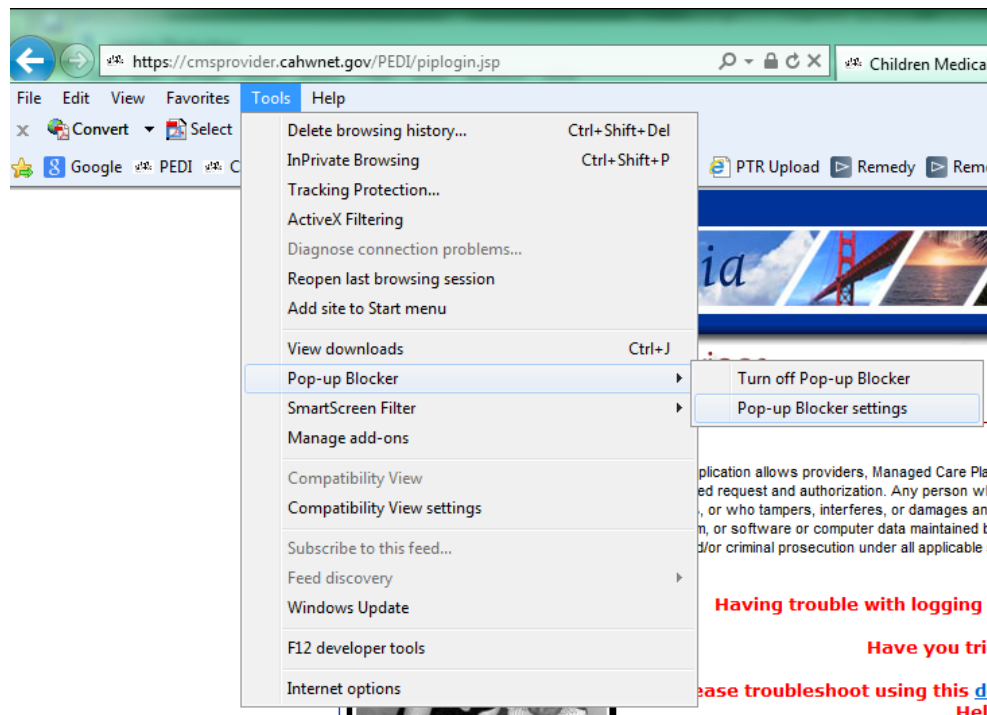


# Having login or search problems? These simple steps will resolve most issues with our website...

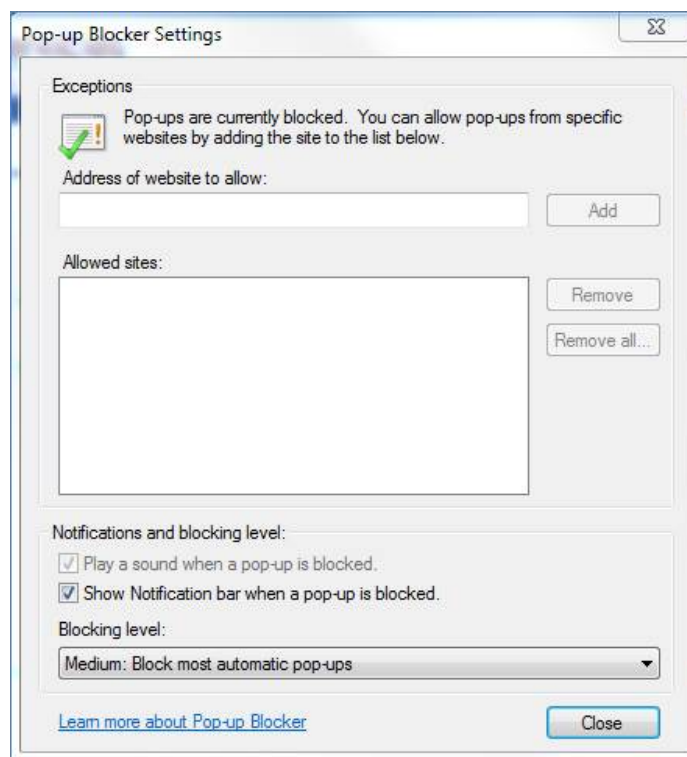
***Are you using Internet Explorer? This is the only browser that is compatible with our website.***

