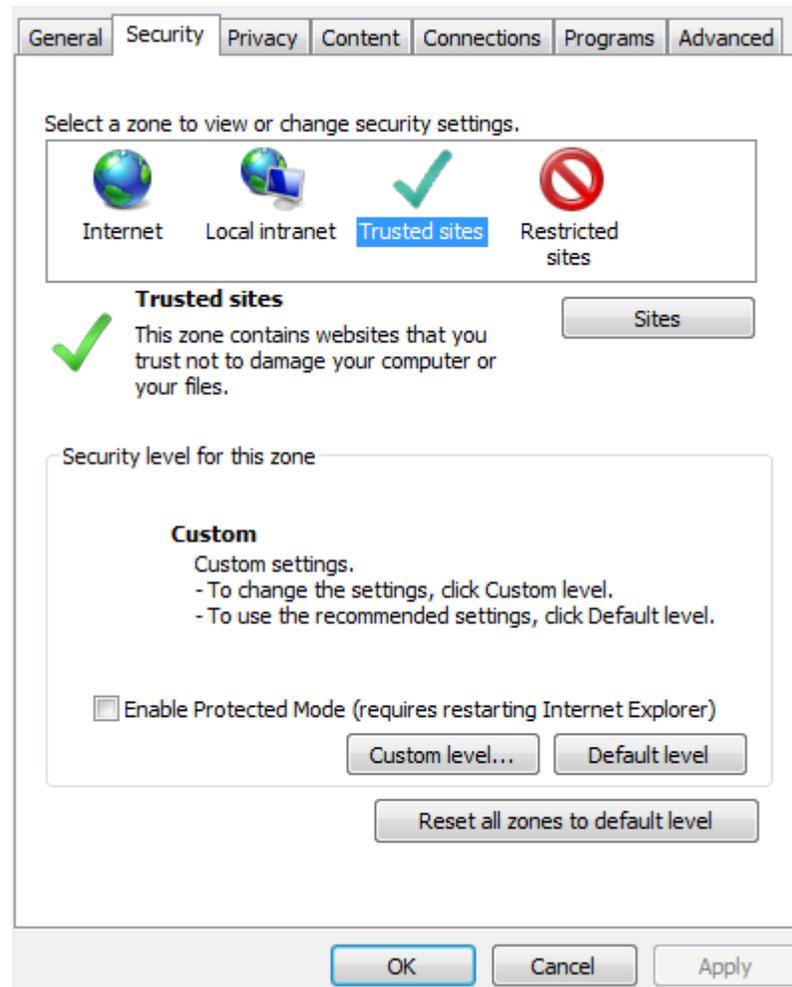


Setting your Internet options for myOhio.gov

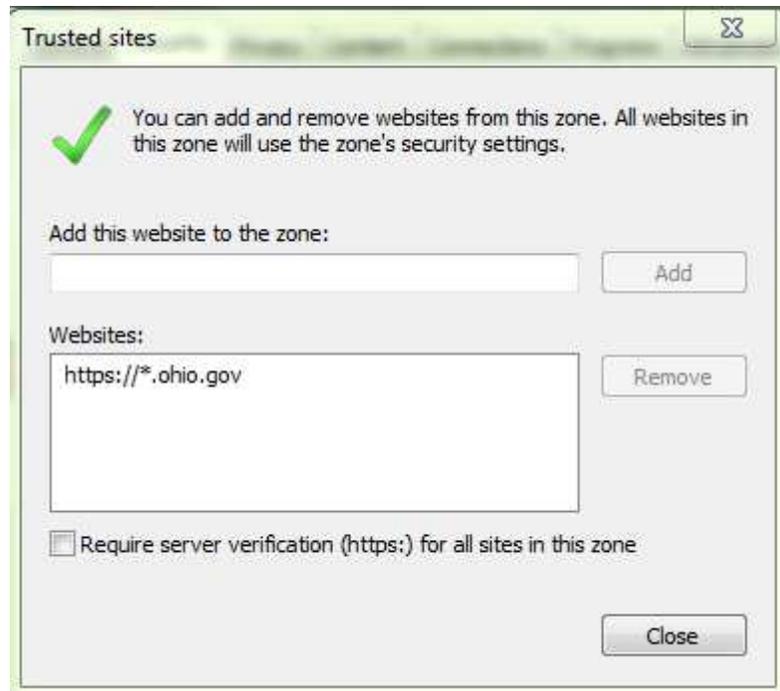
The following job aid is intended by users with Internet Explorer 9.0 (IE9). If following this job aid does not resolve issues, it is strongly suggested that updating your web browser to the latest version may be the remaining cause. If you cannot update your web browser to IE9 due to agency requirements, please try accessing myOhio.gov through [Mozilla Firefox](#) or [Google Chrome](#). You may also need to contact your agency IT to request that administrator privileges be used in making these updates.

