

**Recommended Settings  
For  
Microsoft Internet Explorer  
Version 6.0 and Above**



*Providing flexibility, promoting uniformity*

## Configuring Your Web Browser to Access SERFF

The NAIC recommends you use Microsoft Internet Explorer Version 6.0 or higher to access SERFF. The SERFF views are enhanced with technology that is currently not available in Netscape and therefore is not supported.

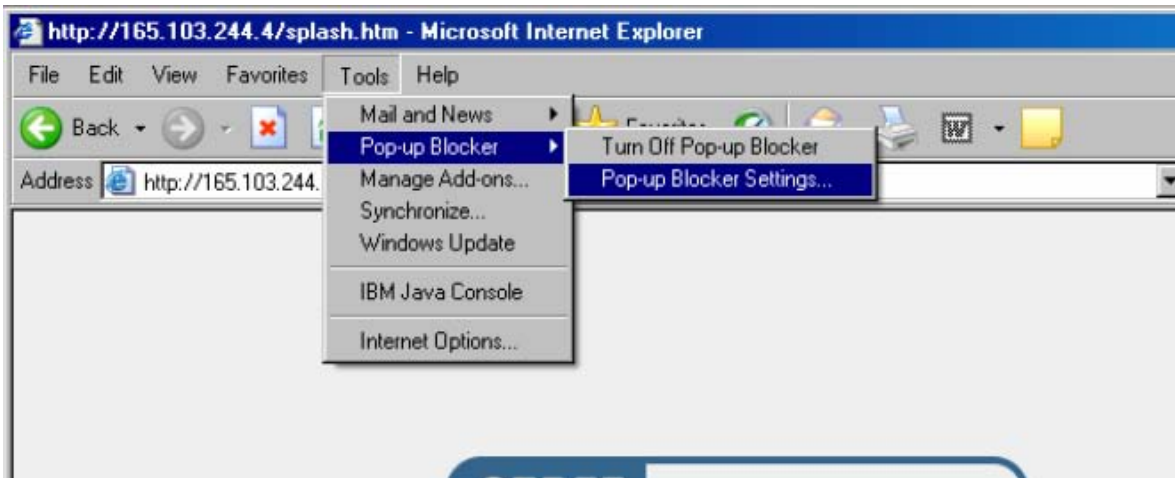
SERFF also requires that you have disabled your popup blocker while using the SERFF system. If you have installed a third party search bar such as Yahoo or Google, please contact your internal help desk for assistance on disabling the popup blocker for SERFF. If your company has installed Windows XP Service Pack 2, your internet explorer will come by default with a popup blocker.

This document specifies the browser configuration that is necessary to use the SERFF application. Only browsers configured with the following settings will be supported.

