Internet Explorer® Settings

Introduction

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

Content

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

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Browser Settings

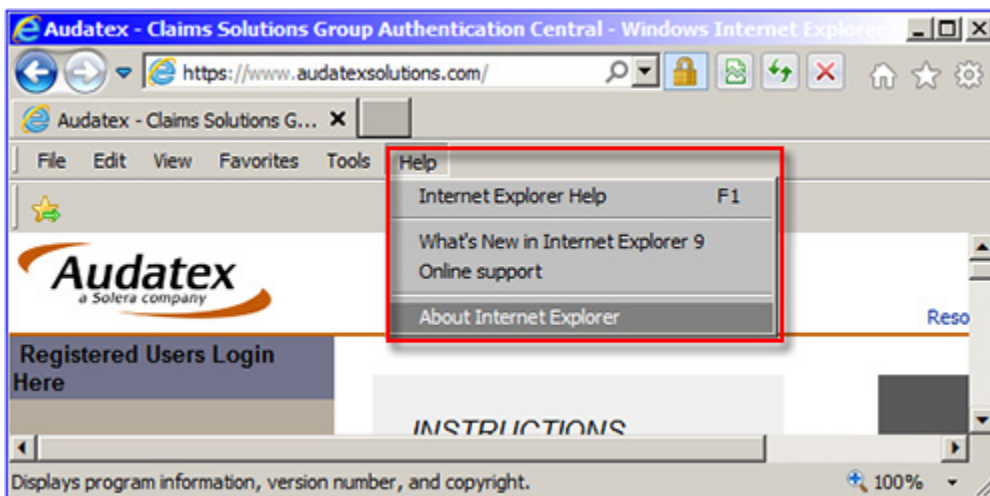- Set the zoom level in the lower right corner of Internet Explorer 100%.
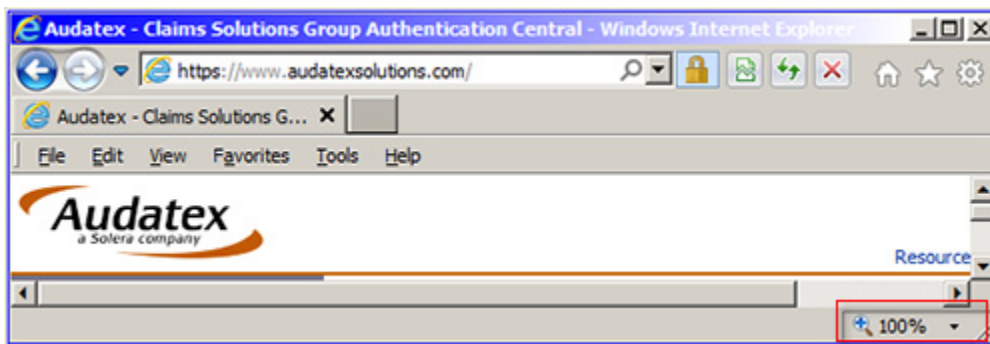
- When the Internet Explorer Information bar appears at the bottom of the browser window, choose **Always Allow** from the options.

Internet Options

Identify the Internet Explorer version:

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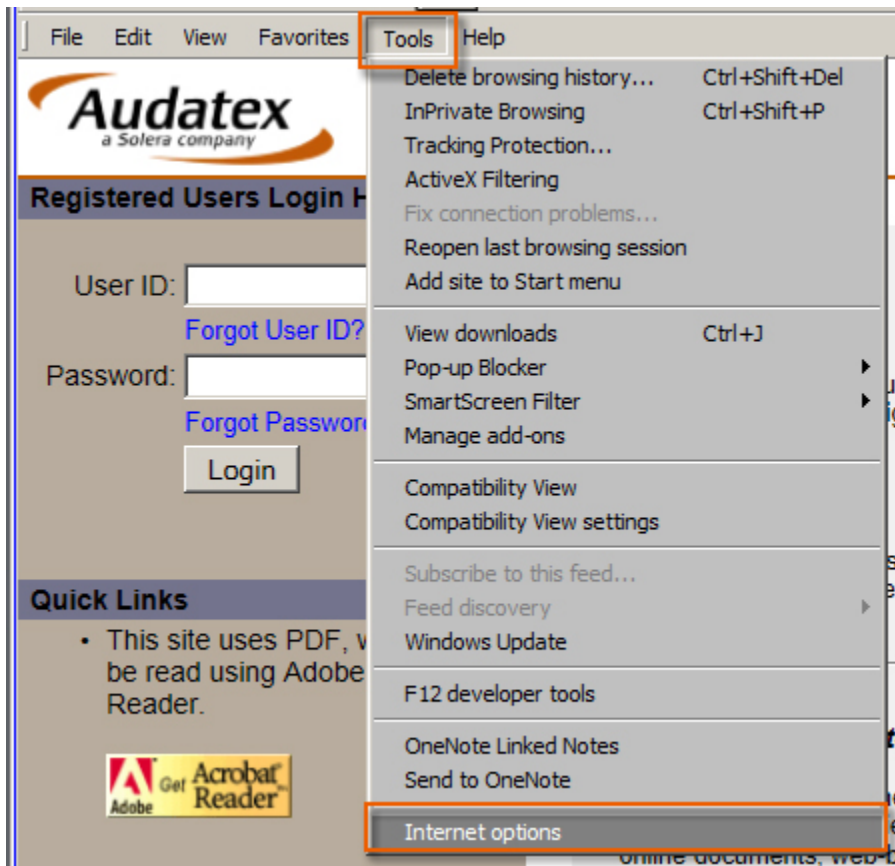

