

## Guardian Vendor Approval Website Troubleshooting Guide 1.0

### Overview:

This brief document is intended to help troubleshoot common browser problems that users may encounter with the Vendor Approval website.

### Browser Requirements:

The Vendor Approval website was written for Internet Explorer version 8 or higher. The website has been tested with Internet Explorer versions 8,9,10, and 11. Both Javascript and cookies must be enabled in order for the site to function correctly.

### Cookies:

Note that only “first-party” cookies are required. “Third-party” cookies are usually generated by advertisers on web pages and are typically best left blocked. If a user with valid credentials cannot login to the website, they most likely have first-party cookies blocked.

#### Enabling “First-Party” Cookies:

1. On the **Tools** menu, click **Internet Options**.
2. Select the **Privacy** tab.
3. Under **Settings**, click the **Advanced** button.
4. Place a check in the **Override automatic cookie handling** check box.
5. Under **First-party Cookies**, select the **Accept** radio button.
6. Click **OK**.
7. Click **OK**.

### Javascript:

Some of the buttons in the website will function without Javascript enabled, while others will not. If a user is clicking on a button and nothing is happening Javascript may be disabled.

#### Enabling Javascript:

1. On the **Tools** menu, click **Internet Options**.
2. Click the **Security** tab.
3. Click the **Internet** zone.
4. Click the **Custom Level** button.
5. In the **Settings** list scroll down to the **Scripting** section.
6. Find the **Active Scripting** setting and click the **Enable** radio button.
7. Click **OK**.
8. Click **OK**.
9. Restart the browser.



#### Compatibility Mode:

If both Javascript and cookies are enabled, and buttons in the website still don't function properly then Compatibility Mode could be to blame. Make sure the user is on the Vendor Approval website before toggling compatibility mode. Compatibility mode settings apply to individual websites.

#### Toggling Compatibility Mode:

1. On the **Tools** menu, click **Developer Tools**.
2. Click on the **Browser Mode** menu option, and note what is currently checked. For instance, if Internet Explorer 8 Compatibility View is checked then choose Internet Explorer 8. If Internet Explorer 8 is checked then choose Internet Explorer 8 Compatibility View.
3. From the **Developer Tools** menu, click **File** and then **Exit** to close the menu.