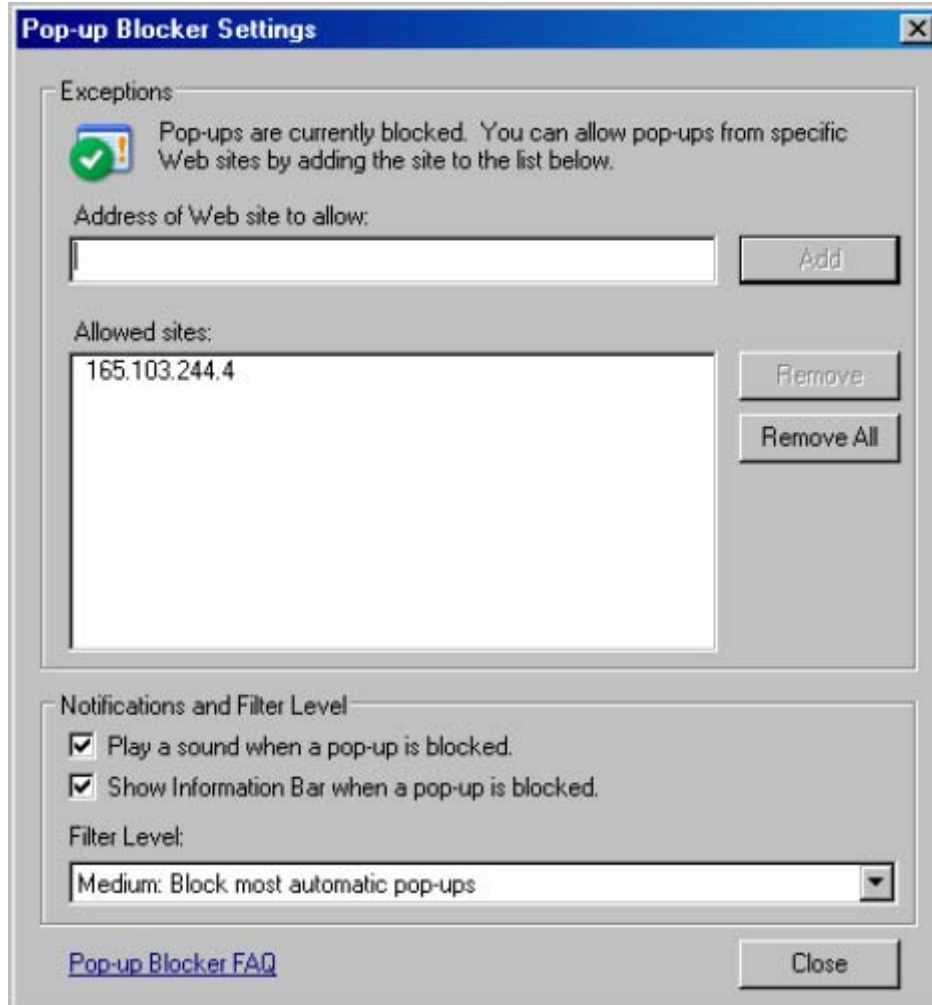
### Windows XP sp2 Pop-up Blocker Settings

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1. Open Internet Explorer
2. Click Tools
3. Hover your mouse over Pop-Up Blocker
4. Choose Pop-up Blocker Settings...



5. In the list of exceptions, add the URL or link that you use to log into SERFF.



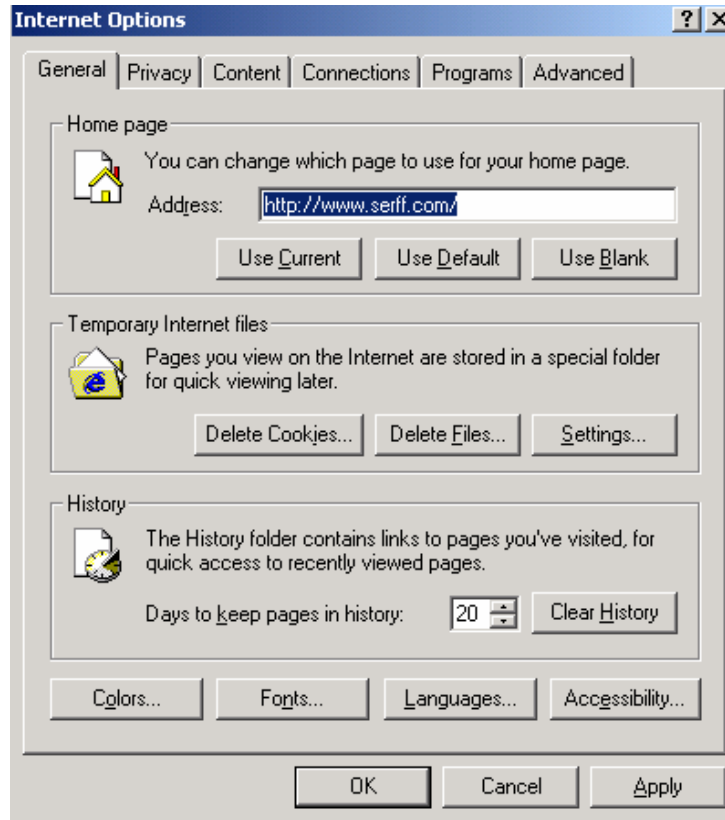
6. Click Close.