A window will open indicating which version is being used.
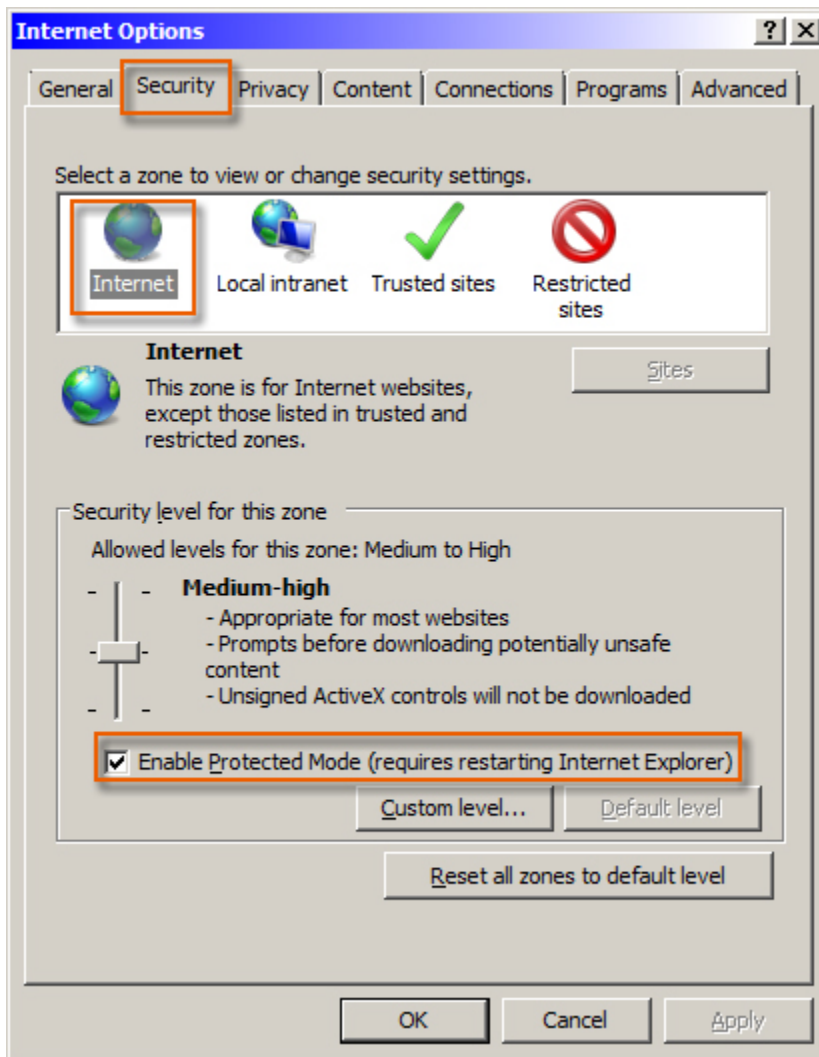4. Click **OK** to close the windwo window.

