

Browsers

We have made every effort to make this survey compatible with all popular web browsers; however, it is possible that some browsers and/or browser add-ons hamper the experience.

In most cases, cookie, add-ons or security setting issues are browser specific and using a different browser will overcome the problem.

Internet Explorer

When using Internet Explorer, with the security settings set to "high" (in Tools --> Internet Options --> Security), you may experience a looping issue when attempting to complete the survey. Security settings should be adjusted when completing the survey to avoid this situation. Please refer to information from the Microsoft website:

<http://www.microsoft.com/protect/computer/advanced/browsing.mspx>

To download the latest free version of Internet Explorer follow the link provided below.

<http://www.microsoft.com/windows/ie/default.mspx>

Firefox/Netscape

This site has been optimized for Internet Explorer 6.0 and higher on a Microsoft Windows platform. It has been tested and is known to be compatible with Mozilla Firefox 1.0 and higher and Netscape 8.0 and higher. Users with earlier versions of these browsers are recommended to upgrade to the newest version.

To download the latest free version of Mozilla Firefox, follow the link provided below.

<http://www.getfirefox.com>

To download the latest free version of Netscape, follow the link provided below.

<http://browser.netscape.com>

Opera

This site has been optimized for Internet Explorer 6.0 and higher on a Microsoft Windows platform. There has been limited testing done with the Opera browser. The site is known to be compatible with Opera version 9.0 and higher. Users with earlier versions of Opera are recommended to upgrade to the newest version.

To download the latest free version of Opera, follow the link provided below.

<http://www.opera.com>

Safari

This site has been optimized for Internet Explorer 6.0 and higher on a Microsoft Windows platform. There has been limited testing done with the Safari browser but there are no known issues. The site has not been tested on any older versions of the Macintosh operating system. If you experience any problems with Safari, we recommend that you use Firefox for Mac.

America Online (AOL)

Please remember Microsoft Internet Explorer 6.0 will optimize your viewing experience. AOL users can connect to AOL, minimize the AOL screen, and use Internet Explorer 6.0 or higher to surf the web or complete the survey.

JavaScript

If JavaScript is disabled or not available on your browser this will disable important functionality. Check your browser's options to ensure JavaScript is enabled. Early versions of Internet Explorer and Netscape are likely to have problems executing JavaScript contained in this site.

Screen Resolution

Recommendation

To avoid unwanted scrolling, we recommend you use a personal computer with screen resolution of 1024 x 768 pixels or higher.

To change your screen resolution in Microsoft Windows:

- Click Start on the Windows Taskbar.
- Go to Settings and choose the Control Panel.
- On the Control Panel window click on the Display icon.
- Click on the Settings tab at the top of the Display Properties window.
- Move the slide bar to the left or right to choose the 1024 x 768 setting. Make sure to click on the Apply button at the bottom of the window to accept the new changes. You may be prompted to reboot your computer before the changes will take effect.

Privacy and Security

Recommendation

We recommend using the default privacy settings of medium for Internet Explorer 6.0.

To verify that you are using the default privacy settings, follow the steps below:

- On your desktop double click the Internet Explorer icon.
- When the browser opens go to the Tools pull down menu and click it.
- Go down to the bottom of the Tools menu and click on Internet Options.
- The Security and Privacy tab settings should be set to Medium (default settings).

Cookies

A cookie is a small text file stored on your hard drive by a website's server. It is not a program and cannot be used to plant spyware or viruses on your computer. It is essentially your identification card to a particular website. It is uniquely yours and can only be read by the server that gave it to you. We will never use cookies to store confidential information such as passwords or other unique identifying information.

Blocking cookies on some browsers can reduce or disable important functionality. Check your browser settings to ensure cookies are enabled. If you are using the default privacy settings of medium for Internet Explorer 6.0 or higher the default cookie setting will be sufficient.

Pop-Up Blocker

Your browser may have popup blocking software enabled. Please ensure to allow popup windows for this site in order to maximize functionality.

Security

Check your Security software settings. Unfortunately, some of the software that was designed to protect your computer can also make it more difficult to use. Some Security Suites use settings that block the acceptance of cookies from all sites except ones that you specifically allow ... but sometimes they don't bother to tell you that they're doing this. Please check the documentation that came with your Security software or is on the Security vendor's website to find out how to make adjustments to these settings (usually listed under "Privacy").

Try an alternate browser from list above.

For information about SSL security and VeriSign certificates, please visit VeriSign's website at

<http://www.verisign.com>

Run an Anti-virus/Anti-Spyware check on your system. Malware can cause many web browser related issues.