## Internet Explorer 6.0 Browser Settings

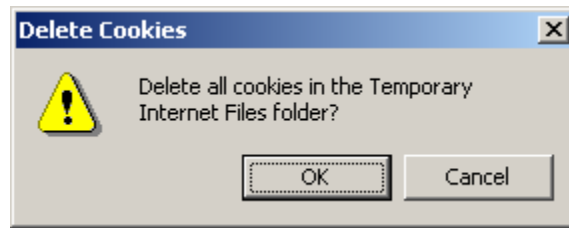
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Note: The following screen prints are from IE 6.0. Users with IE 5.5 may see slight differences in the screen design.

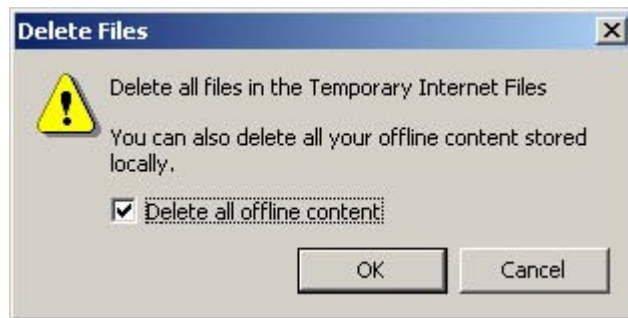
1. Launch Internet Explorer.
2. Select Tools – Internet Options.
3. Switch to General Tab, if not already there.



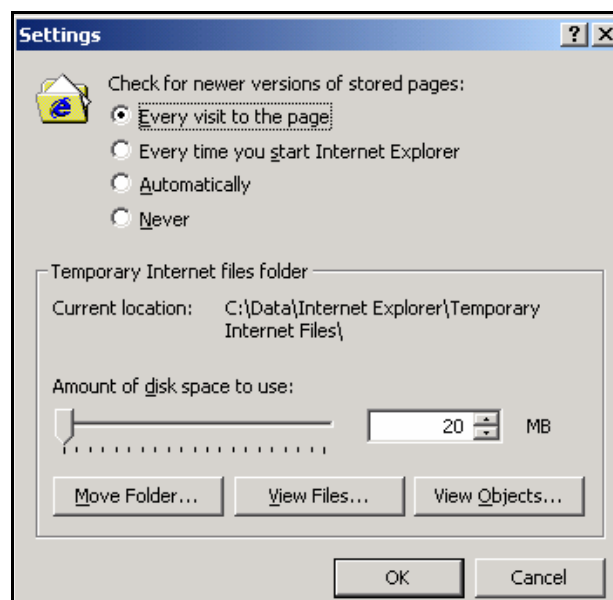
4. Click the Delete Cookies... button in the Temporary Internet files section.



5. Click OK in the dialog box.
6. Click the Delete Files... button in the Temporary Internet files section.

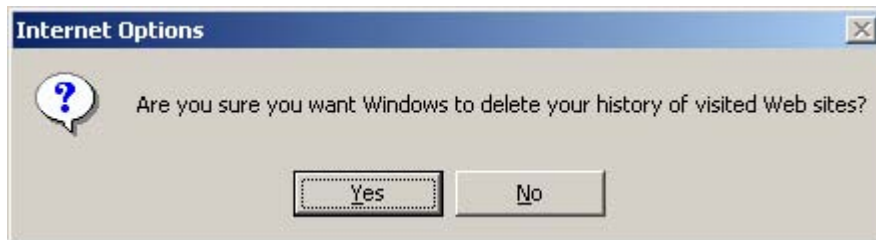


7. Check the box that says Delete all offline content.
8. Click OK in the dialog box.
9. Click the Settings button in the Temporary Internet files section.
10. Set the Check for new versions of stored pages option to "Every visit to the page".