Please note that following these instructions will not remove any Favorites nor will it require that it be done more than once, i.e., you will not have to do this daily. This is meant as a one-time fix. Following these instructions will cause your passwords to not be stored on the machine that you make adjustments to though; this is recommended as a security measure to safeguard your data.

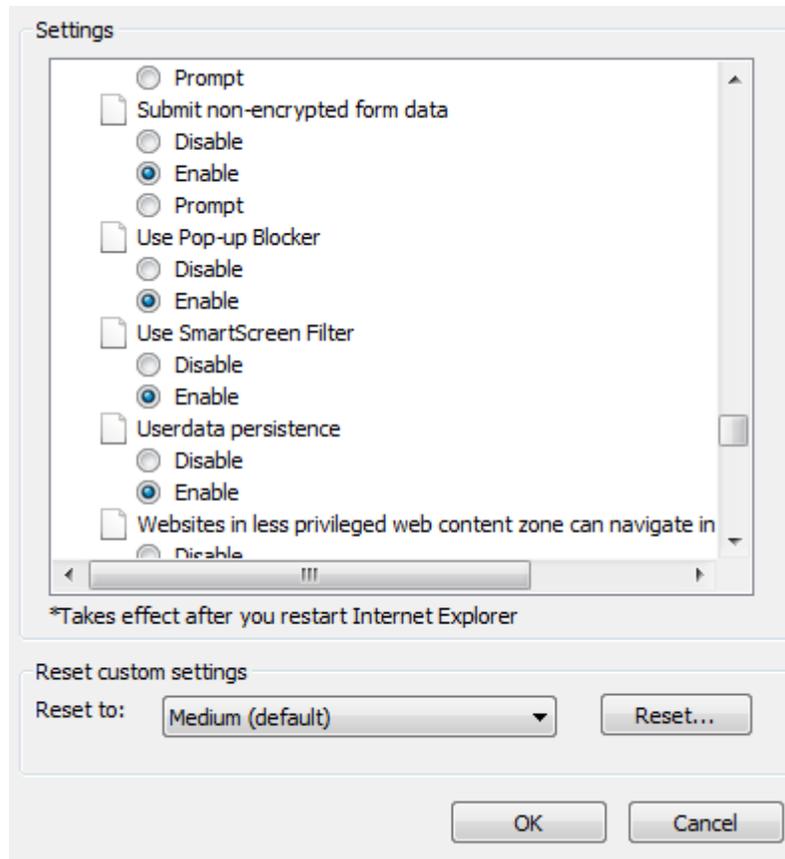
This job aid is updated as of February 12, 2013. All new steps are highlighted in green.



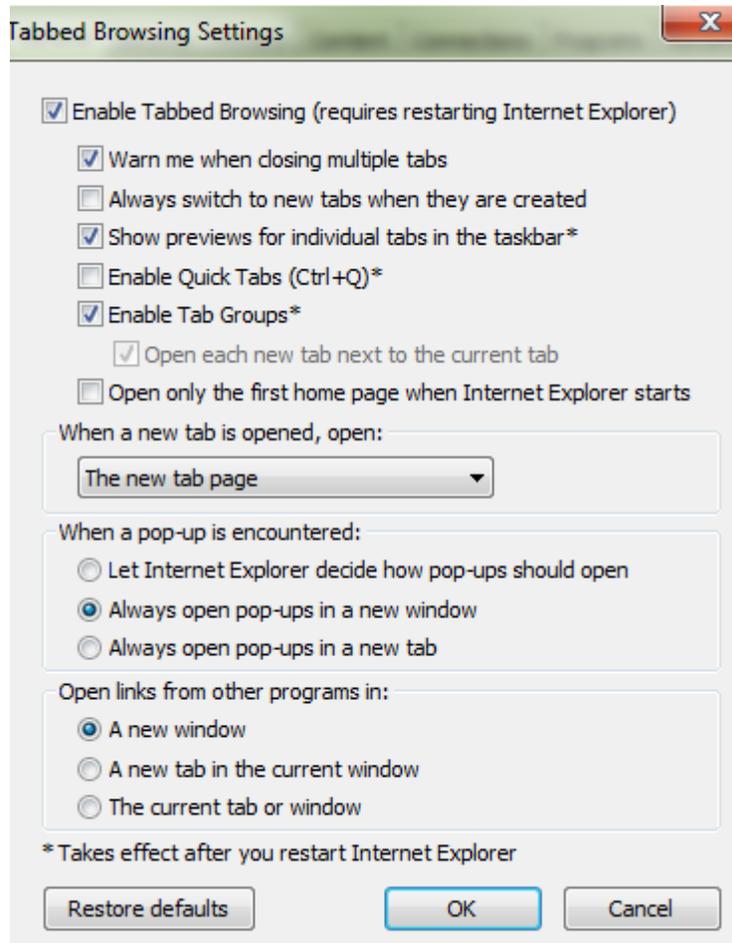
1. Click Internet Options on the Tools menu of your browser.
2. Click on the Security tab, click on the Trusted Sites icon.
3. Click on the Sites button.



