

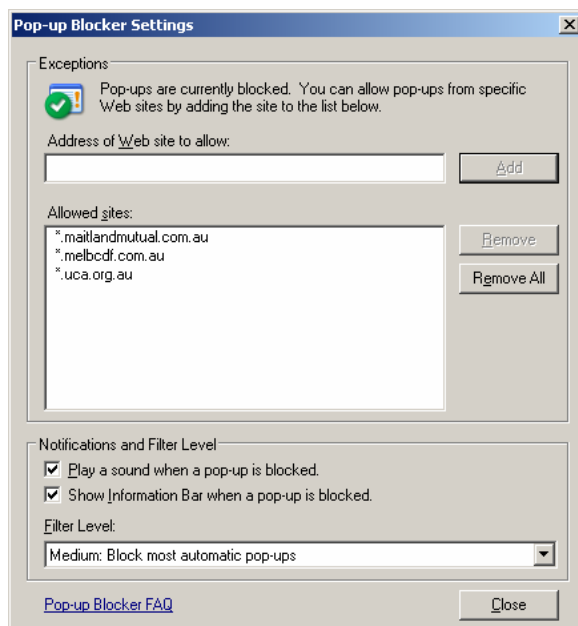
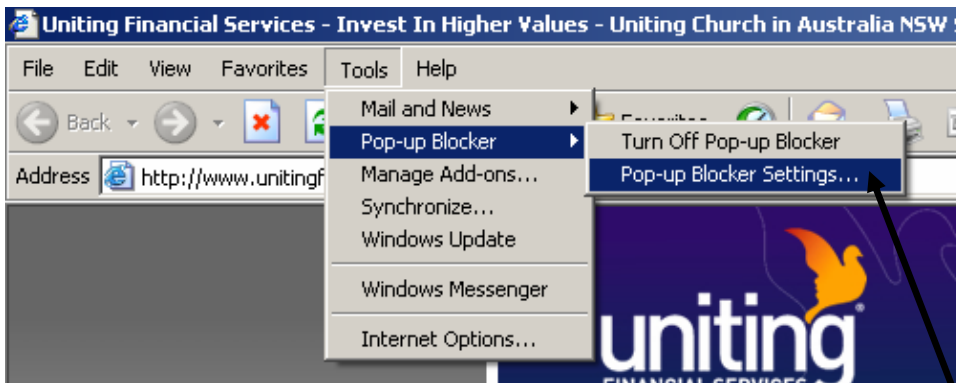
# Uniting Online Trouble Shooting Guide



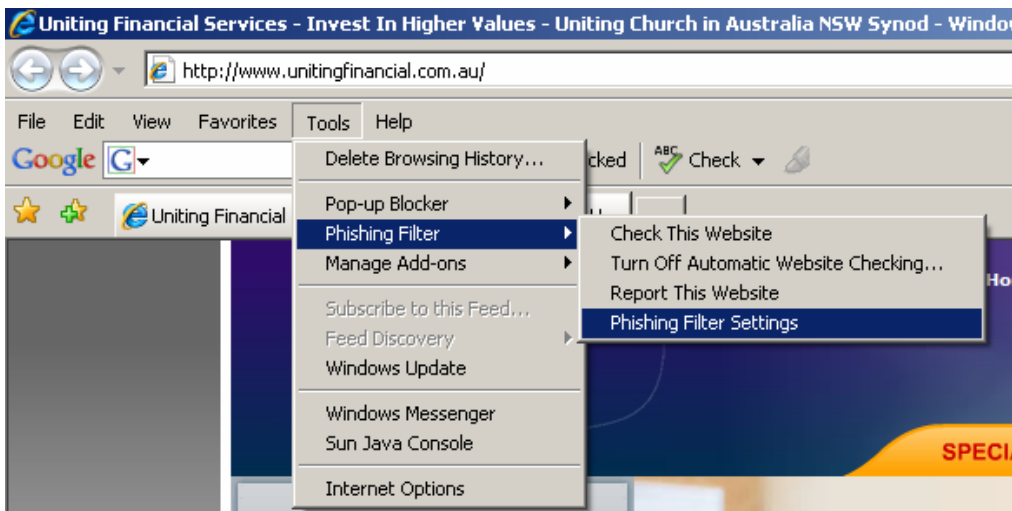
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## Internet Explorer 7

This can be done 'off-line' or 'on-line', that means you do this without being connected to the internet or once you are connected to the internet. After you have made these changes you should close the browser and restart it before retrying (If already connected to the internet you do not need to disconnect and re-dial).