## Allow Pop-ups for our Website

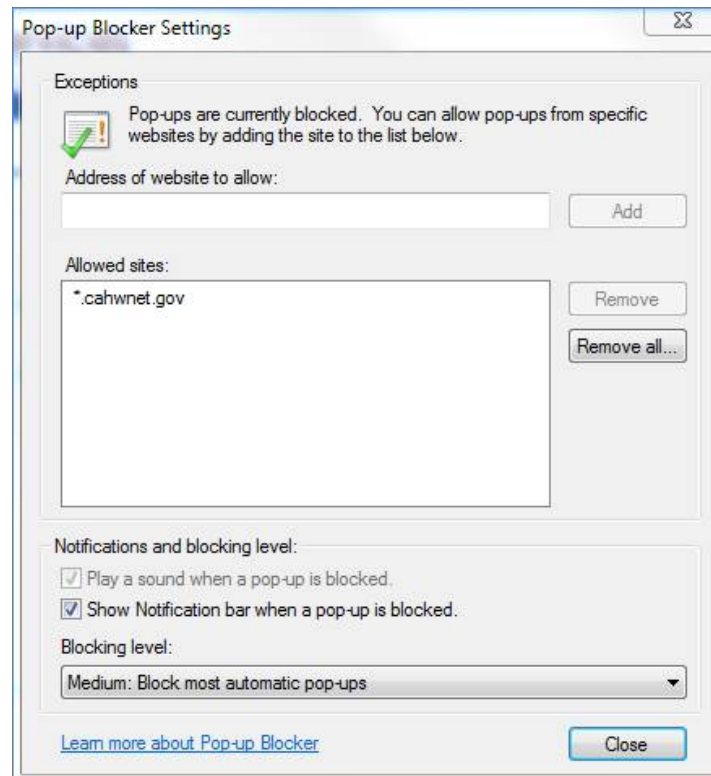
1. From our login page, click on Tools -> Pop-up Blocker -> Pop-up Blocker settings. **Note:** If you cannot see the **Tools** option, the File Menu is hidden. Press the left **Alt Key** on your keyboard to temporarily unhide it.



2. The following window is displayed:



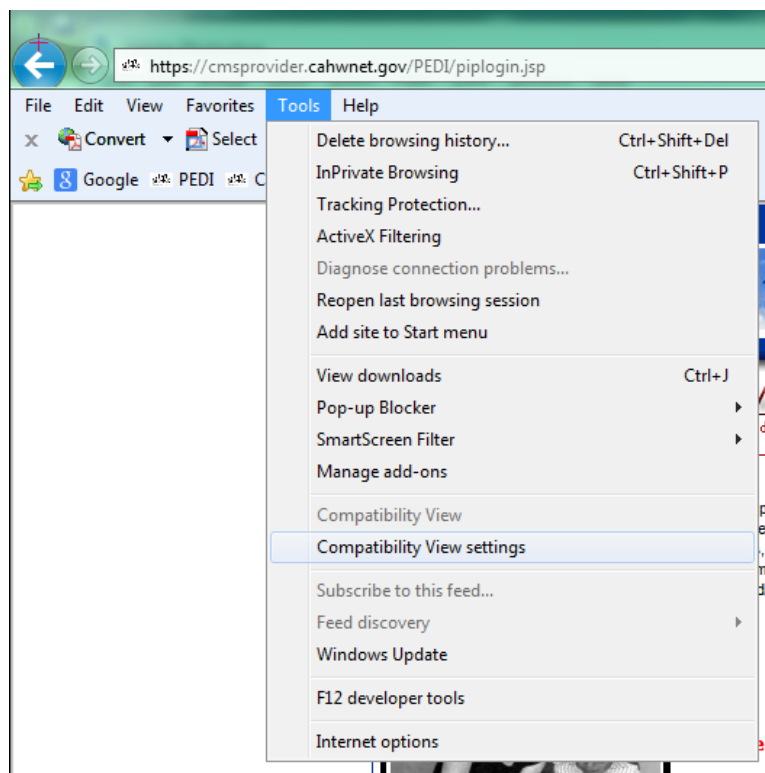
- Under 'Address of website to allow', enter **cahwnet.gov** and click the 'Add' button. The entry will appear in the larger box called 'Allowed sites' with an asterisk at the beginning.



