



Recommended Browser Setup for accountsIQ

Recommended Operating System: Windows XP, Vista or Windows 7, 8 with 2GB Ram or above

Internet Browser: For performance reasons we highly recommend that you use Internet Explorer (IE) Version 11.0 to operate the system.

Note - that IE 11.0 is not available to Windows XP users. The highest version of IE that is available to those users is the version 8.0

The system will also work on IE versions 9.0, 10.0 & 11.0

Visit the dedicated Internet Explorer pages on [Microsoft's site](#) to upgrade to the latest version.

Compatibility with Other Browsers (Firefox, Chrome, Safari)

We are currently working on making the system accessible on all other major browsers including Safari, Firefox and Chrome. Some of the functions will not operate normally in those browsers. The recommended browser to use is the Internet Explorer highest version possible.

IE Browser Settings Guide

To ensure that you have a trouble free experience please follow the guide below to configure your browser settings appropriately. You will only need to do this **once** unless you change computer or your company policy resets browser settings on a daily or regular basis. **This should only take five minutes to go through the browser settings adjustments.**

These settings changes should be made at the login page.

1. Find the **'Tools'** button on the main menu bar or top right hand side of the toolbar and click on it
2. The system uses pop-up screens to provide a Windows-like user experience therefore you need to ensure that you allow popups. Choose **'Pop-up Blocker'>>'Turn off Pop-up Blocker'**
3. Next select **'Internet Options'** at the bottom of the **'Tools'** menu
4. Click on the **'Security'** tab then click Select **'Trusted Sites'** and then click the **'Sites'** button



5. Verify that the <https://www.visorsoftware.com> website address is correct in the **'Add this website to the zone'** field. Then Click on the **'Add'** button so the address goes to the Websites section. Finally, click 'Close'.

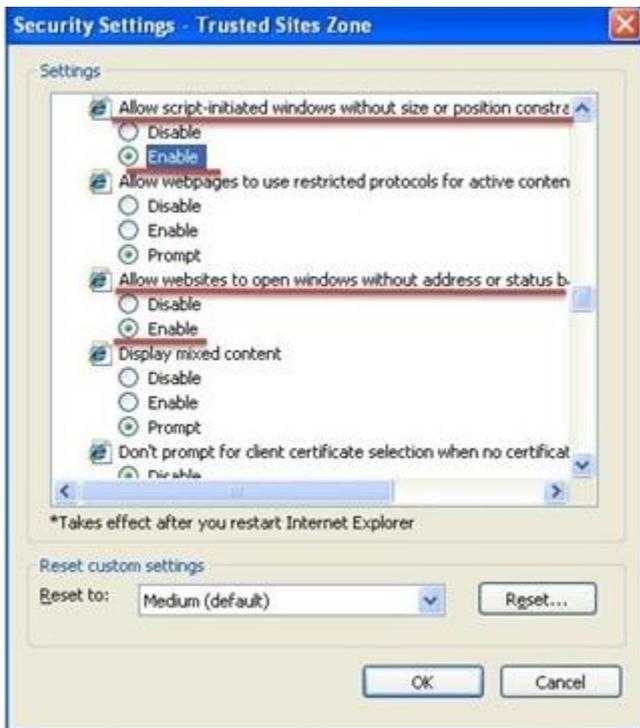


6. Click on **'Trusted Sites'** again if it is not already selected in the Internet Options screen.
7. Find and click on the **'Custom Level...'** button on the bottom right hand side of the window.



Please use the following settings:

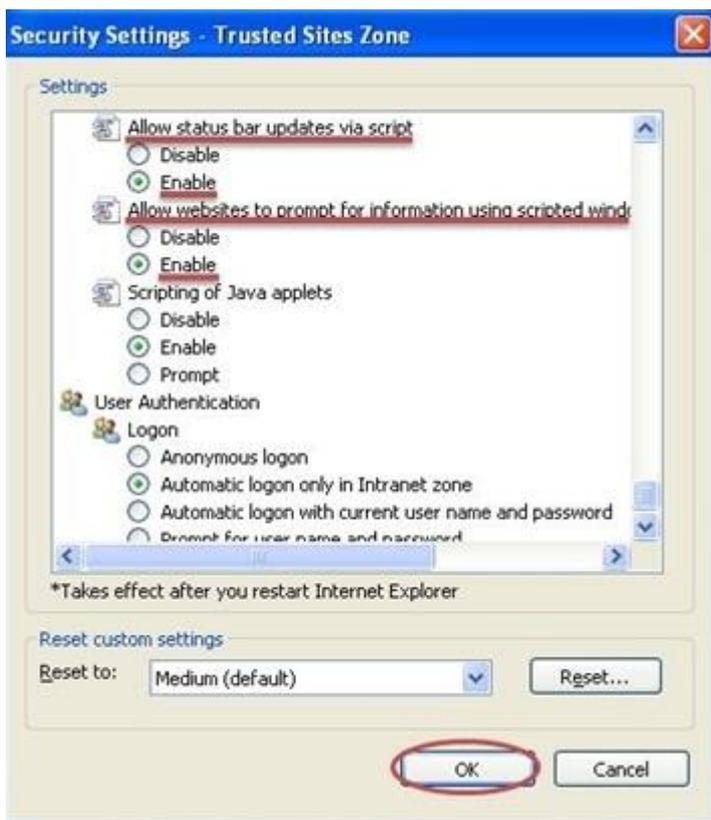
- a. Find the **'Allow script initiated windows without size or position constraints'** option and make sure that the **'Enable'** choice is selected (near the middle of the list).
- b. Find the **'Allow websites to open windows without address bar or status bar'** option and make sure **'Enable'** is selected



- c. Scroll down to the **'Use Pop-up Blocker'** option and make sure that **'Disable'** is selected
- d. Just below that in the 'Scripting' section, ensure that the **'Enable'** option is chosen for the **'Active Scripting'** option



- e. Scroll down to the very bottom, find the '**Allow status bar updates via script**' option and make sure that the '**Enable**' choice is selected
- f. Just below, on the '**Allow websites to prompt for information using scripted windows**' option, make sure that the '**Enable**' choice is selected

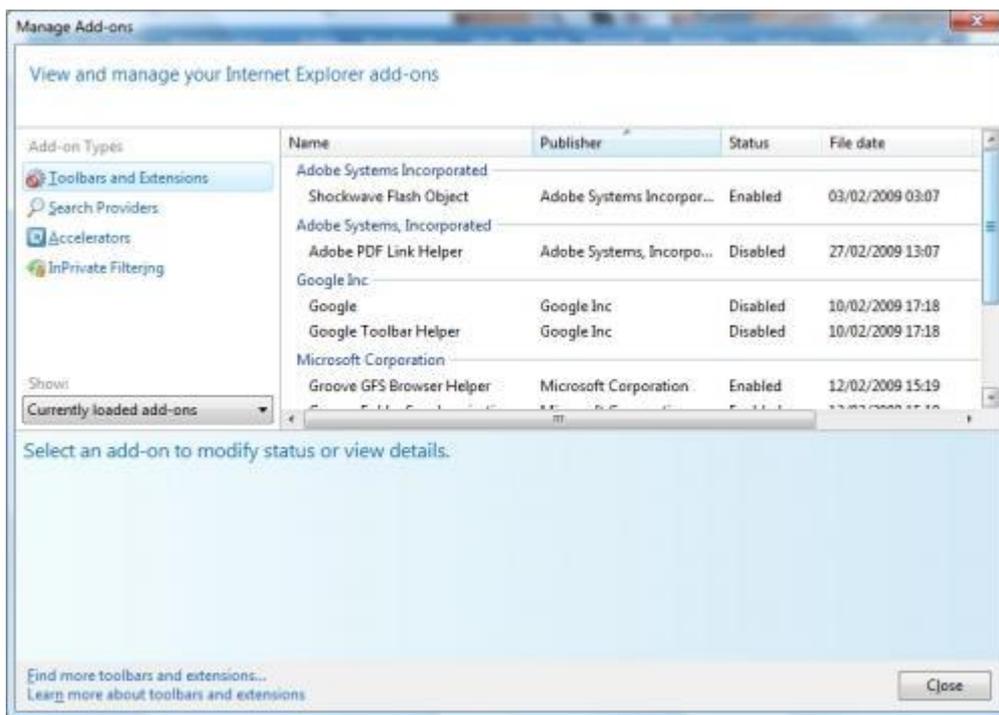


When complete click on the '**OK**' button

Well done - your browser settings are now complete and you are ready to use the system!

Managing Internet Explorer Add-ons

Some 3rd party add-ons may also cause compatibility issues with accountsIQ. Go to **'Tools' >> 'Manage Add-ons'** to open the screen shown below:



Select add-ons currently loaded in Internet Explorer. If you are experiencing problems with accountsIQ disable any add-ons you think may be causing the issues such as the *Google* or *Yahoo* Toolbar.

Note that you do not need to remove the programs from your computer - just disable the Internet Explorer add-on.