

## Website Technical Requirements

The AccessBlue website works best with a desktop or laptop computer capable of displaying 32 bit color at a minimum resolution of 1024 pixels by 768 pixels. If you view the site at 800 x 600 pixels, you will notice that the right side of the screen will be hidden from view, forcing you to scroll left and right to see it. This is unavoidable.

The website is fully compatible with the following web browsers using a Microsoft Windows operating system (2000, XP or Vista):

### **Browser Software**

- Microsoft Internet Explorer 6.0 / 7.0
- Mozilla FireFox 1.5 / 2.0 / 3.0
- Apple Safari 3.0

### **JavaScript Enabled**

The AccessBlue website requires JavaScript to be enabled in your browser. To do so, please follow the instructions below:

---

#### Internet Explorer

1. Select 'Tools' from the top menu
2. Choose 'Internet Options'
3. Click on the 'Security' tab
4. Click on 'Custom Level'
5. Scroll down until you see section labeled 'Scripting'
6. Under 'Active Scripting', select 'Enable' and click OK

---

#### Firefox

1. Select 'Tools' from the top menu
2. Choose 'Options'
3. Choose 'Content' from the top navigation
4. Select the checkbox next to 'Enable JavaScript' and click OK

---

#### Safari

1. Select 'Safari' from the top menu
2. Choose 'Preferences'
3. Choose 'Security'
4. Select the checkbox next to 'Enable JavaScript'

Please keep in mind that upgrading your browser or installing new security software or security patches may affect your JavaScript settings. It is a good idea to double-check that JavaScript is still enabled if you notice problems.

### **Changing Screen Resolution**

When you view the Web site on-screen, you may want to make the images larger or smaller. For example, if images are too big, you will only be able to see a portion of the Web page at a time.

Use the following procedure to change screen resolution.

1. Right-click anywhere on your desktop. The screen displays a pop-up menu.
2. Left-click on Properties. The screen displays the Display Properties window.
3. Click on the Settings Tab
4. Click and drag the Screen Area slide bar to the desired resolution. The image in the window will shift to demonstrate the effects of your selection.

---

Note: 1024 pixels by 768 pixels is a typical setting. You can select a higher number (making items on your screen smaller) depending upon personal preference and Video Card limitations.

---

5. Click Apply to check your setting. A pop-up box asks whether you want to keep the change.
6. You have two choices
  - o Click Yes to permanently make the change. The Settings window closes and the setting is retained.
  - o Click No if you want to try another setting. The screen returns to Step 4. Repeat from Step 4.

### **Checking for Required Browser Version**

To determine the version of web browser you are using, please follow the instructions below

---

#### Internet Explorer

1. Open your browser.
2. Click Help on your top menu bar.
3. Select About Internet Explorer. A popup window displays information on your browser, including the version number.

---

#### Firefox

1. Open your browser.
2. Click Help on your top menu bar.
3. Select About Mozilla Firefox. A popup window displays information on your browser, including the version number.

---

#### Safari

1. Open your browser.
2. Click Help on your top menu bar.
3. Select About Apple Safari. A popup window displays information on your browser, including the version number.

## **Upgrading Browser Software**

Note: Depending on the type of Internet connection being used, downloading the browser software may take a long time.

---

### Internet Explorer

If your browser is a lower version number (4.0, 5.0, etc.), Microsoft provides a free download of their latest browsers.

1. Go to <http://www.microsoft.com/downloads/>
  2. Search for Internet.
  3. Enter the appropriate Operating System (Windows 2000, XP or Vista). When the results display click on the appropriate link and follow the instructions provided.
- 

### Firefox

If your browser is a lower version number, Mozilla provides a free download of their latest browsers.

1. Go to <http://www.mozilla.org/download.html>
  2. Click on the Firefox link.
  3. When the results display click on the appropriate link and follow the instructions provided.
- 

### Safari

If your browser is a lower version number, Apple provides a free download of their latest browsers.

1. Go to <http://www.apple.com/safari/download/>
2. Click on the Download Safari button.
3. When the results display click on the appropriate link and follow the instructions provided.

## **Internet Connections**

There are basically four ways that a Web User can connect to a Web Site:

- Using a Dial-up connection with an ISP (Internet Service Provider) such as AOL, EarthLink, MSN, etc.
  - Using a DSL connection (Digital Subscriber Line).
  - Using a Cable Modem connection.
  - Connecting via a corporate LAN.
- 

Note: Dial-Up connections are never any faster than 53 Kbps (Kilobits per second/Speed measurement). DSL, cable-modem and corporate LAN connections are generally much faster. If a user is experiencing performance problems when accessing the AccessBlue website, (for example, "the page is slow to load"), it's important to find out what type of connection is being used. If the connection is a dial-up, you may want to consider upgrading your internet service.

## **Plugins**

3rd party software products and browser plugins are also utilized to provide some unique and richer experiences throughout the site. The programs listed below are all free and can be found on the manufacturer's websites. They are as follows:

### **Flash Player** ([Download](#))

by **Macromedia**

Use for viewing web-based animations.



### **Acrobat Reader** ([Download](#))

by **Adobe**

Used for viewing PDF files within your browser.



## **Technical Support**

If you are experiencing technical issues using one of the 3rd party programs or software plugins listed above, please visit their respective websites for technical support advice.

Please keep in mind that since configurations and setup varies from computer system to computer system, it is not always possible for us to troubleshoot exactly what is causing your issue. The AccessBlue website will work fine under most system setups and is continually tested across multiple browsers on multiple platforms.