Internet Explorer Version 10 and 11

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

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

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.
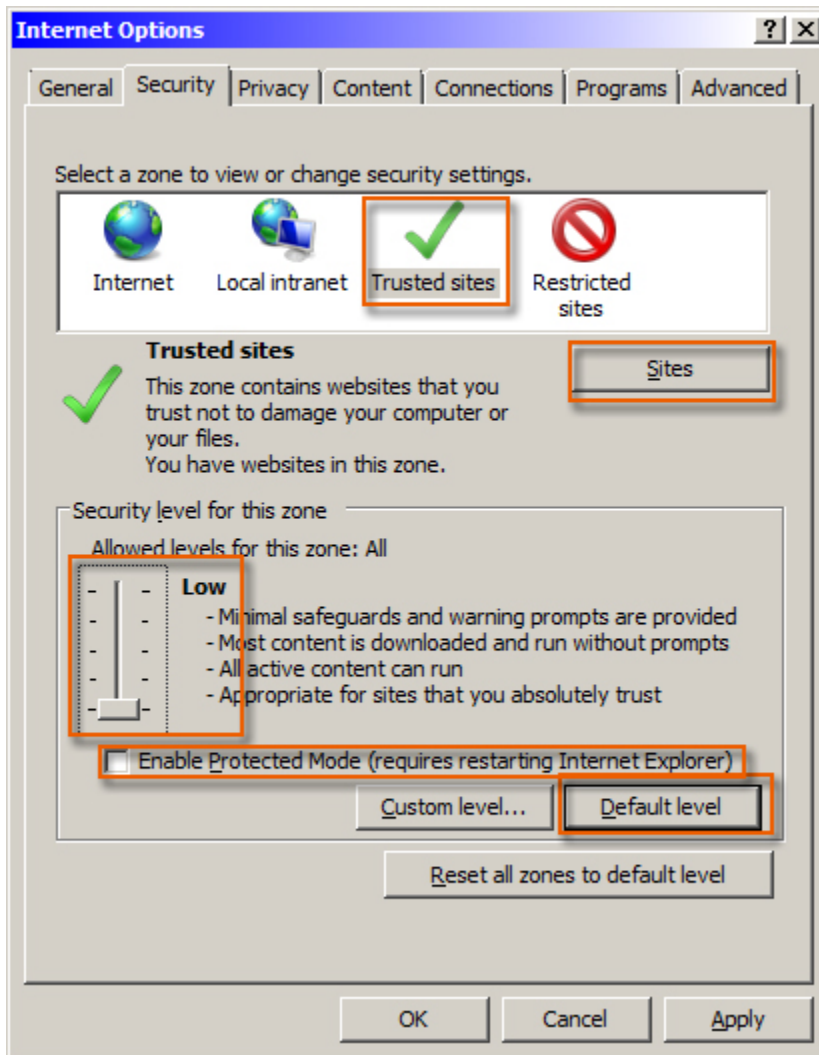
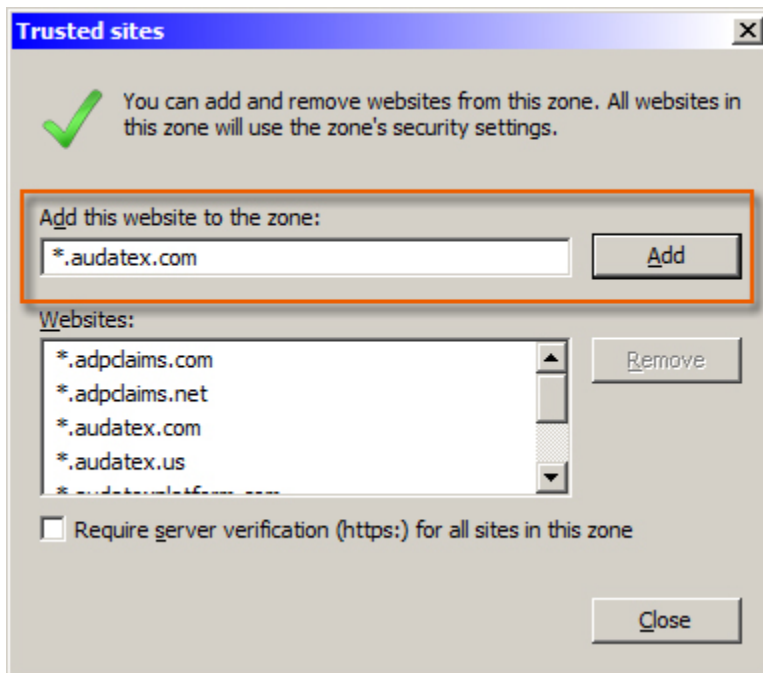13. Uncheck the **Require server verification (https) for all sites in this zone** check box.
14. Type the following website addresses in the **Add this website** field. Click the **Add** button after typing each address:
    - *.audatex.com
    - *.audatex.us
    - *.audatexsolutions.com
    - *.audatexplatform.com
    - *.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 websites in this zone will use the zone's security settings.

