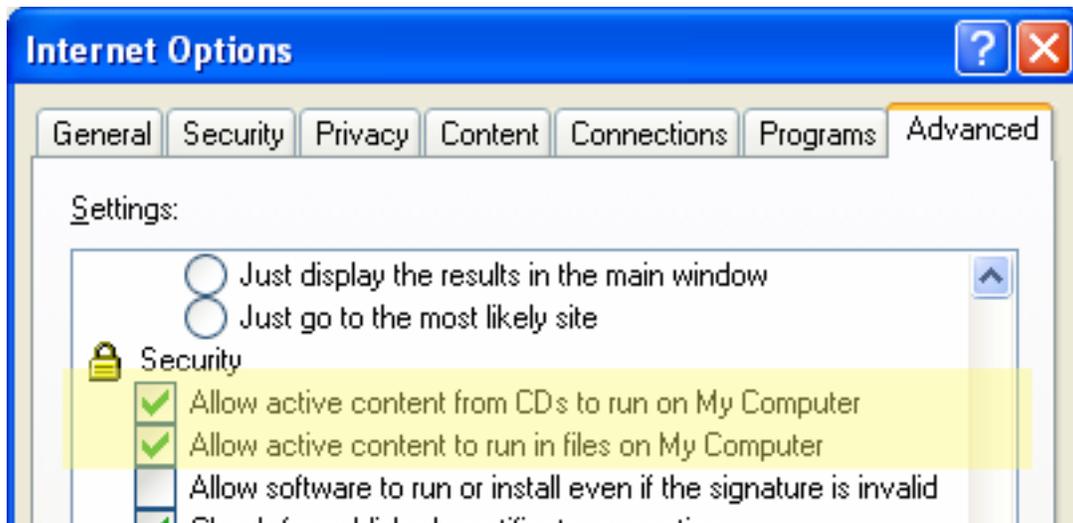


# Security and Internet Options

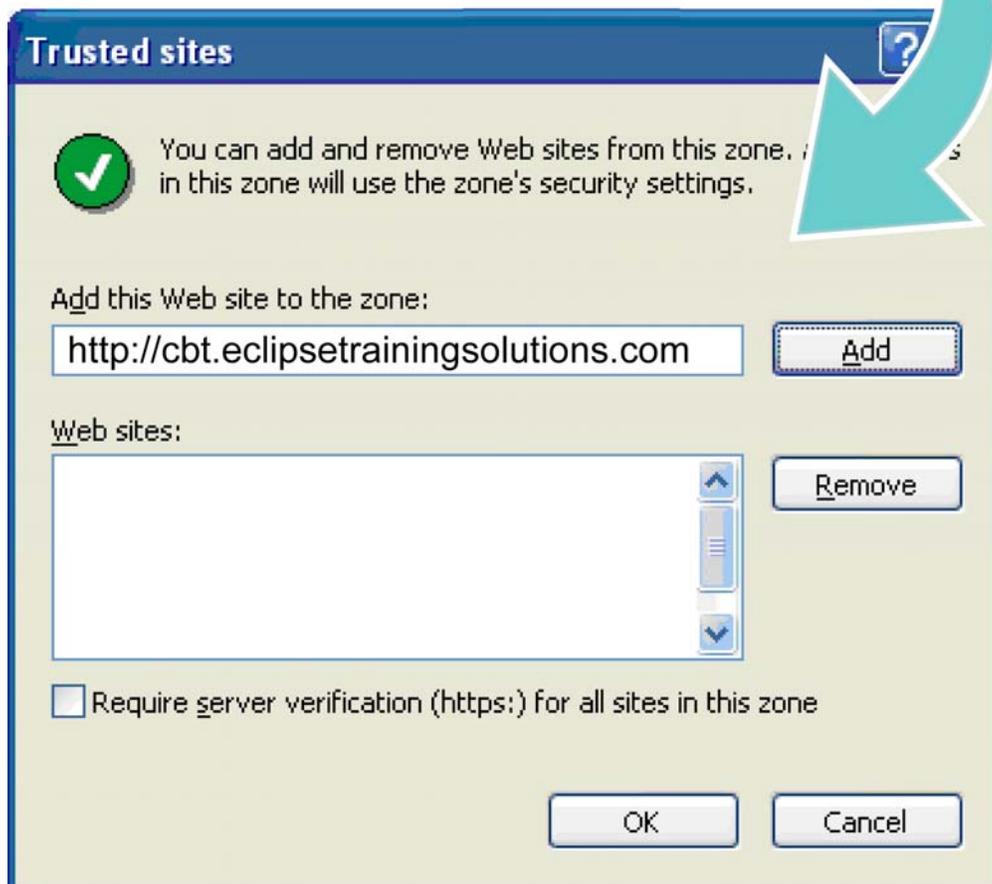
If you are having difficulty running the Intrac training programs, you may need to change the security settings on your computer:

- 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:

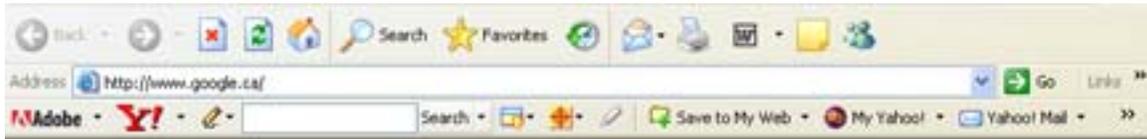


When **running from a link**, add our web site address to your trusted sites zone:

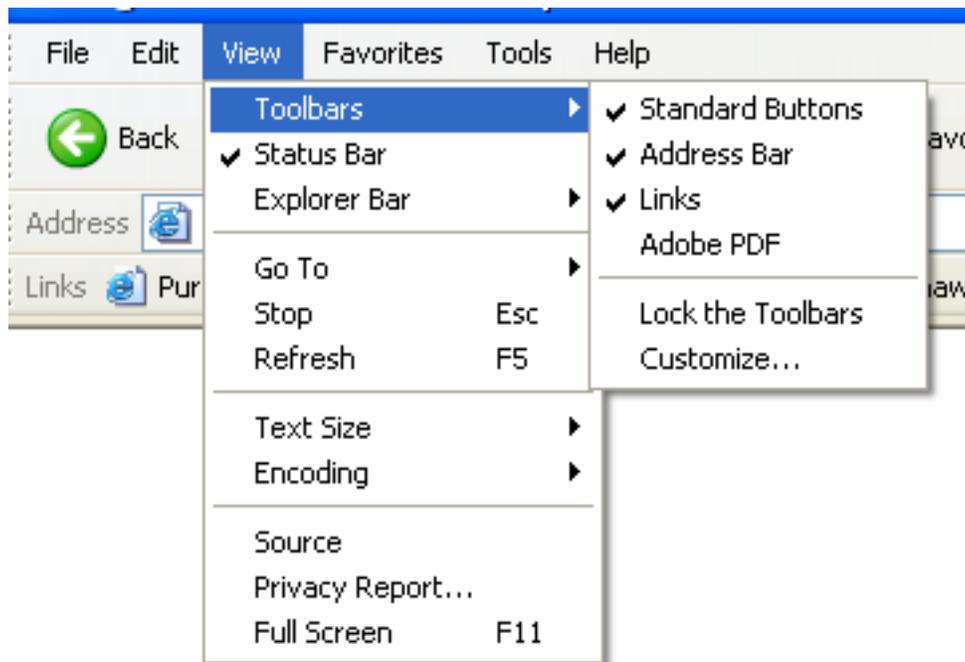
- From the START MENU, open INTERNET EXPLORER.
- Using the TOOLS drop-down menu (at the top of the screen) select INTERNET OPTIONS.
- Click on the SECURITY tab, select the TRUSTED SITES content zone, and click SITES as shown below.
- Click **OFF** the REQUIRE SERVER VERIFICATION, enter the address shown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



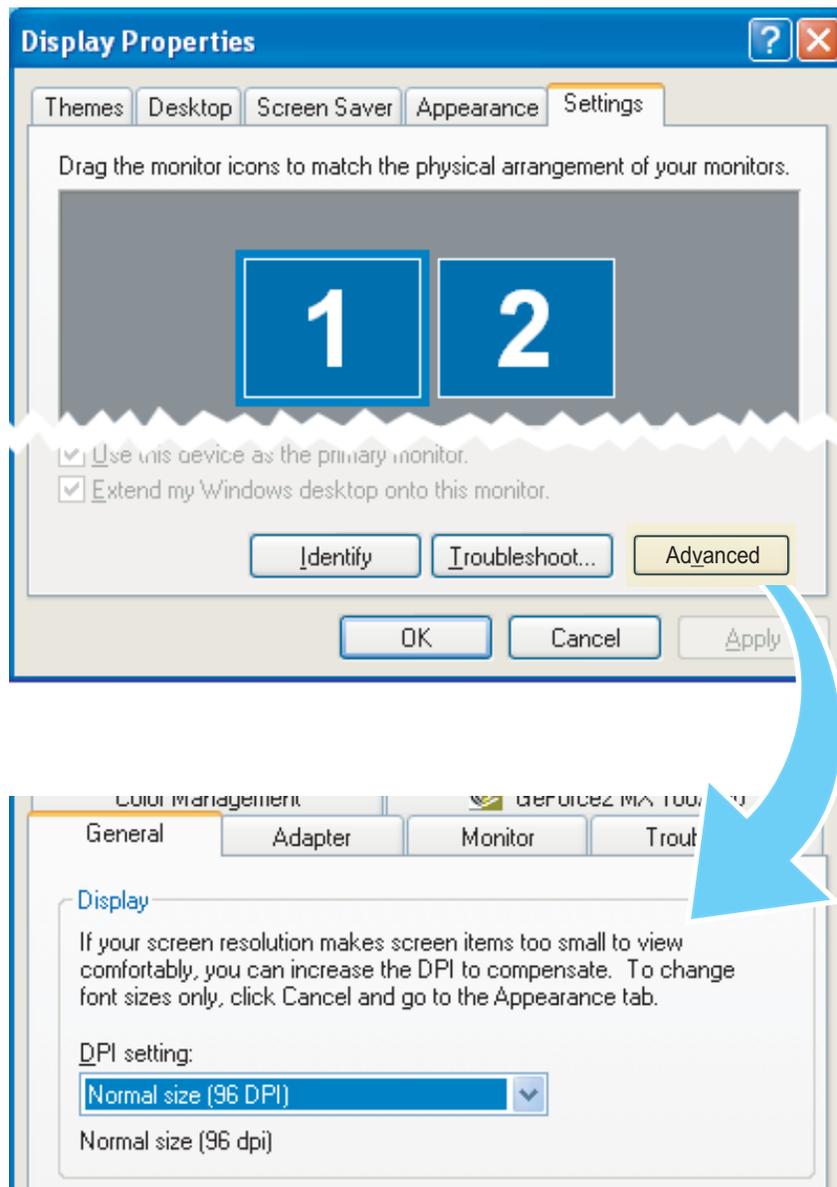
Some security programs (e.g. Norton Internet Security) and download managers may also have to be disabled to allow our programs to function properly. This can be done by right-clicking on the program icon (in the taskbar at the bottom right of your screen) and selecting QUIT or DISABLE.

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



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