

Login Troubleshooting Guide

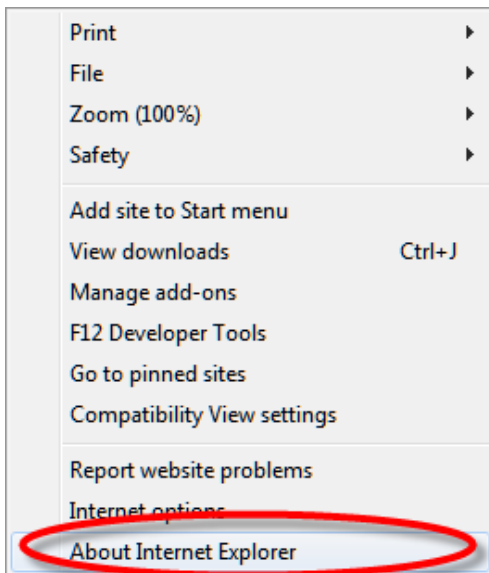
Latest version of IE

The first step we can take is to ensure that your computer has the latest available version of Internet Explorer, which is 11. Please note that Connect supports IE10 and higher:

1. You may do so by accessing the "Tools" icon to bring a drop-down menu; you may also press the ALT+X key combination.



2. Next, click on "About Internet Explorer," the last option on the drop-down menu.



3. Afterwards, a pop-up should appear showing which version you have. Below is what you will see if you have the current version:



Version: 11.0.9600.18376CO
Update Versions: 11.0.33 (KB3170106)
Product ID: 00150-20000-00003-AA459

Install new versions automatically

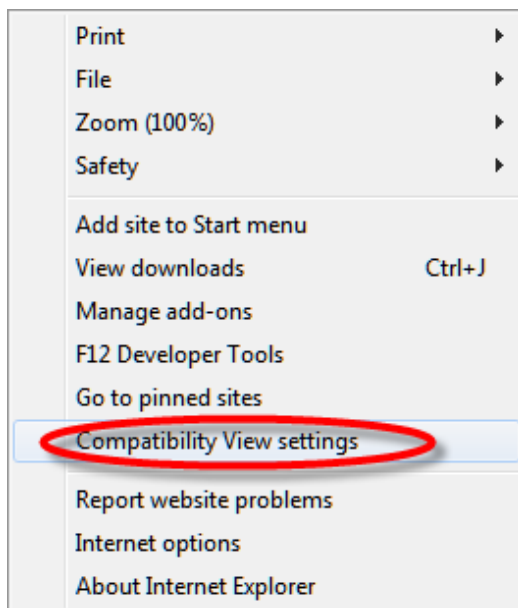
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Close

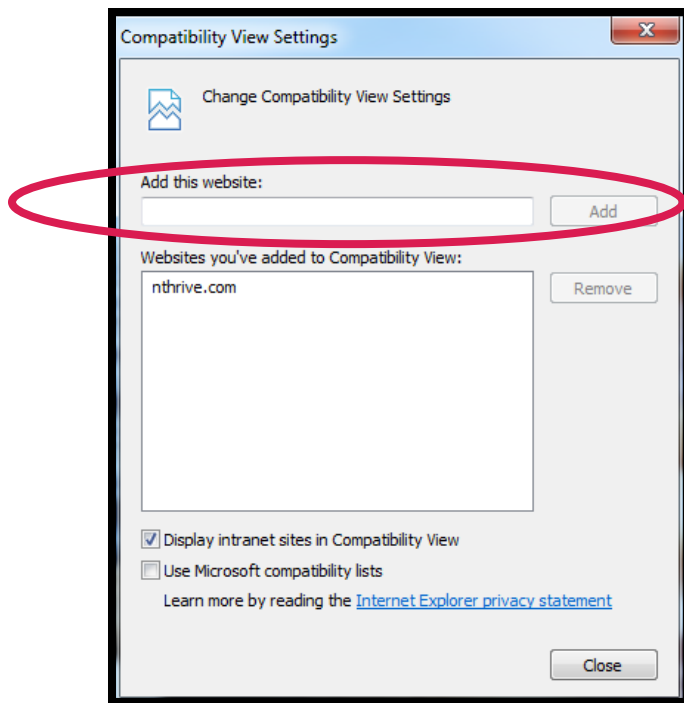
Compatibility View

Another common resolution to various issues users may experience in web-based applications deals with what's called "compatibility view." Below are steps to ensure that your Internet Explorer is in this mode:

1. Return to the same "Tools" menu mentioned in the above step, but this time select "Compatibility View Settings:"



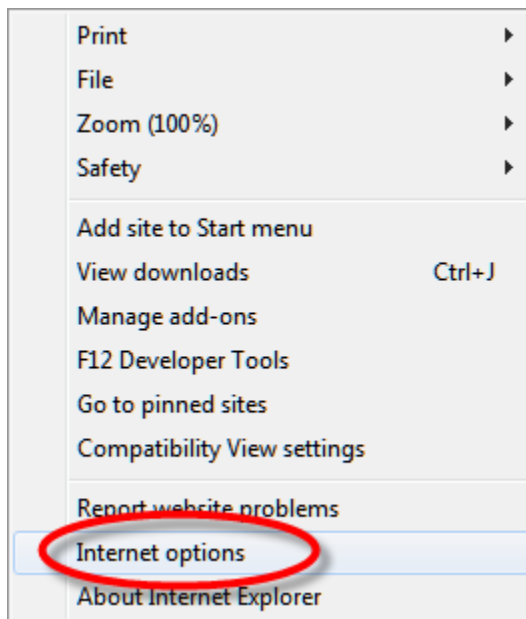
2. Next, you'll want to make sure that you have added "nthrive.com" to your list of sites:



Clear Browsing History & Cookies

The last step will be to clear your browsing history and cookies, another common source of issues:

1. Select the "Tools" icon once again, but this time choose the second from the last option in the drop down menu called "Internet Options"



2. Next, locate the "Browsing History" section of the pop-up box and select the "Delete..." option.

Home page



To create home page tabs, type each address on its own line.

Use current Use default Use new tab

Startup

- Start with tabs from the last session
- Start with home page

Tabs

Change how webpages are displayed in tabs. Tabs

Browsing history

Delete temporary files, history, cookies, saved passwords, and web form information.

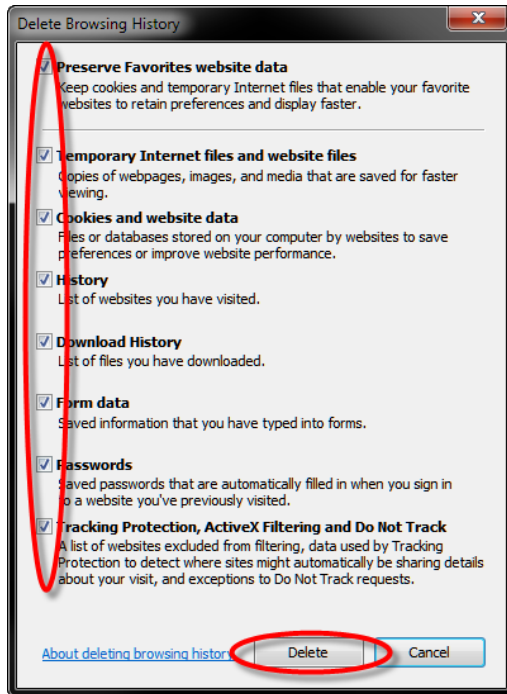
Delete browsing history on exit

Delete... Settings

Appearance

Colors Languages Fonts Accessibility

3. In the next pop-up, ensure that all checkboxes are marked, and finally select delete:



Close All Browsers and Re-open new Browser

Finally, close out any existing Internet Explorer windows that you have open and try re-opening the browser and selecting the application of your choice.