A̲dd this website to the zone:

| *.audatex.com | Add |

W̲ebsites:

*.adpclaims.com	Remove
*.adpclaims.net	
*.audatex.com	
*.audatex.us	

☐ Require s̲erver verification (https:) for all sites in this zone

Close

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15. Click the **Close** button.
16. Close the **Internet Options** window by clicking the **OK** button.
17. Click **Tools** on the menu.
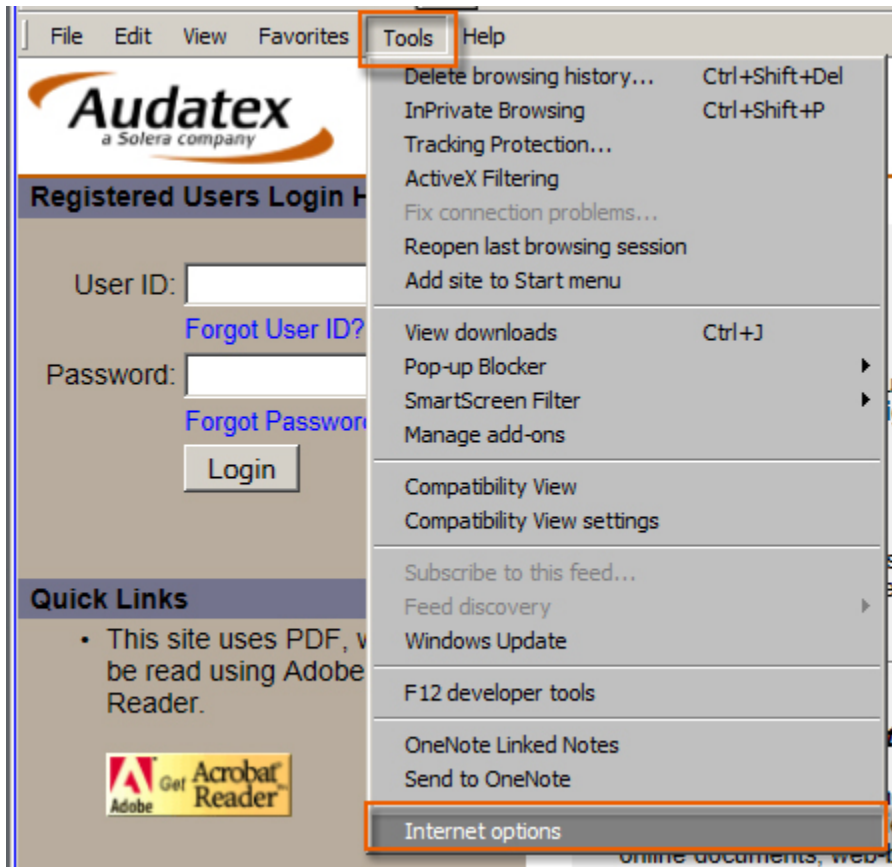18. Select **Compatibility View Settings**.
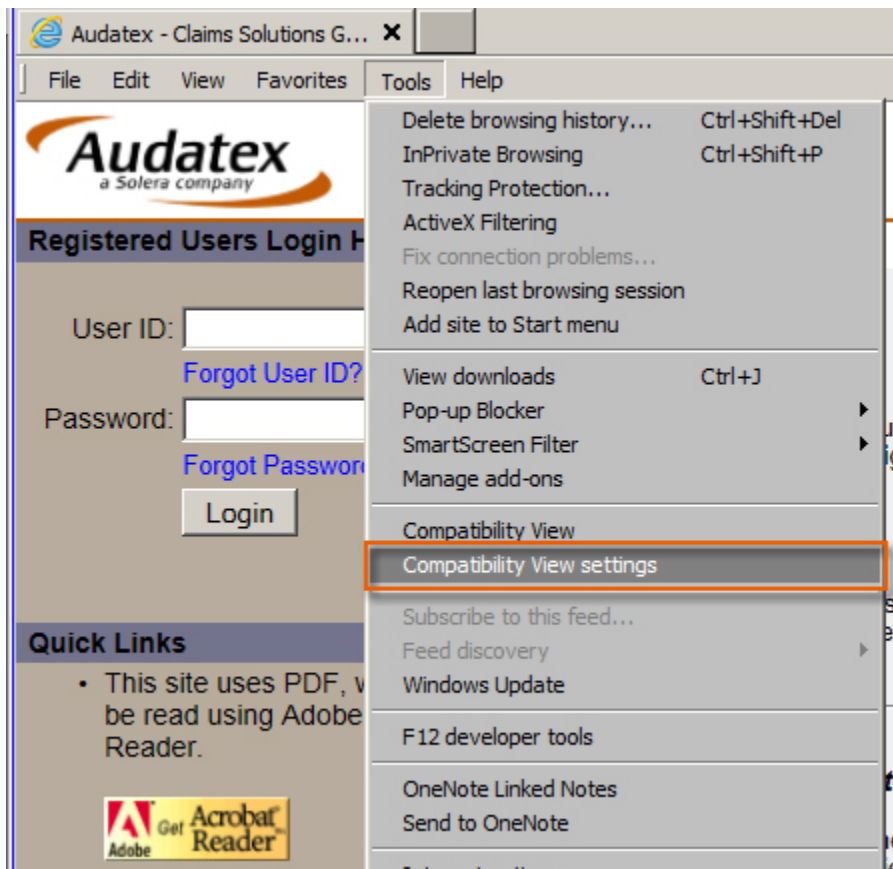
19. Type the following website addresses in the **Add this website** field. Click the **Add** button after typing each address:

    - 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.

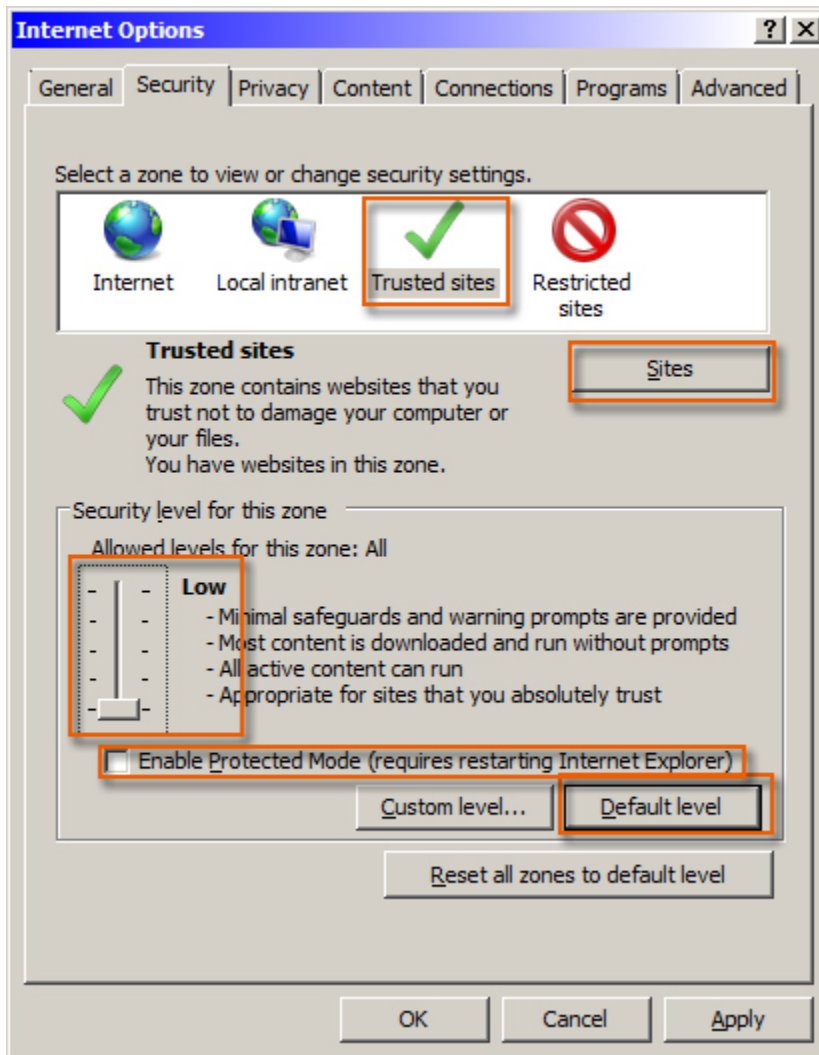AudaExplore
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Internet Explorer Version 9

