Internet Explorer[®] Settings

Introduction

Use this guide to configure Internet Explorer to work properly with Audatex Estimating.

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Contact Us

Training	On the Web: www.training.audatex.us	
	Email: onlinetraining@audatex.com	
Client Support	Email: claimsupport@audatex.com	
Technical Issues and Troubleshooting	(866)420-2048	



Browser Settings

• Set the zoom level in the lower right corner of Internet Explorer 100%.



• When the Internet Explorer Information bar appears at the bottom of the browser window, choose **Always Allow** from the options.

			Always allow
Internet Explorer blocked a pop-up from www.audatex.com	Allow once	Options for this site *	More settings

Internet Options

Identify the Internet Explorer version:

- 1. Open Internet Explorer.
- 2. Click Help.
- 3. Select About Internet Explorer.

Audatex - Claims Solutions Group	Authentication Central - Windows	Internet Exp	
COO V Chttps://www.audatexso	lutions.com/ 🔎 🔒	🗟 47 🗙	6 ☆ @
Audatex - Claims Solutions G ×			
File Edit View Favorites Tools	Help		
*	Internet Explorer Help	F1	
Audatex	What's New in Internet Explorer 9 Online support		4
a Solera Company	About Internet Explorer		Reso
Registered Users Login Here			
	INSTRUCTIONS		
Displays program information, version number	r, and copyright.		€ 100% ▼ //.

A window will open indicating which version is being used.

4. Click **OK** to close the windwo window.



Internet Explorer Version 10 and 11

- 1. Start Internet Explorer.
- 2. Click **Tools** on the menu.
- 3. Select Internet Options.

File Edit View Favorites	Tools Help
Registered Users Login H	Delete browsing history Ctrl+Shift+Del InPrivate Browsing Ctrl+Shift+P Tracking Protection ActiveX Filtering Fix connection problems Reopen last browsing session Add site to Start menu
Forgot User ID? Password: Forgot Password	View downloads Ctrl+J Pop-up Blocker SmartScreen Filter Manage add-ons
Login	Compatibility View Compatibility View settings
Quick Links • This site uses PDF, v	Subscribe to this feed Feed discovery Windows Update
be read using Adobe Reader.	F12 developer tools
Get Acrobat	OneNote Linked Notes Send to OneNote
Acobe	Internet options



- 4. Click the **Security** tab.
- Click the Internet icon.
 Check the Enable Protected Mode (requires restarting Internet Explorer) checkbox.
 Click OK.

Internet Options
General Security Privacy Content Connections Programs Advanced
Select a zone to view or change security settings.
Internet Local intranet Trusted sites Restricted sites
Internet
This zone is for Internet websites, except those listed in trusted and restricted zones.
Security level for this zone
Allowed levels for this zone: Medium to High
Prompts before downloading potentially unsafe content Unsigned ActiveX controls will not be downloaded
Enable Protected Mode (requires restarting Internet Explorer)
Custom level Default level
Reset all zones to default level
OK Cancel Apply



- 8. Click the **Trusted Sites** icon.
- 9. Click the **Default Level** button.
 10. Move the slider to **Low**.
- 11. Uncheck the Enable Protected Mode (requires restarting Internet Explorer) checkbox.
- 12. Click the **Sites** button.

Internet Options ? X
General Security Privacy Content Connections Programs Advanced
Select a zone to view or change security settings.
Internet Local intranet Trusted sites Restricted sites
Trusted sites This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.
Security level for this zone Allowed levels for this zone: All
Enable Protected Mode (requires restarting Internet Explorer)
Custom level Default level
Reset all zones to default level
OK Cancel <u>Apply</u>



- 13. Uncheck the **Require server verification (https) for all sites in this zone** check box.
- 14. Type the following website addresses in the **Add this website** field. Click the **Add** button after typing each address:
 - *.audatex.com
 - *.audatex.us
 - *.audatexsolutions.com
 - *.audatexplatform.com
 - *.adpclaims.com
 - *.adpclaims.net
 - https://www.apusolutions.com
 - Multi-user systems add: http://server name. (Obtain your server name by **right click**ing **My Computer** on the server, clicking **Properties**, then clicking the **Computer Name** tab.)

Trusted sites	×
You can add and remove websites from this zone. All we this zone will use the zone's security settings.	bsites in
Add this website to the zone:	
*.audatex.com	dd
Websites:	
*.adpclaims.com *.adpclaims.net *.audatex.com *.audatex.us	10Ve
Require server verification (https:) for all sites in this zone	
	ose



- 15. Click the **Close** button.
- 16. Close the Internet Options window by clicking the OK button.
- 17. Click **Tools** on the menu.
- 18. Select Compatibility View Settings.



- 19. Type the following website addresses in the **Add this website** field. Click the **Add** button after typing each address:
 - audatex.com
 - audatex.us
 - audatexsolutions.com
 - audatexplatform.com
 - adpclaims.com
 - adpclaims.net
 - https://www.apusolutions.com
 - Multi-user systems add: http://server name. (Obtain the server name by **right click**ing **My Computer** on the server, clicking **Properties**, then clicking the **Computer Name** tab.)
- 20. Click Close.
- 21. Close all Internet Explorer windows.
- 22. Restart Internet Explorer.



Internet Explorer Version 9

- 1. Start Internet Explorer.
- 2. Click the **Tools** menu.
- 3. Select Internet Options.





- Click the Security tab.
 Click the Trusted Sites icon.
 Click the Default Level button.
- 7. Move the slider to **Low**.
- 8. Click the **Sites** button.

