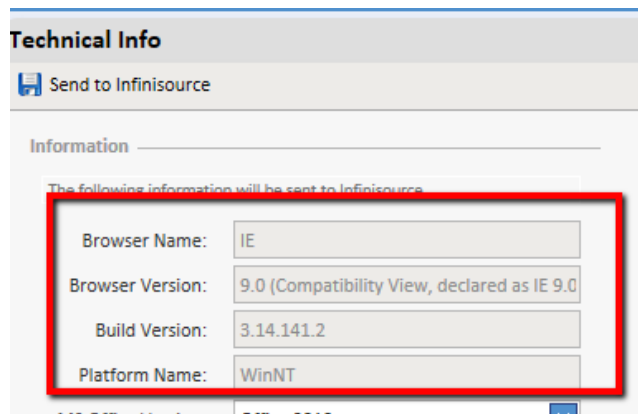


Internet Explorer (IE) 10 or higher. For users still running Windows XP and IE 8, please install and use Firefox or Chrome for the best possible experience.

If you are experiencing problems on the website while trying to submit forms or run reports, navigate to the left menu to Personal Setting, Technical Info. Click **Technical Info** to reveal what browser and version you are using.



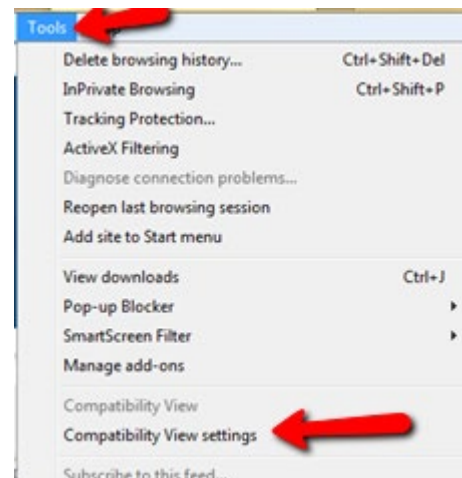
Compare your information to the recommended versions of Internet Explorer 10 or 11.

**Note:** There are many variations of operating systems, such as Windows 7, 8, XP and Vista. You will need to know that information if you are downloading newer versions of Internet Explorer. Not all combinations of servers and Internet Explorer are compatible. Go to **Start** and **Programs** on your desktop to locate your version.

How to turn off compatibility mode:

Navigate to **Tools** at the top of your browser. Find **Compatibility View settings** – there should be NO black checkmark. If there is, click on it to turn it off.

**Note:** You may need to uninstall your old version of Internet Explorer: Navigate to **My Computer, Add or Remove Programs** to find the program and uninstall it. Firefox and Google Chrome work well. You can download one of them and keep it as an alternate browser.



## Internet Explorer (IE) issues:

Internet Explorer 6 – not compatible	Must be updated to IE10 or higher. <a href="http://windows.microsoft.com/en-us/internet-explorer/downloads/ie">http://windows.microsoft.com/en-us/internet-explorer/downloads/ie</a>
Internet Explorer 7 – not compatible	Must be updated to IE10 or higher. <a href="http://windows.microsoft.com/en-us/internet-explorer/downloads/ie">http://windows.microsoft.com/en-us/internet-explorer/downloads/ie</a>
Internet Explorer 8 – not compatible	Must be updated to IE10 or higher. <a href="http://windows.microsoft.com/en-us/internet-explorer/downloads/ie">http://windows.microsoft.com/en-us/internet-explorer/downloads/ie</a>
Internet Explorer 8 (compatibility mode) - not compatible	Must be updated to IE10 or higher. <a href="http://windows.microsoft.com/en-us/internet-explorer/downloads/ie">http://windows.microsoft.com/en-us/internet-explorer/downloads/ie</a>
Internet Explorer 9 - not compatible	Must be updated to IE10 or higher. <a href="http://windows.microsoft.com/en-us/internet-explorer/downloads/ie">http://windows.microsoft.com/en-us/internet-explorer/downloads/ie</a>
Internet Explorer 9 (compatibility mode) - not compatible	Must be updated to IE10 or higher. <a href="http://windows.microsoft.com/en-us/internet-explorer/downloads/ie">http://windows.microsoft.com/en-us/internet-explorer/downloads/ie</a>
Internet Explorer 10	This version should work.
Internet Explorer 10 (compatibility mode)	This version should work.
Internet Explorer 11	Compatibility mode should be <b>on</b> .

## Other browsers available to be used with the isolved Benefit Services website:

- Google Chrome
- Firefox
- Microsoft Edge

## Add isolved Benefit Services to your trusted sites and check your security settings:

- Navigate to **Tools, Internet Options, Security, Trusted Sites** (click on sites); if you are on our website it will be listed, click **Add**. It should look like this:  
<https://secure.myisolvedbenefits.com/cobraclient/login.aspx>
- Also under this area, navigate to **Tools, Internet Options, Security, Internet** and make sure settings are Medium-high and not High.