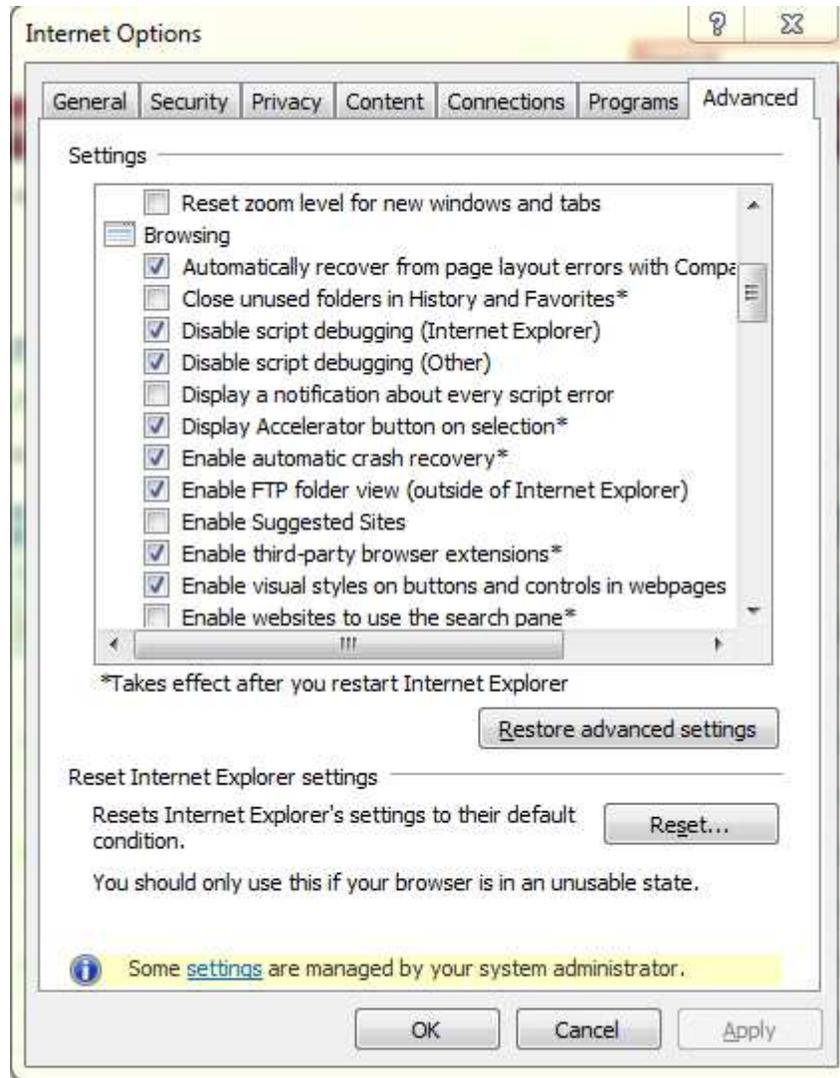
4. In the Add this website to the zone box, type in https://*.ohio.gov.
 - If the box for “Require server verification (https:) for all sites in this zone” is checked, uncheck it.
5. Click the Add button.
6. Click the Close button.
7. Click the OK button.