Internet Options
General Security Privacy Content Connections Programs Advanced
Select a zone to view or change security settings.
Internet Local intranet Trusted sites Restricted sites
Trusted sites This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.
Security level for this zone
Allowed levels for this zone: All - - Low - - Minimal safeguards and warning prompts are provided - - - - - Most content is downloaded and run without prompts - - - - - - - - - - - - - - - - - - - - - - - -
Enable Protected Mode (requires restarting Internet Explorer)
Custom level Default level
Reset all zones to default level
OK Cancel Apply

- 9. Uncheck the **Require server verification (https:) for all sites in this zone** checkbox.
- 10. Type the following website addresses in the **Add this website** field. Click the **Add** button after typing each address:
 - *.audatex.com
 - *.audatex.us
 - *.audatexsolutions.com
 - *.audatexplatform.com
 - *.adpclaims.com
 - *.adpclaims.net
 - https://www.apusolutions.com
 - Multi-user systems add: http://server name (Obtain your server name by **right click**ing **My Computer** on the server, clicking **Properties**, then clicking the **Computer Name** tab.)

Trusted sites	×
You can add and remove websites from this zone this zone will use the zone's security settings.	e. All websites in
Add this website to the zone:	
*.audatex.com	<u>A</u> dd
Websites:	
*.adpclaims.com	<u>R</u> emove
*.adpclaims.net	
*.audatex.com	
*.audatex.us	
*	
Require server verification (https:) for all sites in this	zone
	1
	Close

- 11. Click the **Close** button.
- 12. Close all Internet Explorer windows.
- 13. Restart Internet Explorer.



Internet Explorer version 8

- Start Internet Explorer.
 Click **Tools** on the menu.
- 3. Select Internet Options.

/ Favorites	Tools	Help	
	Delete browsing history		Ctrl+Shift+Del
	In	Private Browsing	Ctrl+Shift+P
	Tr	acking Protection	
	A	ctiveX Filtering	
	Di	agnose connection problems	
	Re	eopen last browsing session	
	A	dd site to Start menu	
	Vi	ew downloads	Ctrl+J
	Po	op-up Blocker	
	Sr	nartScreen Filter	
	м	anage add-ons	
	Co	ompatibility View	
	Co	ompatibility View settings	
	Su	ubscribe to this feed	
	Fe	ed discovery	
	w	indows Update	
	F1	2 developer tools	
	In	ternet options	





- 4. Click the **Security** tab.
- Click the Trusted Sites icon.
 Click the Default Level button.
- 7. Move the slider to Low
- 8. Click the **Sites** button.

Internet Options
General Security Privacy Content Connections Programs Advanced
Select a zone to view or change security settings.
sites
Trusted sites
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.
Security level for this zone
Allowed levels for this zone: All Allowed levels for sites and warning prompts are provided Allowed levels for this zone: All Allowed levels for this zone: Allowed levels for this zone: Allowed levels for the this downloaded and run without prompts Allowed levels for this zone: Allowed levels for the this downloaded and run without prompts Allowed levels for the this
Enable Protected Mode (requires restarting Internet Explorer) Custom level Default level
Reset all zones to default level
OK Cancel Apply



- 9. Uncheck the **Require server verification (https:) for all sites in this zone** checkbox.
- 10. Type the following website addresses in the **Add this website** field. Click the **Add** button after typing each address:
 - *.audatex.com
 - *.audatex.us
 - *.audatexsolutions.com
 - *.audatexplatform.com
 - *.adpclaims.com
 - *.adpclaims.net
 - https://www.apusolutions.com
 - Multi-user systems add: http://server name (Obtain server name by **right click**ing **My Computer** on the server, clicking **Properties**, then clicking the **Computer Name** tab.)

You can add and remove website	s from this zone. All websites in
this zone will use the zone's secur Add this website:	ity settings.
	Add
Websites:	
*.adpclaims.com	Remove
*.adpclaims.net	
*.audatex.com	
*.audatex.us	
*.audatexplatform.com	
*.audatexsolutions.com	

- 11. Click the **Close** button.
- 12. Click **OK**
- 13. Close all Internet Explorer windows.
- 14. Restart Internet Explorer.



Internet Explorer Version 7

- 1. Start Internet Explorer.
- 2. Click the **Tools** menu.
- 3. Select Internet Options.



- 4. Click the Security tab.
- 5. Click the **Trusted Sites** icon.
- 6. Click the Default Level button.
- 7. Move the slider to **Low**.

Internet Options
General Security Privacy Content Connections Programs Advanced
Internet Local intranet Trusted sites Restricted sites
Trusted sites This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.
Security level for this zone
Allowed levels for this zone: All - Low - Minimal safeguards and warning prompts are provided - Most content is downloaded and run without prompts - All active content can run - Appropriate for sites that you absolutely trust
Custom level Default level Reset all zones to default level
OK Cancel Apply



8. Click the Sites button.



- 9. Uncheck the Require server verification (https:) for all sites in this zone checkbox.
- 10. Type the following website addresses in the Add this website field. Click the Add button after typing each address:
 - *.audatex.com •
 - *.audatex.us
 - *.audatexsolutions.com
 - *.audatexplatform.com •
 - *.adpclaims.com ٠
 - *.adpclaims.net ٠
 - https://www.apusolutions.com •
 - Multi-user systems add: http://server name (Obtain your server name by right clicking My • Computer on the server, clicking Properties, then clicking the Computer Name tab.)

Add this website to the zone:	
*.audatex.com	Add
Websites:	
*.adpclaims.com	Remove
*.audatex.com	E
*.audatex.us	
*.audatexplatform.com	~

- 11. Click the Close button.
- 12. Click **OK**.
- 13. Close all Internet Explorer windows.
- 14. Restart Internet Explorer



