Optimal Browser Settings for Internet Explorer® Running on Microsoft® Windows®
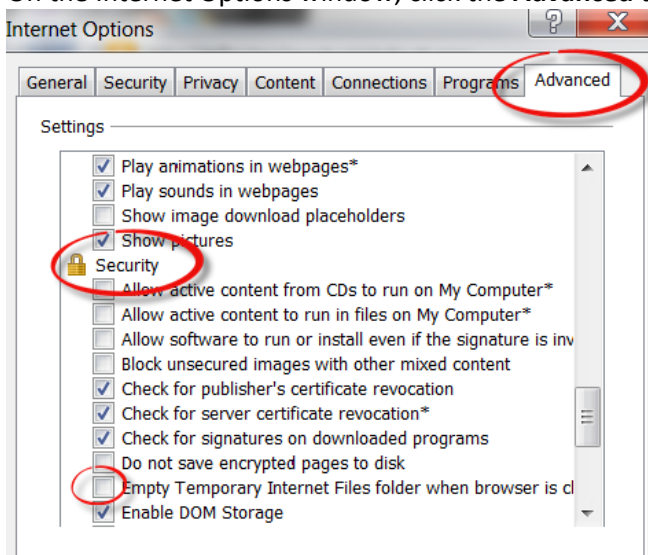
If you have Internet Explorer 7 or 8:

Each time you log in to our web site, it evaluates whether you are using the same computer and browser you registered with us. Our site looks for our cookies (electronic markers) in your computer's memory; if it doesn't find them, we ask you to identify yourself again by providing a code that you receive by email or text. After your computer is registered, you shouldn't need to provide a code again for that computer using that browser. (Note: Each time you use a public computer, you must provide a code as a security measure.)

On rare occasions, people cannot log in without registering their computer each time – even after they have registered it already. This may mean that their computer's browser is clearing our cookies, so our web site cannot recognize the computer. If you are experiencing this, try changing the settings on your computer. Here's how.

Set your computer to keep all web site cookies

1. Browse to our web site. Do not log in.
2. At the top of the browser, click **Tools** > **Internet options**.
3. On the Internet Options window, click the **Advanced** tab.

4. Under **Security**, verify that the check box for **Empty Temporary Internet Files folder when browser is closed** is cleared.
5. Click **OK**.
6. Log in to our web site, selecting **Register computer for future use** when prompted. Supply the text or email code as soon as you receive it.
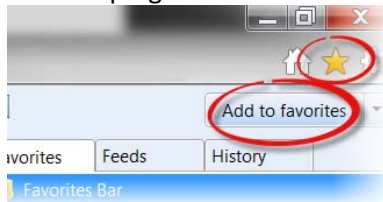
Thank you for your patience in performing these steps. Please contact us if you have questions.

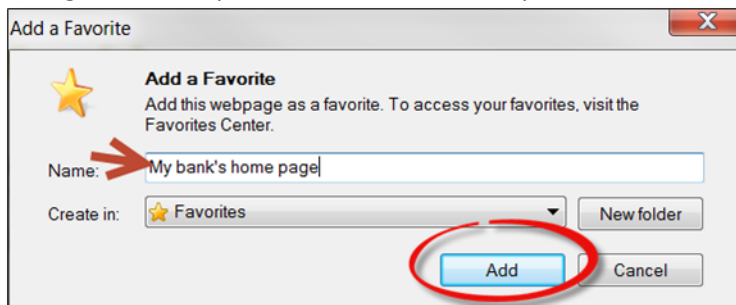*See the next section if you have Internet Explorer 9.*

If you have Internet Explorer 9:

Set our web site as a Favorite in your browser (if you have not already)
1. Browse to our web site. Do not log in.

2. In the top right corner of the browser, click ⭐ > **Add to Favorites**.
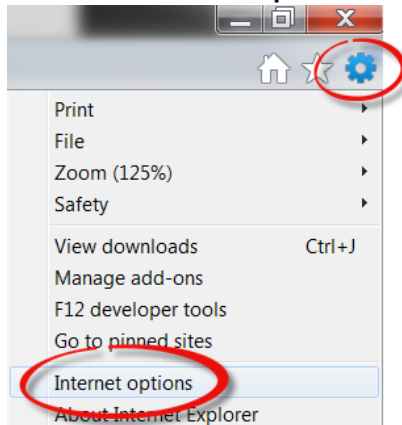

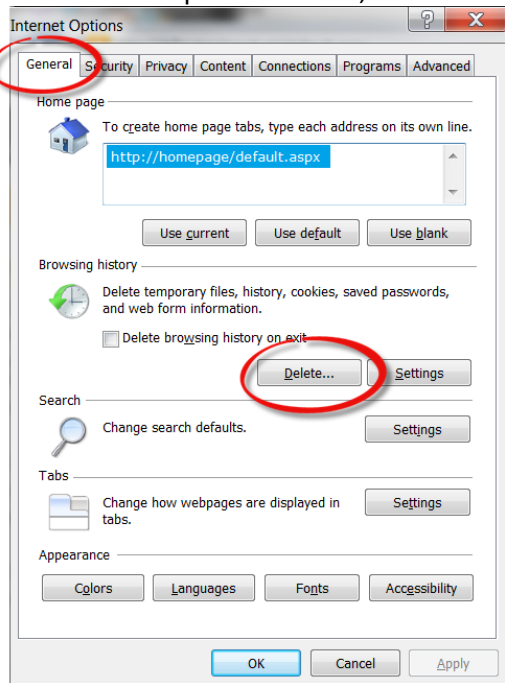3. Change the description in the **Name** box, if you choose.

4. Click **Add**.
(You may also choose to add other web sites as "Favorites".)

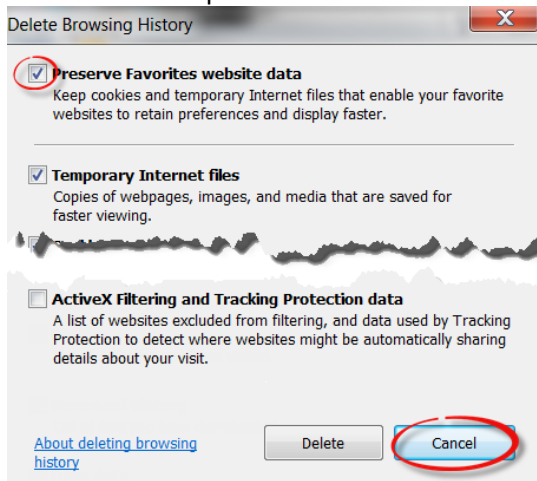**Set your computer to keep cookies for Favorite web sites**
1. Browse to our web site. Do not log in.

2. Click ⚙ > **Internet options**.

3. On the Internet options window, click the **General** tab.

4. In the Browsing history section, click **Delete…**
5. On the Delete Browsing History window, the top option is **Preserve Favorite website data**. Make sure this option's check box is selected.

5. Click **Cancel**. (This retains your setting without deleting cookies at this time.)
6. Click **OK**.
7. Log in to our web site, selecting **Register computer for future use** when prompted. Supply the text or email code as soon as you receive it.

The next time you log in, you should not need a code.

Thank you for your patience in performing these steps. Please contact us if you have questions.