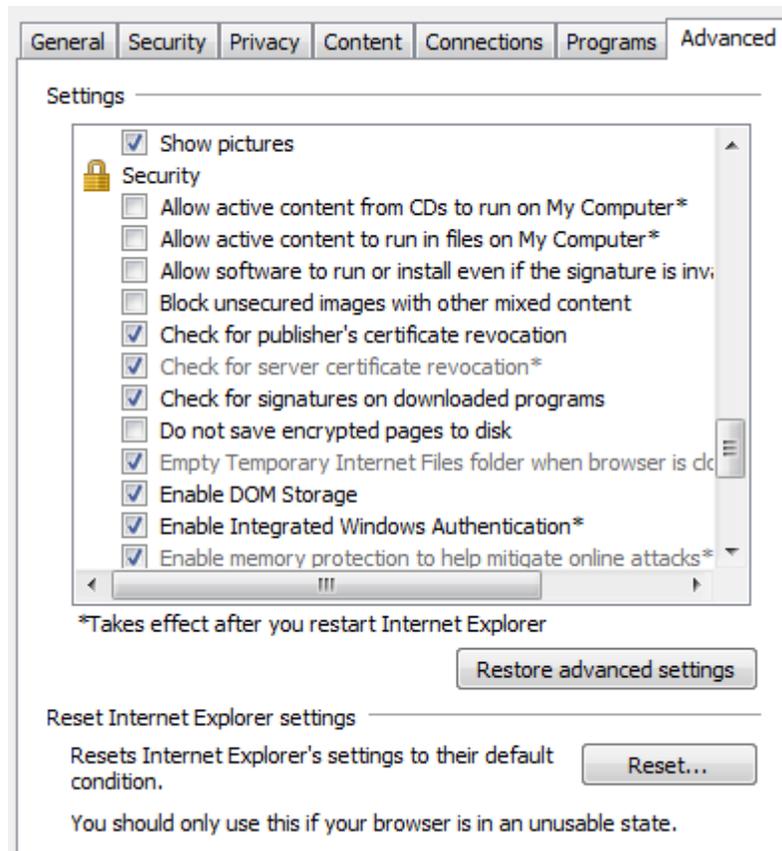
8. After returning to the main screen, click on Custom level... to Pop-Up Blockers.
9. Scroll down until the Miscellaneous section is almost at the end of its list.
10. Make sure that the Use Pop-Up Blocker is designated Enable.
11. Click OK.
12. After returning to the main screen, click on the General tab.



13. Click on the Settings button under the Tabs section.
14. Ensure that the Always open pop-ups in a new window is selected.
15. Click OK.



8. Click on the Advanced tab.
9. Scroll down until you see the section titled Browsing.
10. Make sure the box is unchecked next to “Enable Suggested Sites”.

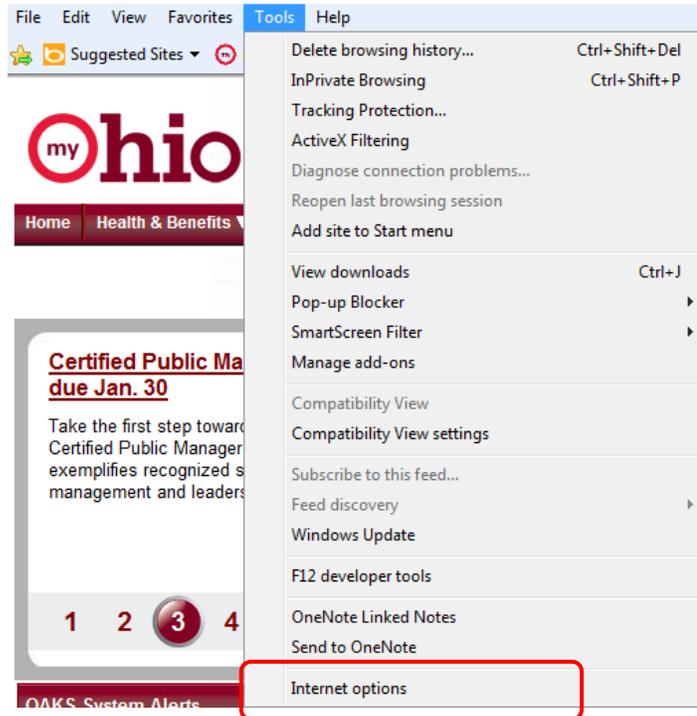


11. Scroll down to the Security section.
12. Make sure that the Do not save encrypted pages to disk box unchecked.
13. Make sure that the Empty Temporary Internet Files folder when browser is closed is checked.
14. Click OK.
15. Close the browser window. Wait ~10 seconds for the cache to fully clear. NOTE: you must have all browser windows closed for these steps to work.
16. Re-launch the internet browser.