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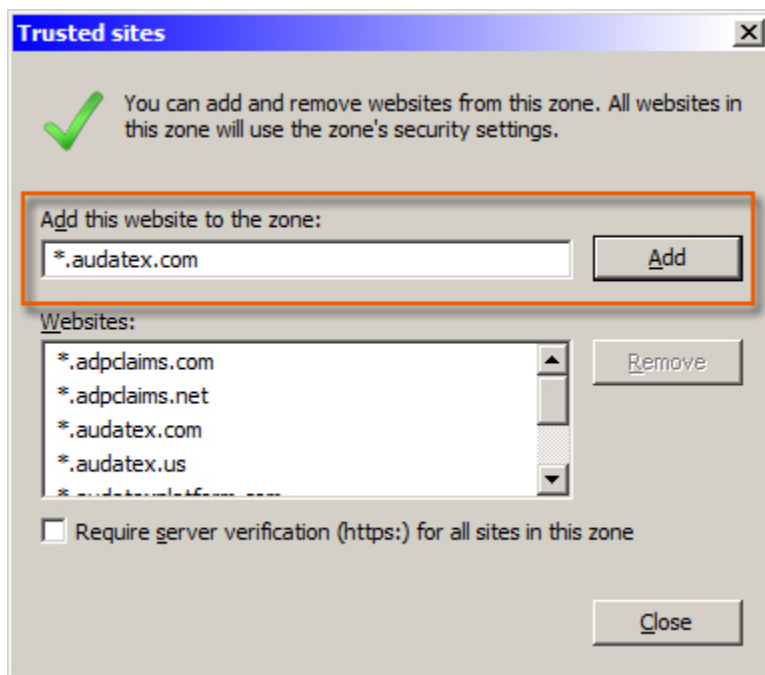2. Click the **Tools** menu.
3. Select **Internet Options**.

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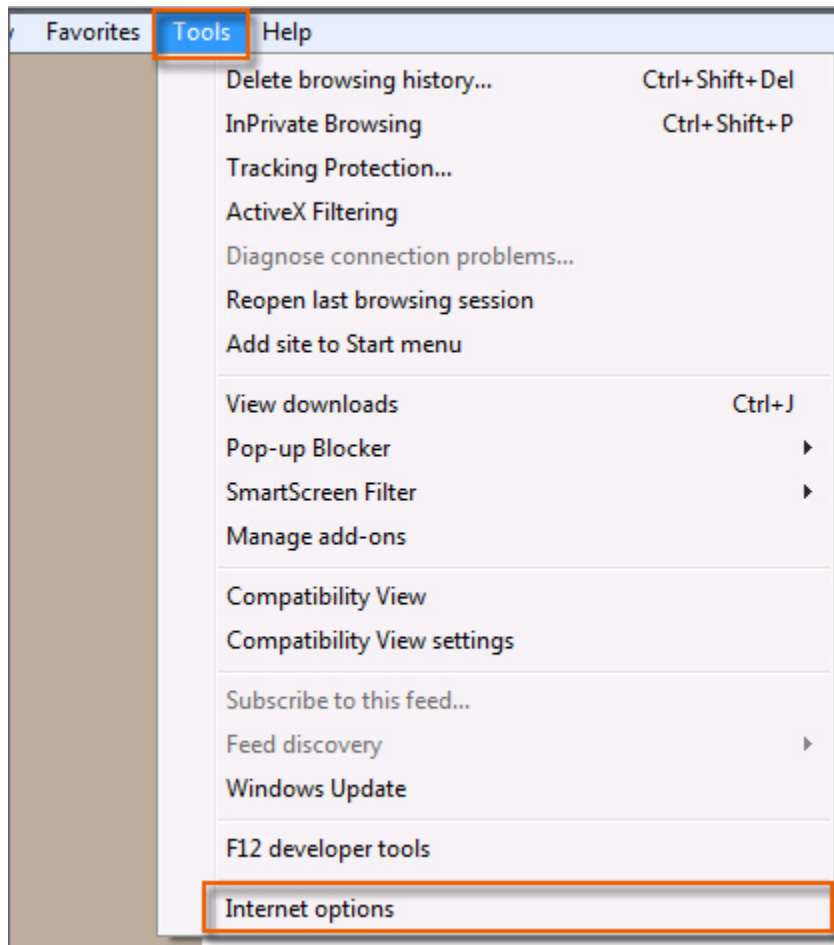
Trusted sites ✕

✓ You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.