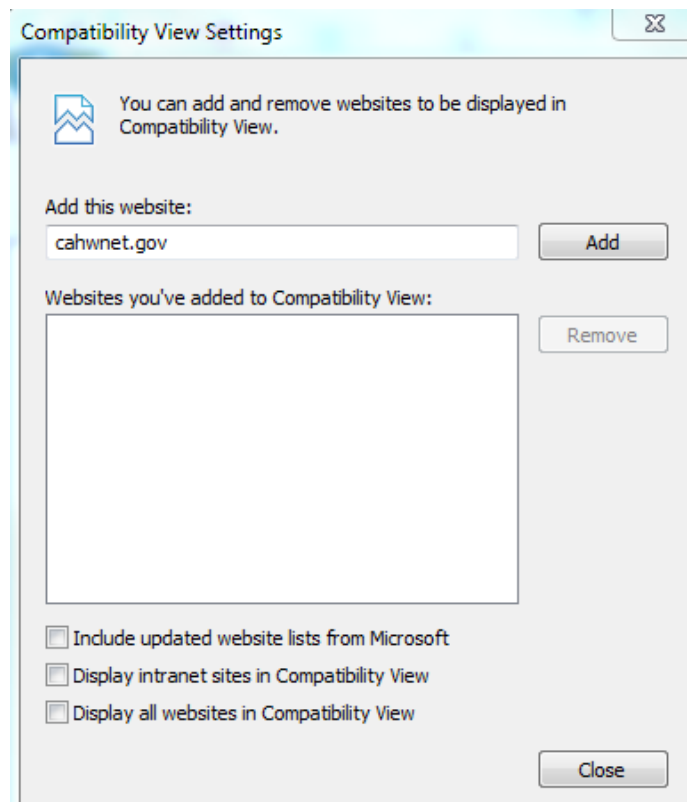
- Click the 'Close' button.

## Set Compatibility View

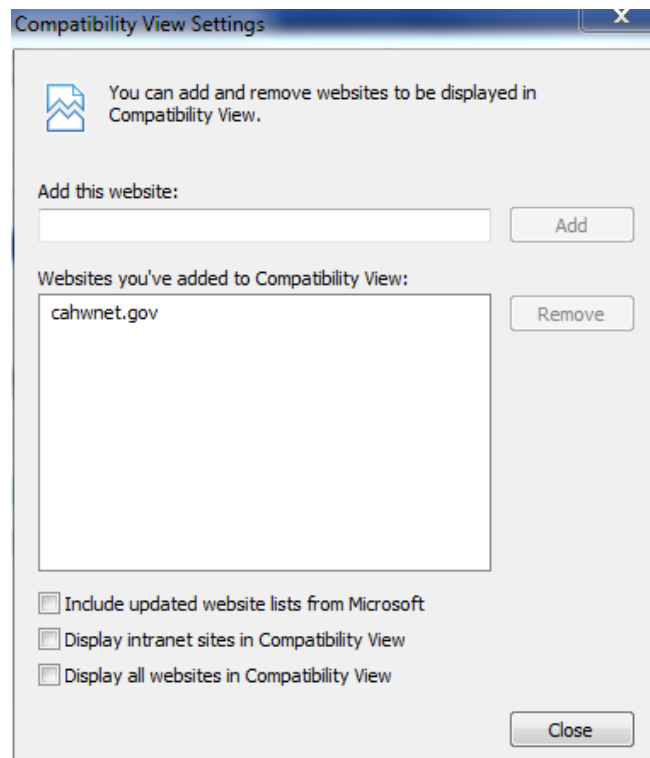
- From our login page, click on Tools -> Compatibility View Settings. **Note:** If you cannot see the **Tools** option, the **File Menu** is hidden. Press the left **Alt Key** on your keyboard to temporarily unhide it.



2. The following window is displayed. Verify **cahwnet.gov** is pre-filled in the 'Add this website' field. If it is not, enter it in using your keyboard.



3. Click the 'Add' button. The entry will appear in the larger box called 'Allowed sites'.



4. Click Close.
5. You may see a message indicating that an error occurred and you must click to retry. Go ahead and do this, otherwise try logging in again.

**You should now be able to login and search successfully!**