

# Web Site Help Page

If you are having problems viewing our web site, this is the page to consult. Our web site is "state of the art" designed to be easy to use, and rich in both content and presentation. However in order to achieve these goals, there are certain recommendations and requirements that must be met by your computer, not only to view our web site properly, but also other most modern web sites on the Internet.

## WEB SITE REQUIREMENTS / TROUBLESHOOTING:

**WEB BROWSER:** Please ensure that you are using the latest version of Microsoft Internet Explorer Web Browser (recommended). There are other browsers that will work, such as Opera or Netscape, but they will not show our site as it was intended to be seen. If you are not using Microsoft Internet Explorer, version 6 or greater, [click here](#).

**BROWSER SECURITY SETTINGS:** Your web browser security settings must allow for Javascript, Flash and Dynamic HTML. If you are using Internet Explorer 6 or greater, in order to check these settings, do the following: From within Internet Explorer, click Tools, Internet Options, Security, Custom Level, then ensure the drop-down box says either Medium, Medium-Low, or Low and click Reset. When it prompts you "Are you sure", click Yes, then click Okay and Okay again.

**FLASH:** Make sure you have the Macromedia Flash player plug-in installed in your browser. To install Flash [click here](#).

**FIREWALL:** Ensure that a firewall is not blocking certain technologies from running properly. If you are behind a corporate firewall, consult the Network Administrator to ensure that the above technologies are allowed through the firewall. If you are running a personal firewall, such as Zone Alarm, ensure that your Internet Security settings are not greater than medium. In order to troubleshoot, you may want to disable your firewall temporarily to see if that's where the problem lies.

**SCREEN RESOLUTION:** It is HIGHLY RECOMMENDED that your screen resolution be AT LEAST 800x600. In Microsoft Windows, in order to check this, right click on your Windows Desktop, select Properties, click Settings, and there should be a place where you can change your screen resolution. If you change it, click Apply, then Okay.

**Videos:** Videos won't work? We use QuickTime to display all our videos. If you do not have the QuickTime player application plug-in you can download it from the Apple website, [click here](#).

**Portable Document Format (PDF):** Some materials on this site have been created with Adobe Acrobat or other PDF authoring software and you must use the Adobe Reader to read them. To install a free reader from Adobe, [click here](#)

If you are still unable to view our web site properly, please e-mail us. Tell us what specific problem(s) you are having and specify the following information about your system, so we may be better able to help you:

Processor Speed (if you know)

Amount of RAM Installed (if you know)

Web Browser (including version) - You can find this in Help, About

Web Browser Security Settings  
Any firewalls that you are behind or running.

For more information, please [contact us](#).