Click the Web Features icon.
- Check "Enable JavaScript".
- Click OK.
- Click Reload.

**13.) AOL 7.0 and above:**

- Select Preferences from the Settings menu.
- Click Internet Properties (WWW) under Organization.
- Click the Security tab.
- Check the Custom Level button.
- Scroll down to locate Scripting.
- For Active Scripting click Enable.
- Click OK, and then OK again to close all dialogs.
- Close the Preferences window, and then Reload the page.