



Adobe Reader and Internet Explorer Browser settings

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For system requirements, please visit cap.org.

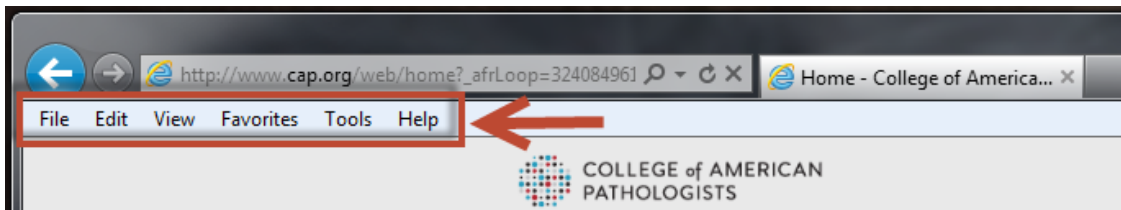
This guide was developed to assist if you are experiencing technical issues using E-LAB Solutions Suite. We recommend verifying the settings for your Internet browser and Adobe Reader program to match those listed throughout this guide. Screenshots using Internet Explorer 9 (IE9) are used to illustrate our suggested settings. If you do not recognize the screens or do not have certain options available, you may require assistance from your organization’s IT department.

1. INTERNET EXPLORER (IE) BROWSER SETTINGS

1.1 Locate the menu bar (IE)

Locate your menu bar for Internet Explorer.

If the menu bar is hidden by default, you can access it by pressing the **ALT** key on your keyboard.



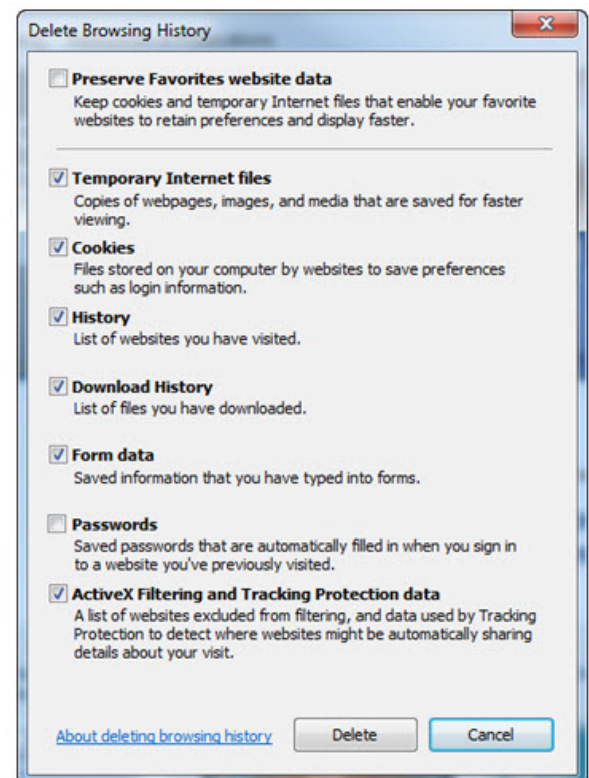
1.2 Clear cache (IE)

1. Select **Tools** then **Internet Options** from the IE menu bar.
2. Select **Delete...** button under **Browsing History**.
3. Check (✓) every option on the **Delete Browsing History** pop-up window except for two options: 1) **Preserve Favorites website data** and 2) **Passwords**.

Preserve Favorites website data keeps your favorites. It deletes other saved data so your Web browser uses only the most current information available.

Passwords should stay unchecked if you want to keep your passwords.