Add this website to the zone:

| *.audatex.com | Add |

Websites:

*.adpclaims.com
*.adpclaims.net
*.audatex.com
*.audatex.us

☐ Require server verification (https:) for all sites in this zone

Close

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

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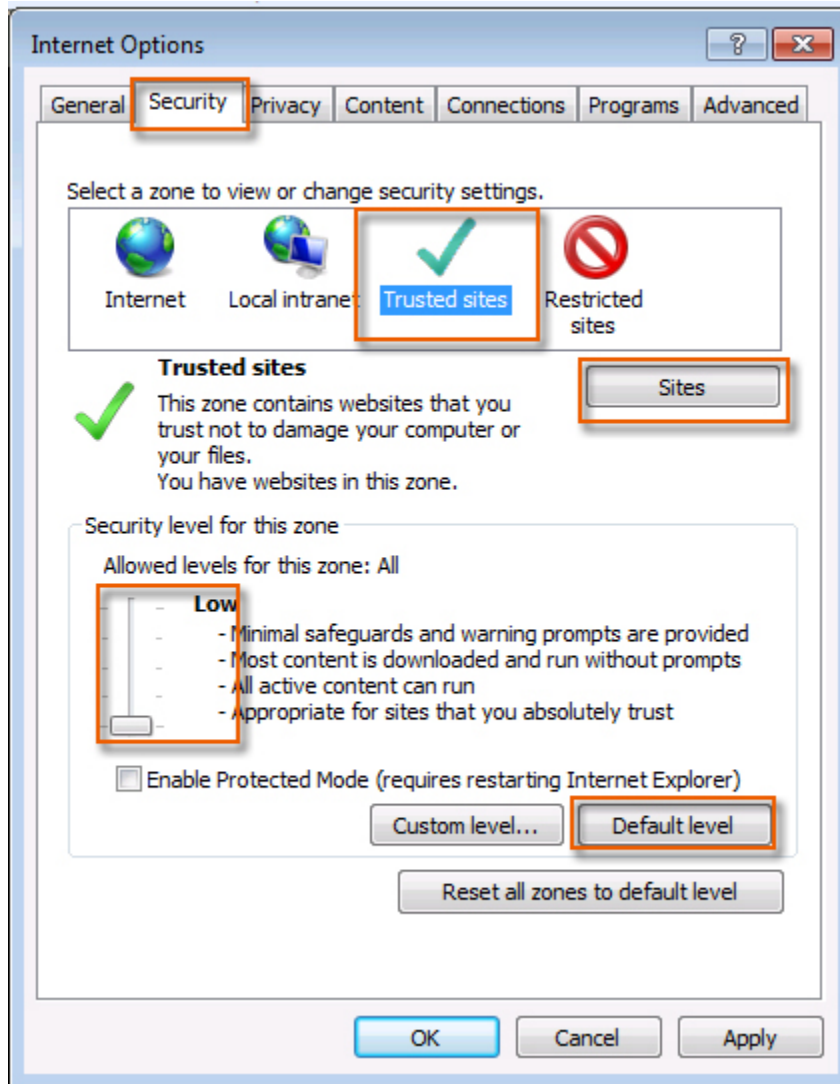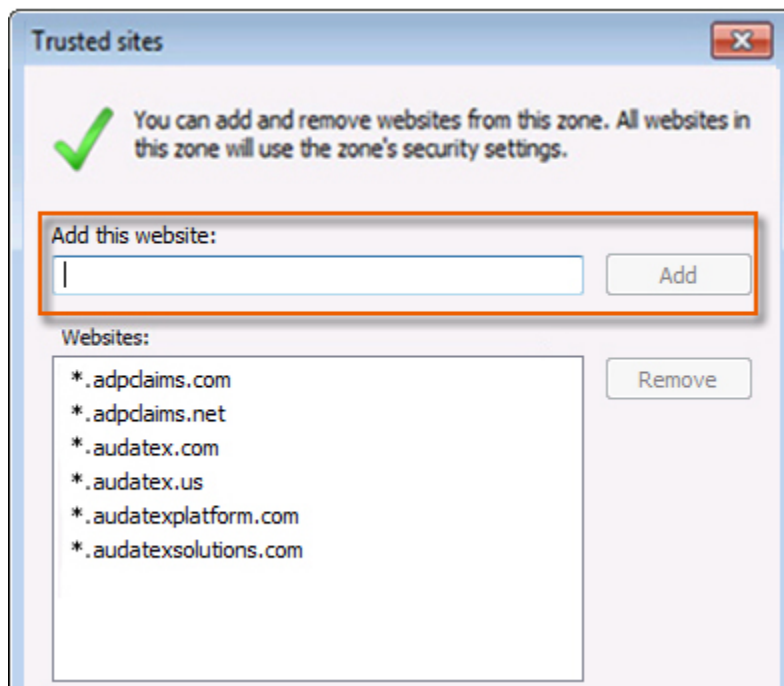# Internet Explorer version 8

