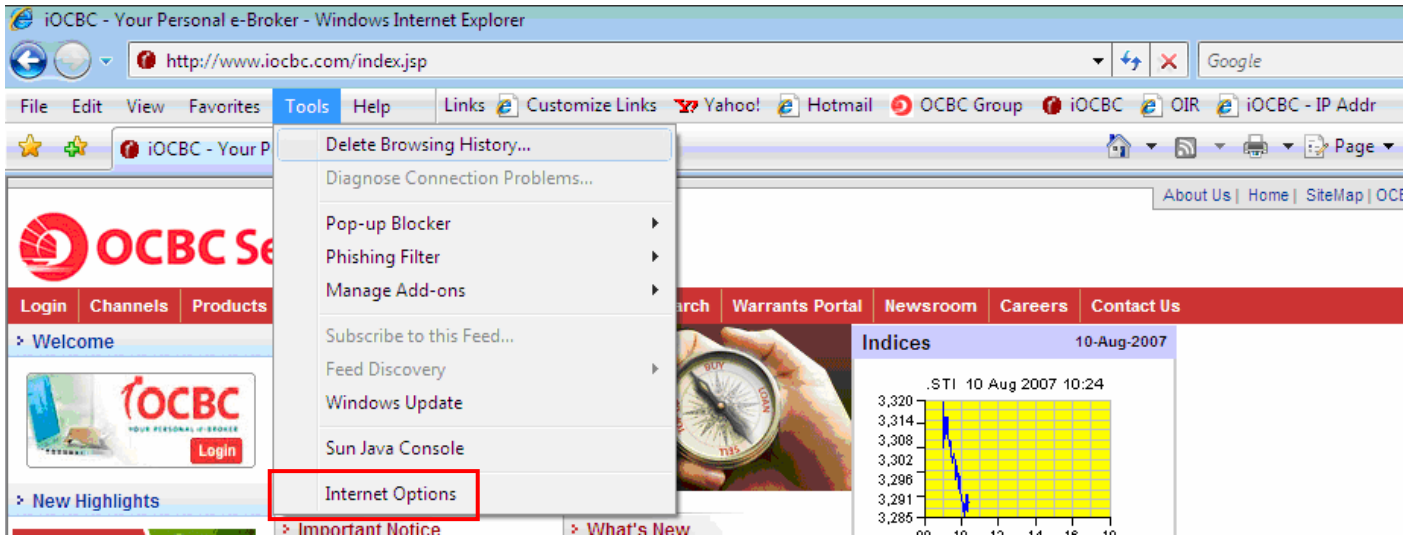
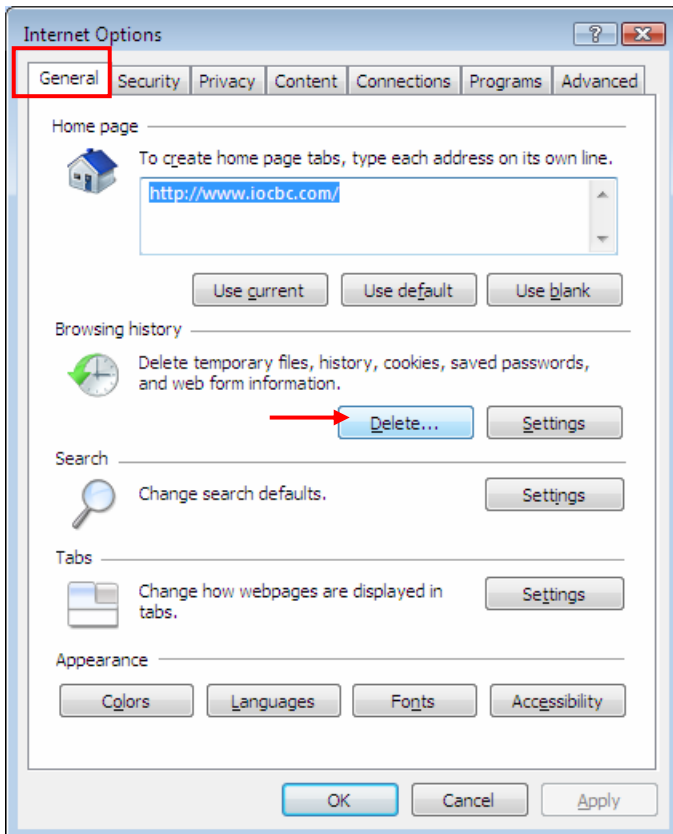


