

**To ensure cookies and java are enabled, refer to the following steps:**

- **Cookies - Internet Explorer:**
  - Select **Tools** then choose **Internet Options**
    - Select the **Privacy** tab
    - Enable Cookies:
  - If using a **default** setting, move the slider to select any of the following privacy settings:
    - **Medium High**
    - **Medium**
    - **Low**
    - **Accept all cookies**
  - If using a **custom** setting:
    - Click the **Advanced** button
    - Select **Override automatic cookie handling**
    - Select **Always allow session cookies**
    - Click **OK** to return to the **Privacy** Tab
    - Click **Apply** then **Ok**
  
- **Java – Internet Explorer:**
  - Go to <http://www.java.com/en/download/manual.jsp>
  - Review and accept the License Agreement
  - Select the appropriate download and follow the online instructions
  
- **Cookies – Firefox**
  - Select **Tools** then choose **Options**
    - Select the **Privacy** tab
    - Check the box that says **Accept cookies from sites**
    - In the drop down box choose **Keep until: they expire**
    - Click on **Ok**
  
- **Java - Firefox**
  - Go to <http://www.java.com/en/download/manual.jsp>
  - Review and accept the License Agreement
  - Select the appropriate download and follow the online instructions.