1. Start Internet Explorer.
2. Click **Tools** on the 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**
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
    - *.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.)
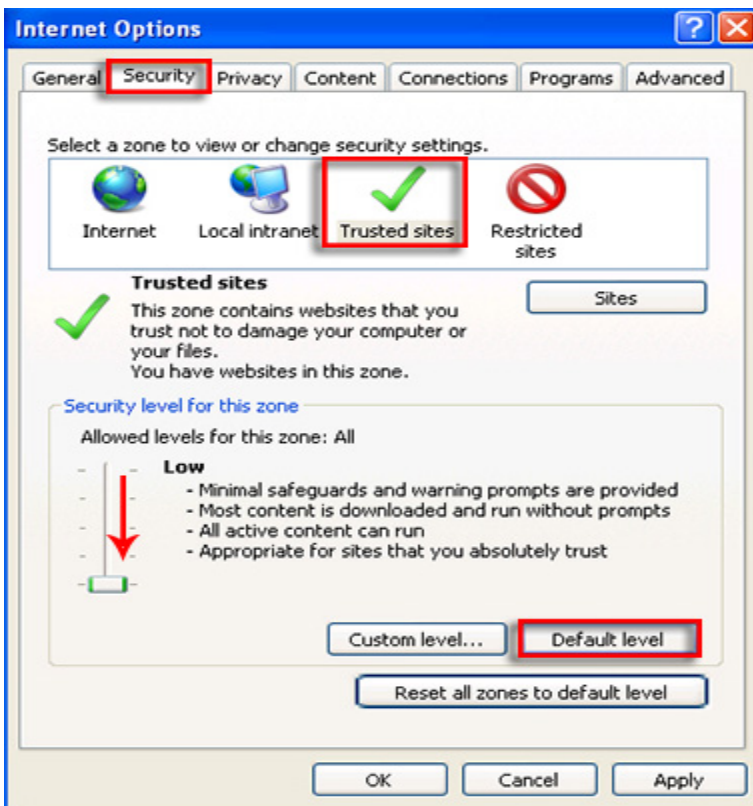

11. Click the **Close** button.
12. Click **OK**
13. Close all Internet Explorer windows.
14. Restart Internet Explorer.

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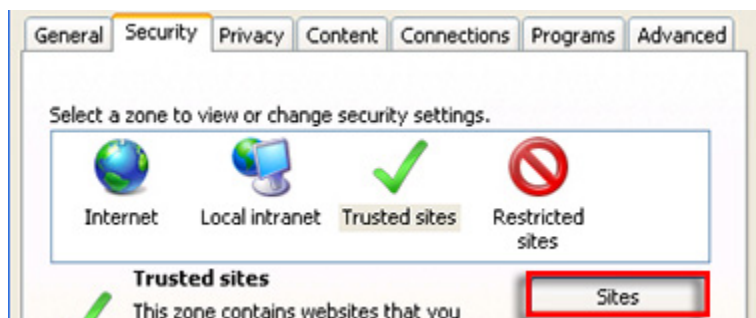
Internet Explorer Version 7

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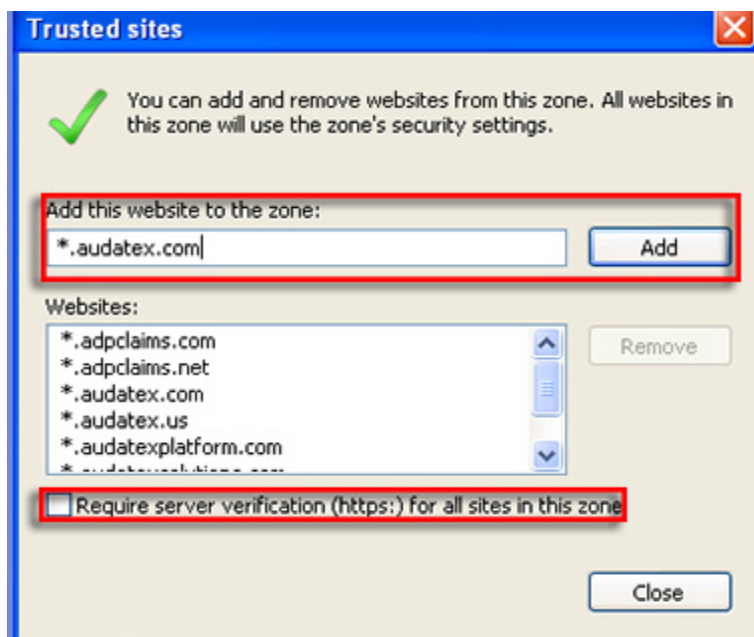3. Select **Internet Options**.

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

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
    - *.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.)

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

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