1. Clear Temporary Internet Files and Cookies

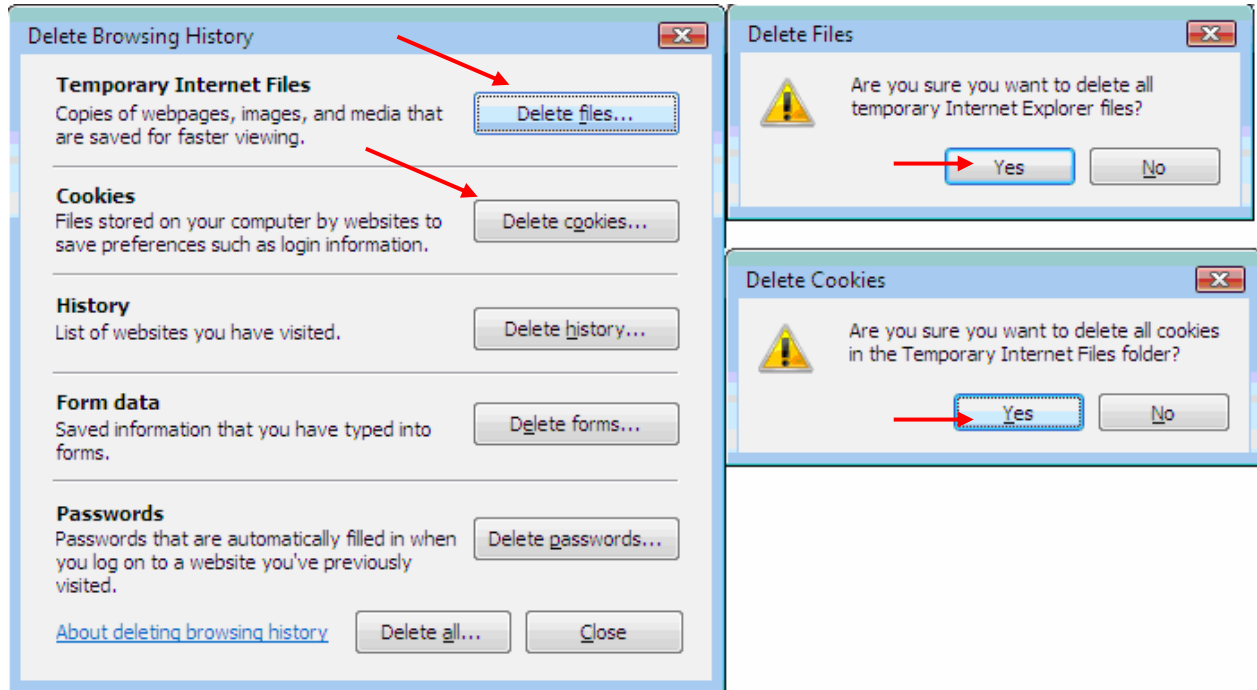
- Open Internet Explorer Browser
- Click on **“Tools”** → **“Internet Options”**



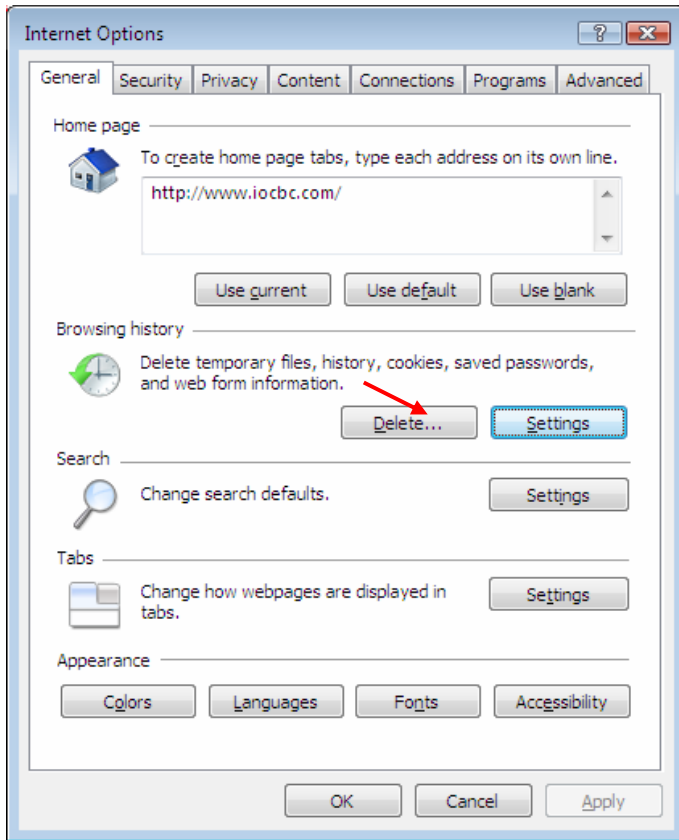
- Go to the **“General”** tab
- Click on **“Delete”** button