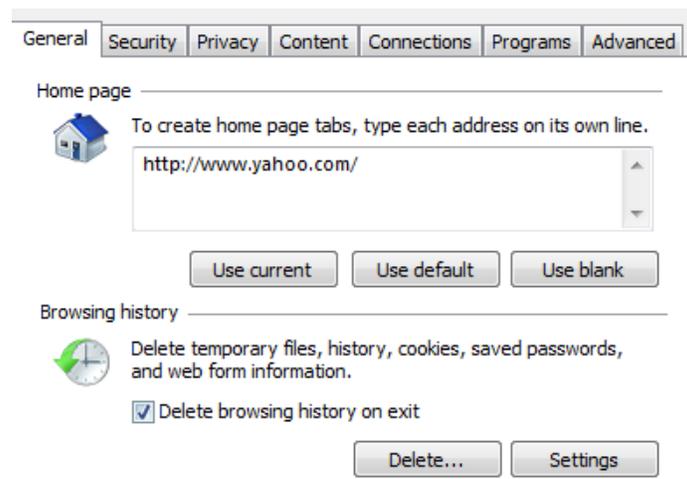
If following the above instructions did not solve the issue, then you have a pop-up blocker in a toolbar add-on that cannot be overridden by holding down the <Ctrl> key. If this is the case, this website http://www.ctimls.com/Support/KB/How%20To/Disable_PopUp_Blockers.htm will take you through steps to disable pop-up blockers in the most commonly installed toolbars.

Clearing Cache on Browser (Internet Explorer)

1. Click Internet Options on the Tools menu of your browser.



2. On the General tab of the Internet Options dialog box, check the “Delete browsing history on exit” box. Then click on the Delete button.



3. On the Delete Browsing History dialog box, check all of the boxes except for the Preserve Favorites website data. Then click Delete.

Preserve Favorites website data
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

Temporary Internet files
Copies of webpages, images, and media that are saved for faster viewing.

Cookies
Files stored on your computer by websites to save preferences such as login information.

History
List of websites you have visited.

Download History
List of files you have downloaded.

Form data
Saved information that you have typed into forms.

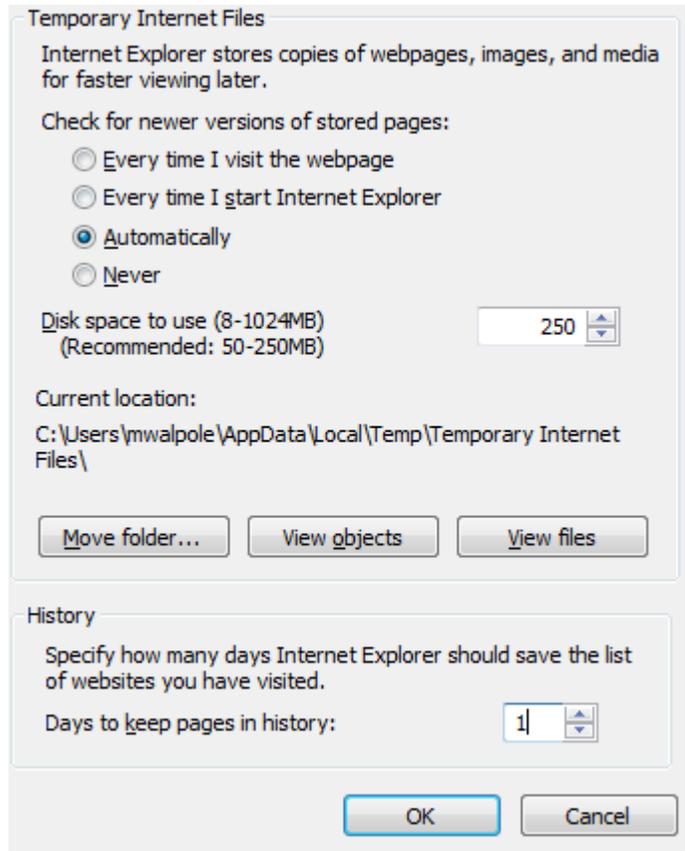
Passwords
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

ActiveX Filtering and Tracking Protection data
A list of websites excluded from filtering, and data used by Tracking Protection to detect where websites might be automatically sharing details about your visit.

[About deleting browsing history](#)

4. When back on the General tab, click on the Settings button under Browsing History.
5. Click on the View Files button. When the window opens, select all files (Ctrl-A) then delete. This will clear any Cookies.
6. Click OK.

- At the bottom of the Temporary Internet Files and History Settings dialog box, change the “Days to keep pages in history” to “1” day.



- Click OK.
- Click OK again.
- Close all browser windows. This setup will now clear your computer’s cache (temporary internet files, cookies, etc.) each time the browser window is closed.