11. Click OK.

12. Click the Clear History button in the History section.

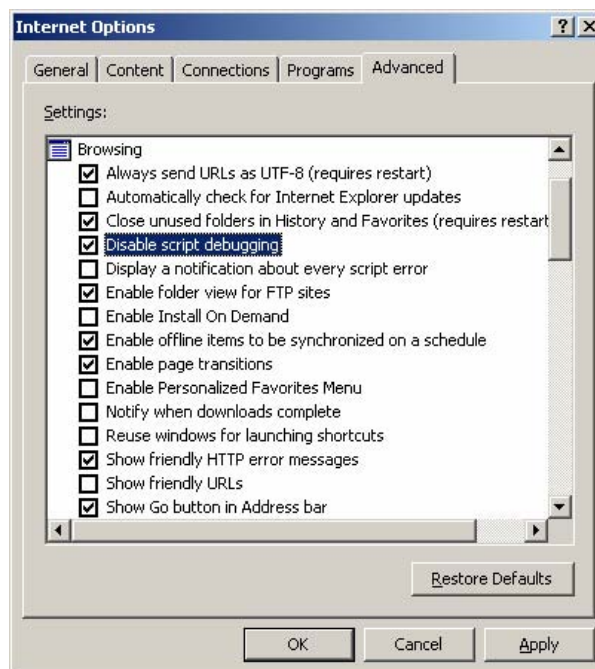


13. Click Yes in the dialog box.

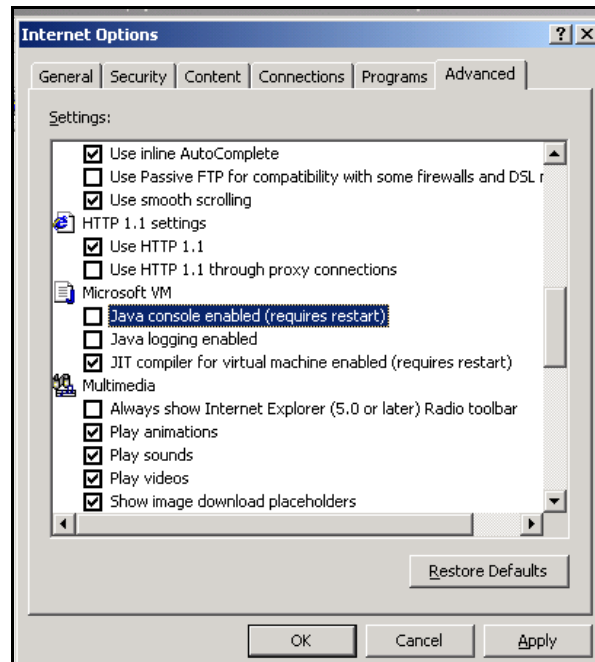
14. Go to the Advanced Tab.

15. Scroll to the Browsing options.

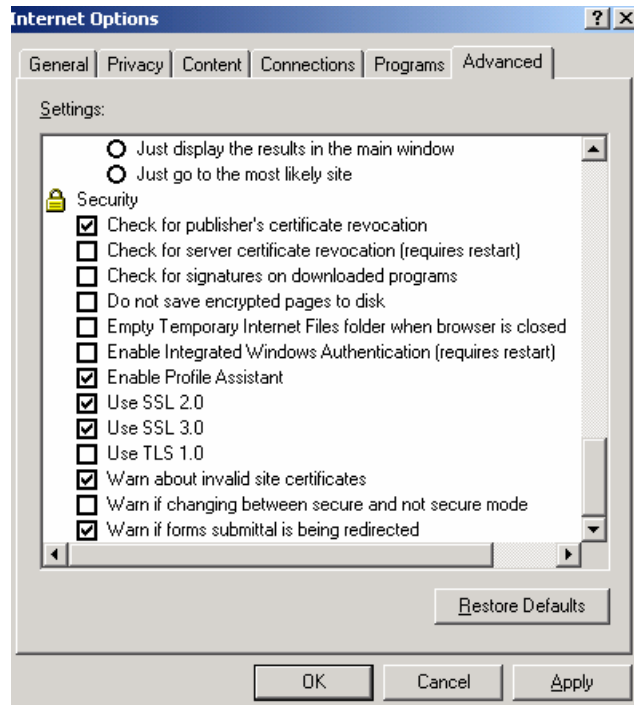
16. Check the option for Disable script debugging. This will not allow the browser to try and debug the application.



17. Scroll to the Java (Sun) options (If you do not have these options, skip to the next step).
18. Scroll to the Microsoft VM options.
19. Check the option for the Java or JIT compiler. This will enable the Java applets.



20. Scroll down to the Security options.
21. Uncheck "Do not save encrypted pages to disk". This setting will allow the user to use PDF Pipeline function available in SERFF.



If you are using IE 6.0, press OK and exit.