

Security and Internet Options

If you are having difficulty running the Intrac training programs, you may need to change the security settings on your computer:

- When running **programs from a CD or the Internet**, ensure the appropriate selections are made to allow active content to run:
 - From the START MENU, open INTERNET EXPLORER.
 - Using the TOOLS drop-down menu at the top of the screen, select INTERNET OPTIONS.
 - Click on the ADVANCED tab and use the scroll bar to locate and select the security settings shown here:

| Internet Options | × |
|---|----|
| General Security Privacy Content Connections Programs Advanc | ed |
| <u>S</u> ettings: | |
| Just display the results in the main window Just go to the most likely site | |
| | |
| Allow active content from CDs to run on My Computer | |
| Allow software to run or install even if the signature is invalid | |



When **running from a link**, add our web site address to your trusted sites zone:

- From the START MENU, open INTERNET EXPLORER.
- Using the TOOLS drop-down menu (at the top of the screen) select INTERNET OPTIONS.
- Click on the SECURITY tab, select the TRUSTED SITES content zone, and click SITES as shown below.
- Click **OFF** the REQUIRE SERVER VERIFICATION, enter the address shown below, and click ADD.





Independent **toolbars** (e.g. Yahoo) can also conflict with our program, and should be turned off.



From the START MENU, open your INTERNET EXPLORER and use the VIEW drop-down menu to set your toolbar settings as shown here:



Some security programs (e.g. Norton Internet Security) and download managers may also have to be disabled to allow our programs to function properly. This can be done by right-clicking on the program icon (in the taskbar at the bottom right of your screen) and selecting QUIT or DISABLE.

For assistance call (250) 756-1100, toll free 1-888-756-1101, or email tsupport@eclipsetrainingsolutions.com



Screen Display

If the screens appear fuzzy, distorted, or do not fit on the page, check that your DPI setting is set to normal:

- From the START MENU, select CONTROL PANEL.
- Click on DISPLAY and select the SETTINGS tab.
- Click ADVANCED and use the DPI SETTING drop-down to select NORMAL SIZE (96 DPI) as shown below:

| Display Properties 🛛 🕐 🔀 |
|--|
| Themes Desktop Screen Saver Appearance Settings |
| Drag the monitor icons to match the physical arrangement of your monitors. |
| |
| 12 |
| ✓ Use unis device as the primary monitor. ✓ Extend my Windows desktop onto this monitor. |
| |
| Identify Iroubleshoot Advanced |
| |
| OK Cancel Apply |
| OK Cancel Apply Color Management Sector Cancel Apply Color Management |
| OK Cancel Apply Color Management Service2 MA Tool S General Adapter Monitor Trout |
| OK Cancel Apply Color Management General Adapter Monitor Trout Display |
| OK Cancel Apply Color Management Second and a contract with root of the controot of the contract wither root of the contract wither root of th |
| OK Cancel Apply Color Management Second and apply Second and apply General Adapter Monitor Trout Display If your screen resolution makes screen items too small to view comfortably, you can increase the DPI to compensate. To change font sizes only, click Cancel and go to the Appearance tab. DPI setting: |
| OK Cancel Apply Color Management Second and any tool Second and any tool Second any tool General Adapter Monitor Trout Second any tool |

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