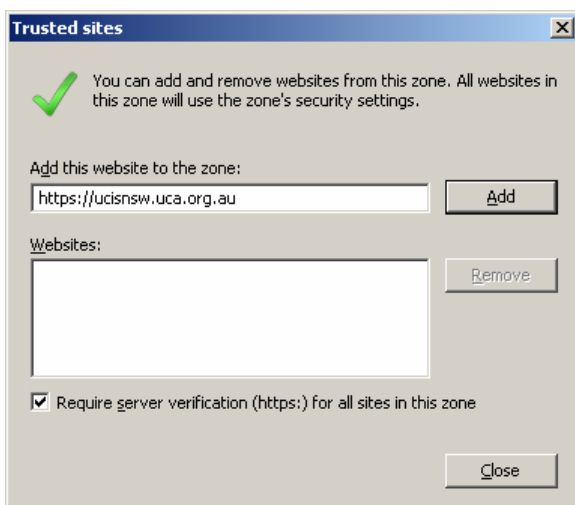


1. First - Go to **Tools, Pop-up Blocker** and **Pop-up Blocker Settings**.
2. Enter the web address of \*.uca.org.au and click on Add
3. Set Filter Level (bottom of window) to Medium.
4. Click on Close



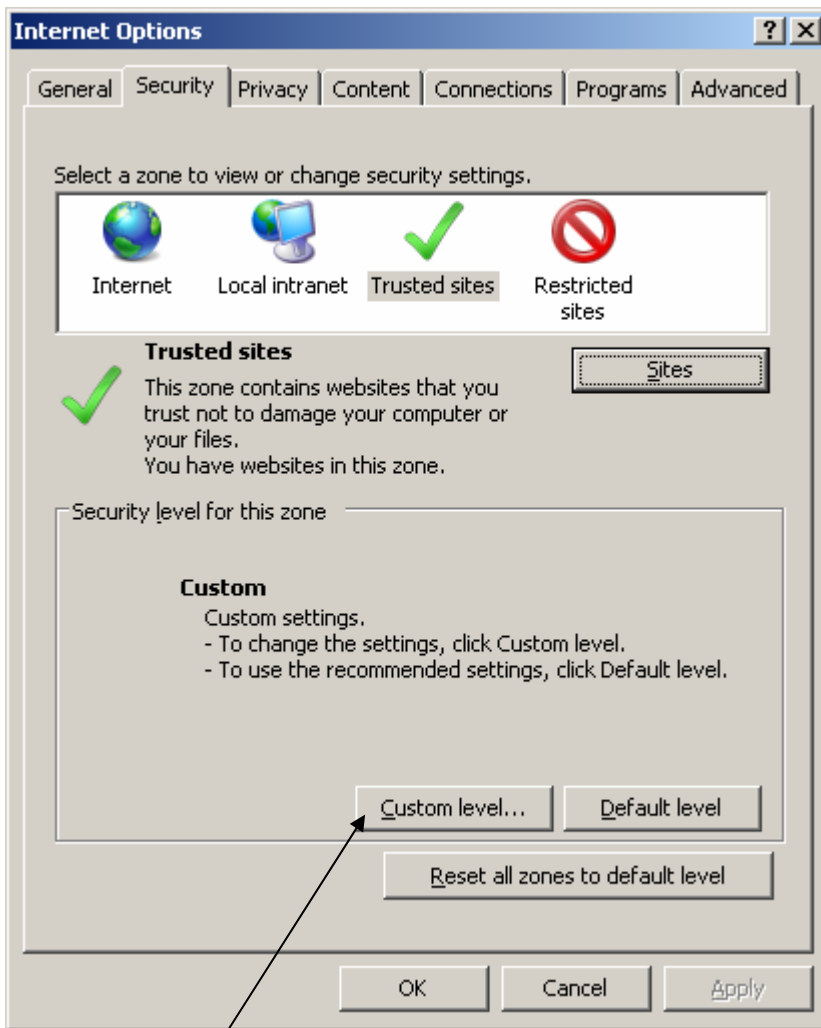
5. Go to **Tools**, **Phishing Filter** and select **Phishing Filter Settings**