4. Click the **Delete** button at the bottom on the **Delete browsing history** pop-up window.

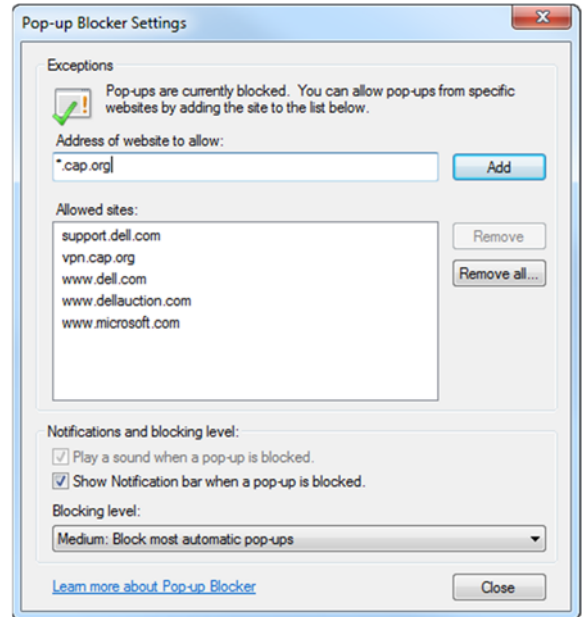




1.3 Allow pop-ups from *.cap.org (IE)

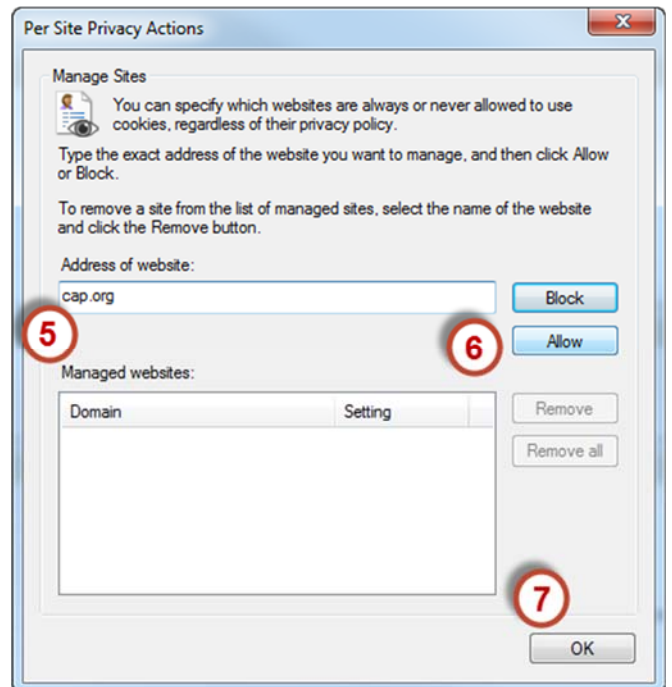
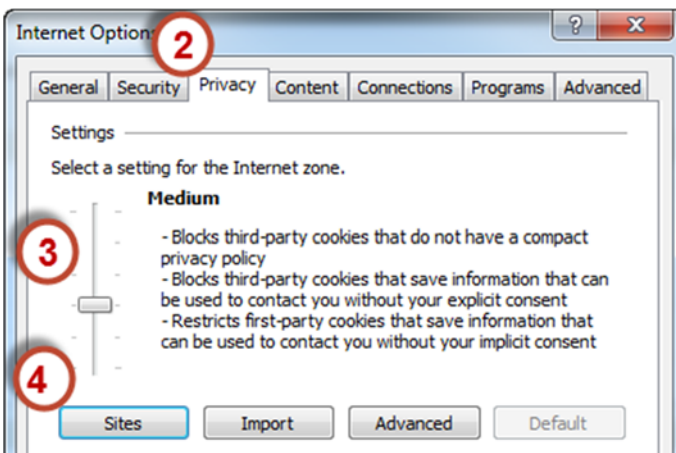
1. Select **Tools**, then **Internet Options** from the IE menu bar.
2. Select the **Privacy** tab.
3. Check (✓) the option **Turn on Pop-up Blocker**.
4. Click the **Settings** button to the right.
5. In the **Pop-up Blocker Settings** window under the subheading **Address of website to allow**, add ***.cap.org** in the text box below it.
6. Click the **Add** button to enter ***.cap.org** to the lower box.

We recommend entering ***.cap.org** for settings to take effect across all CAP sites.



