

## Troubleshooting Guide

If you are getting prompted to log into any iPipeline links please follow the steps below to resolve the issue.

1. Users must be using one of the following support web browsers:
  - Internet Explorer 7 or 8
  - Safari 5
  - Firefox 3.6
2. Close all your web browsers and launch a new window using one of the above support web browsers. Navigate to the site and try again.
3. If the above steps do not rectify the issue, please open up a new web browser (using one of the above supported web browsers), and do the following:
  - Click the "Tools" menu
  - Click on "Internet Options"
  - In the "Browsing History" section, click the "Delete . . ." button
  - Once the files have been deleted, close all your browsers. Open up a new web browser (using one of the above support web browsers), navigate to the site, and try again.
4. If all steps above fail, please call 1-800-758-0824, and press 1 for customer support.