6. Select **Security Tab**, **Trusted Sites** and click on **Sites** button



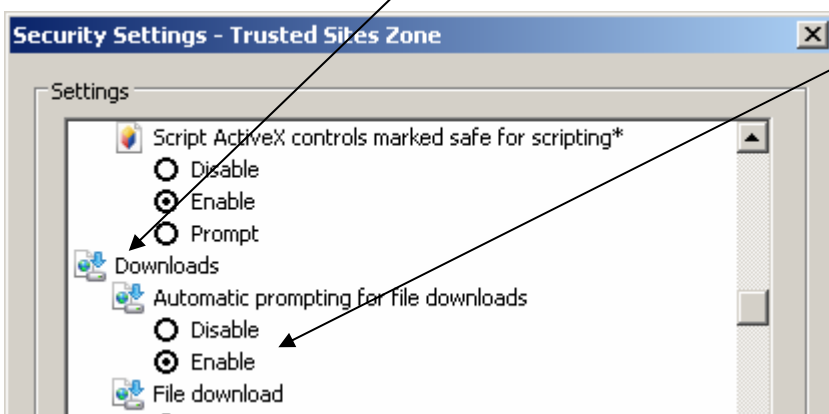
7. Enter **https://ucisnw.uca.org.au** and click on **Add**

8. Click on **Close**



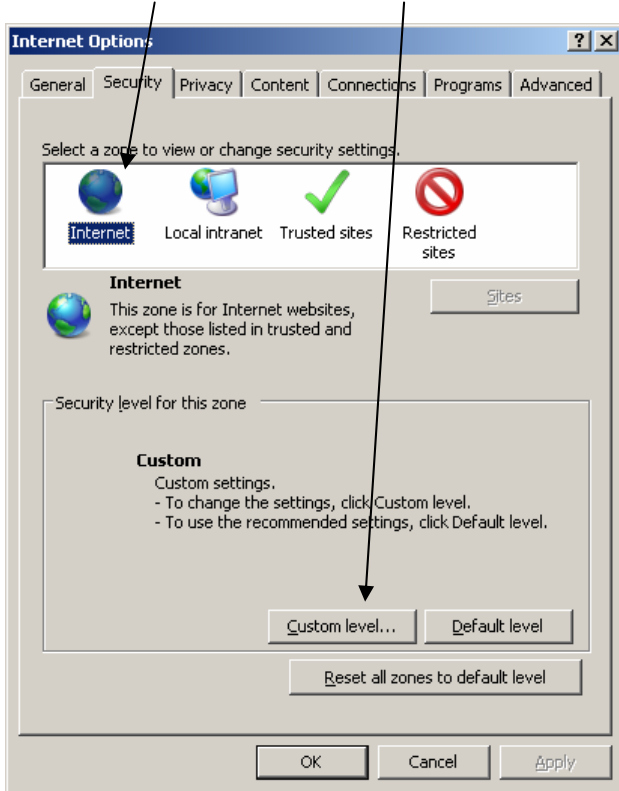
9. Click on **Custom Level** near bottom of Window.

10. Scroll down until you find **Download**

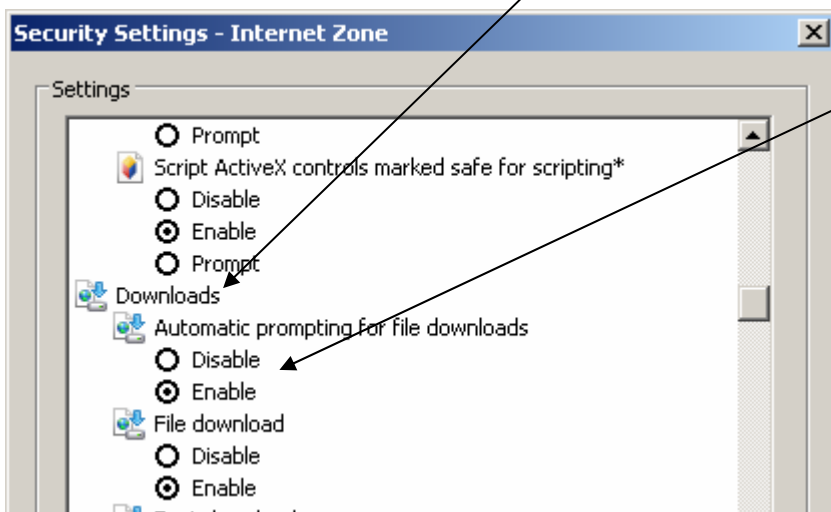


11. Ensure Automatic prompting for file downloads is set to Enable. If not click in circle next to Enable. Click on OK

12. Click on **Internet** and then **Custom Level**



13. Scroll down until you find Downloads



14. Ensure Automatic prompting for file downloads is set to Enable. If not click in circle next to Enable. Click on OK

15. Click on OK.

16. Close Browser and re-open.



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