1.4 Allow cookies for cap.org (IE)

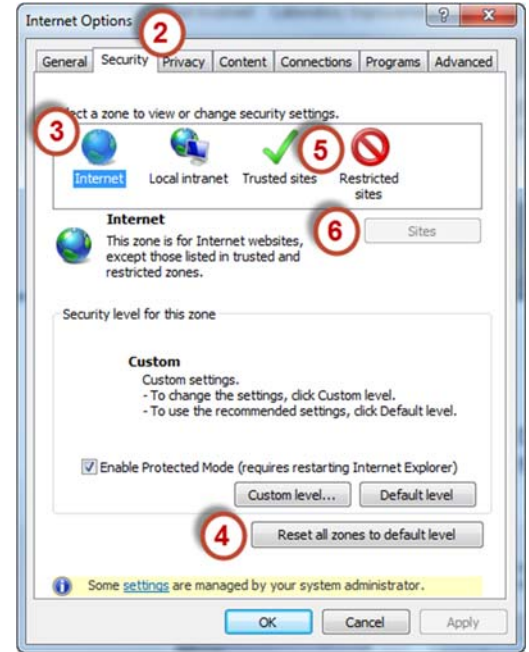
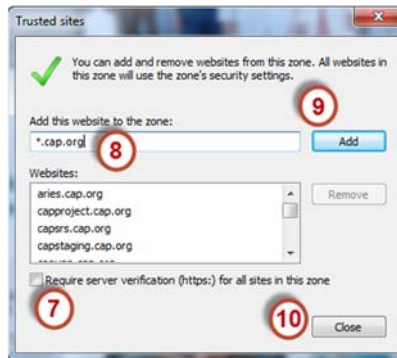
1. Select **Tools** then **Internet Options** from the IE menu bar. (*Not shown*)
2. Select the **Privacy** tab.
3. Move the slider to the **Medium** setting.
4. Click the **Sites** button below the slider.
5. Add **cap.org** to the **Address of website** field.
6. Click the **Allow** button.
7. Press the **OK** button.





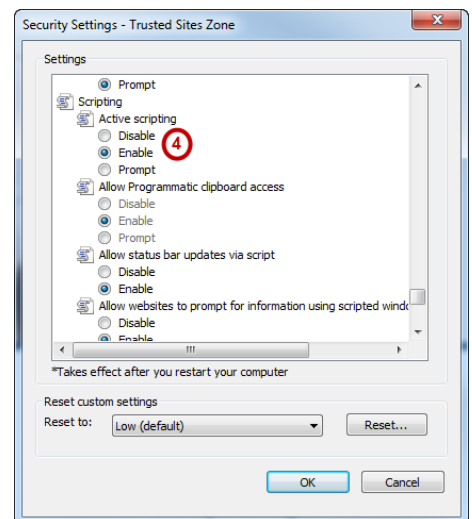
1.5 Recommended security settings (IE)

1. Select **Tools** then **Internet Options** from the IE menu bar. (Not shown)
2. Select the **Security** tab.
3. Select the **Internet** zone.
4. Press the **Reset all zones to default levels** button.
5. Select the **Trusted sites** zone.
6. Press the **Sites** button.
7. Uncheck the **Require server verification** checkbox.
8. Type ***.cap.org** in the **Add this website to the zone** textbox.
9. Press the **Add** button to add ***.cap.org** to the list.
10. Press the **Close** button to exit.



1.6 Enable JavaScript in browser (IE)

1. Select **Tools**, then **Internet Options** from the IE menu bar. (Not shown)
2. Select the **Security** tab.
3. Click the “Custom Level...”
4. Scroll down and change the Active Scripting setting from ‘disable’ to ‘enable’

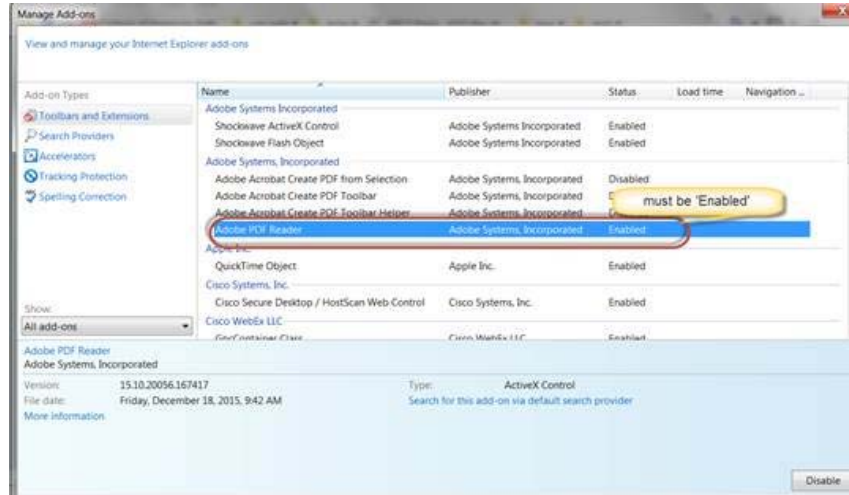




Adobe Reader (AR) and Internet Explorer (IE) Browser Settings

1.7 Add-on settings for (IE)

1. Select **Tools** then **Manage add-ons** from the IE menu bar. (*Not shown*)
2. Select **Toolbars and Extensions**.
3. Choose the **All add-ons** option below the **Show** label.
4. Select **Adobe PDF Reader** from the listing.
5. Review the status column. If it say's **DISABLED**, click the **ENABLED** button in the bottom right corner
6. Verify Google toolbar is not an option on the listing. (*Not shown*)
If it is, select **Disable**.
7. Verify Yahoo toolbar is not an option on the listing. (*Not shown*)
If it is, select **Disable**.
8. Press the **Close** button in the bottom corner.



1.8 IE11 Enterprise Mode

Enterprise Mode is a new feature in Internet Explorer 11 that allows businesses to use old web applications in modern versions of IE.

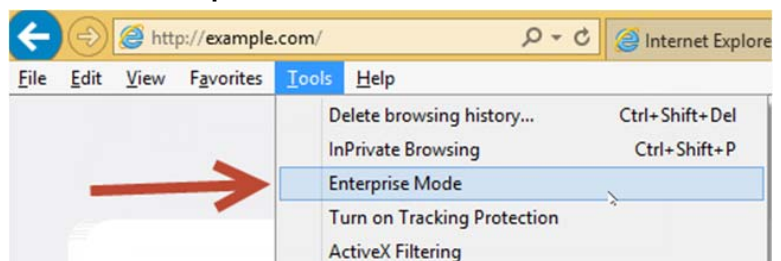
For your best experience with eLAB Solutions Suite – Result Form Data Entry, please do one of the following.

Option 1 – Disabling Enterprise Mode

1. When using Enterprise Mode in IE11, you will see the icon shown below.



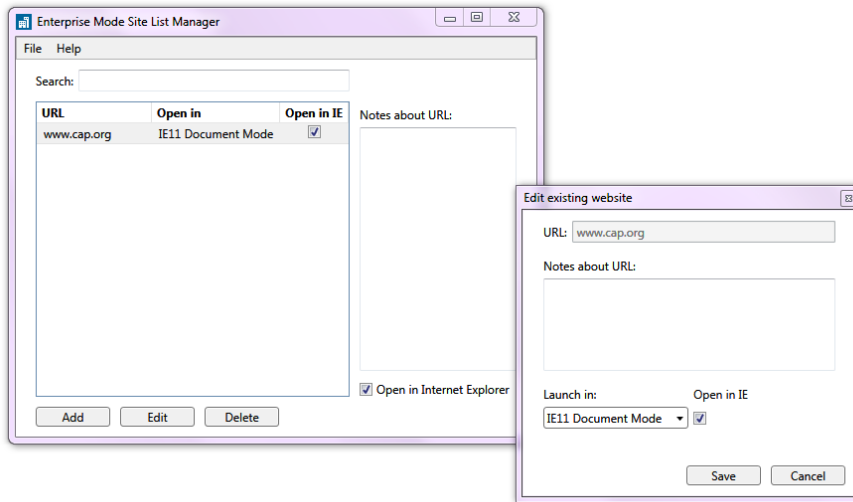
2. In order to turn it off, click **Tools** menu, and then **uncheck Enterprise Mode**





Option 2 – Change Admin Console settings. Please work with your help desk to update the settings.

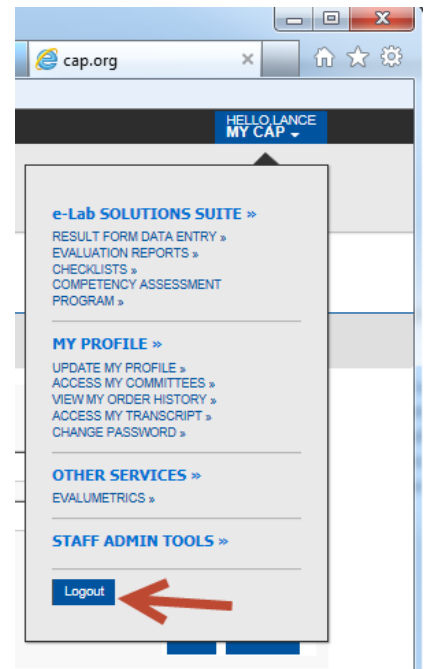
- Using the IE Site List Manager tool, available for download at www.microsoft.com, add www.cap.org to the Site List Manager with the specification of using 'IE11 Document Mode' as shown below.



1.9 Restart IE (for changes to take effect)

- If you are currently logged into cap.org, under the dropdown menu located in the upper right corner press the **Logout** button.
- Close any open Internet Explorer windows by clicking the **X** in the upper right-hand corner.

In order for some settings to take effect, all of the Internet Explorer windows must be closed, even if they are not part of the CAP site. Please close any open Internet Explorer windows and then reopen the program.



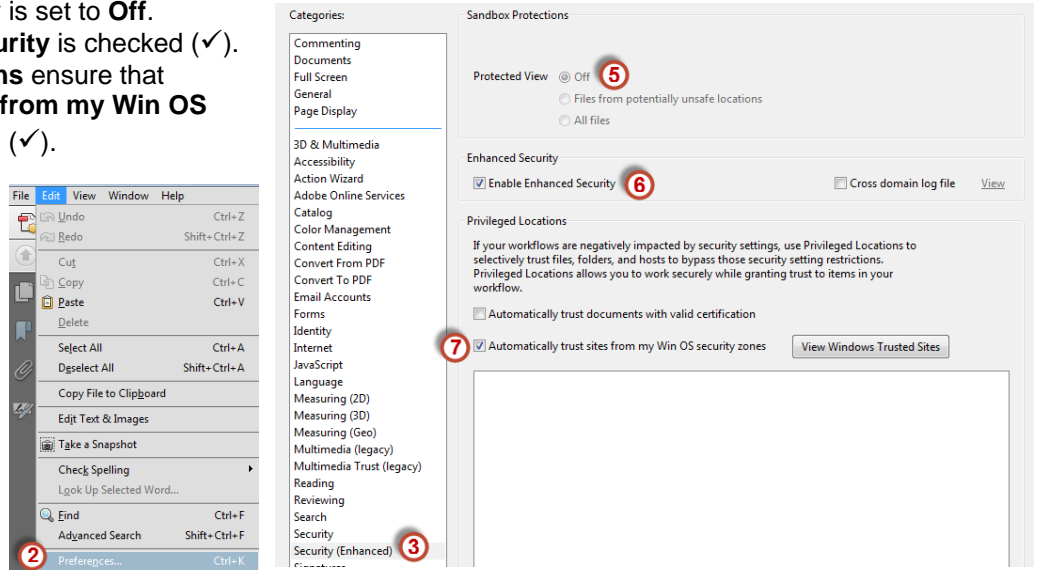
2. ADOBE READER GENERAL SETTINGS

Adobe Reader must be installed—(same version as Adobe Pro, if installed)
<http://get.adobe.com/reader> (Free)



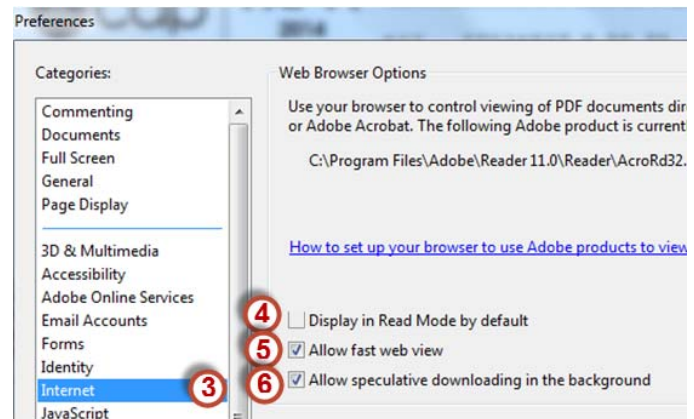
2.1 Adobe Reader Security Settings

1. Open a PDF if you haven't already.
2. Select **Edit** then **Preferences** from the Adobe Reader menu bar.
3. Under the **Categories** section, select **Security (Enhanced)**
4. Verify that **Enable Protected Mode at startup** is checked (✓) *if showing*.
5. Verify that **Protected View** is set to **Off**.
6. Verify that **Enhanced Security** is checked (✓).
7. Under **Privileged Locations** ensure that **Automatically trust sites from my Win OS security zones** is checked (✓).



2.2 Adobe Reader Internet Settings

1. Open a PDF, if you haven't already.
2. Select **Edit** then **Preferences** from the Adobe Reader menu bar.
3. Under the **Categories** section, select **Internet**.
4. Verify that **Display in read mode by default** is **NOT** checked.
5. Verify that **Allow fast web view** is checked (✓).
6. Verify that **Allow speculative downloading in the background** is checked (✓).



2.3 Adobe Reader JavaScript Settings

1. Open a PDF, if you haven't already.
2. Select **Edit** then **Preferences** from the Adobe Reader menu bar.
3. Under the **Categories** section, select **JavaScript**.
4. Verify that **Enable Acrobat JavaScript** is checked (✓).
5. Verify that **Enabled global object security policy** is checked (✓).



Adobe Reader (AR) and Internet Explorer (IE) Browser Settings

6. Select the **Ok** button and close any open PDFs.