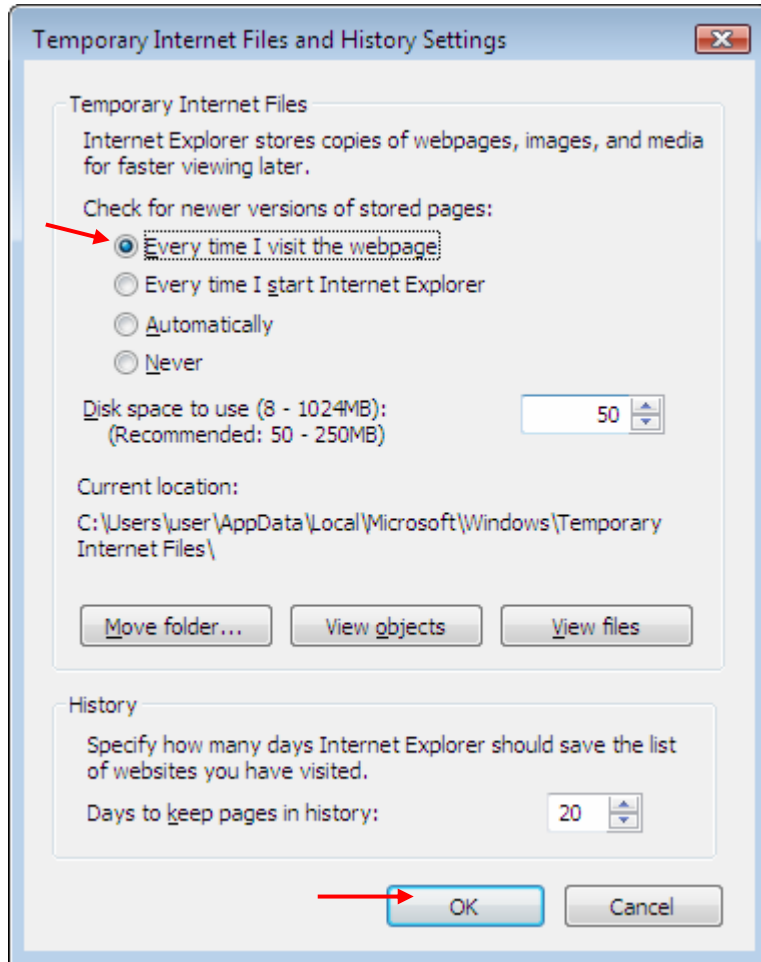
- Click on “**Delete files...**” button
- Click on “**Yes**” when the Delete Files confirmation prompted
- Click on “**Delete cookies...**” button
- Click on “**Yes**” when the Delete Cookies confirmation prompted
- Click on “**Close**” after finished delete the browsing history



- Click on “**Setting**” button at Browsing history

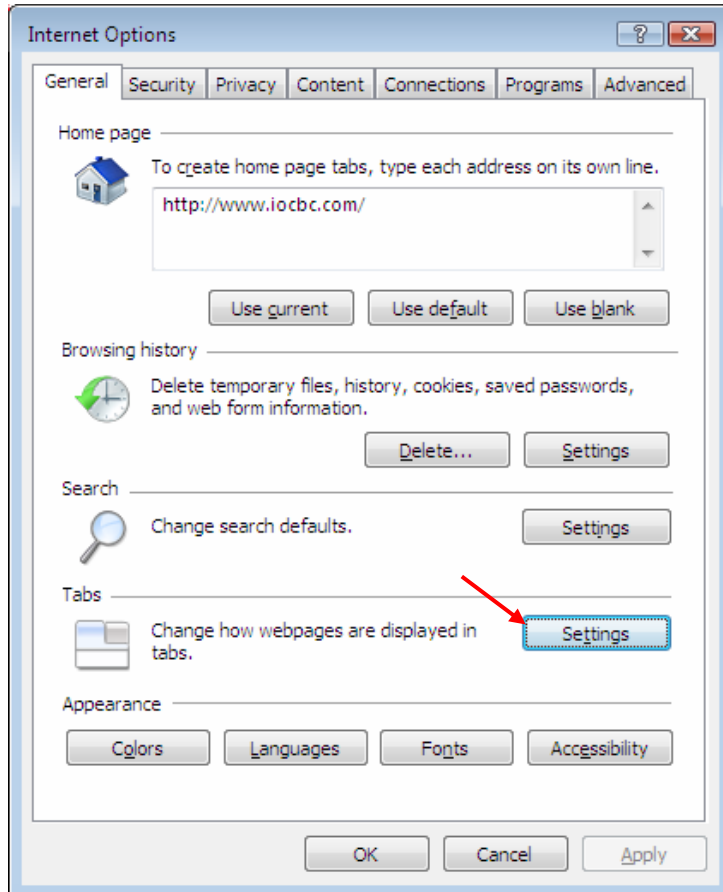


- Select “**Every time I visit the web page**” from Temporary Internet Files and History Settings
- Click on “**OK**” button
- Close existing Internet Explorer browser and re-open a new one

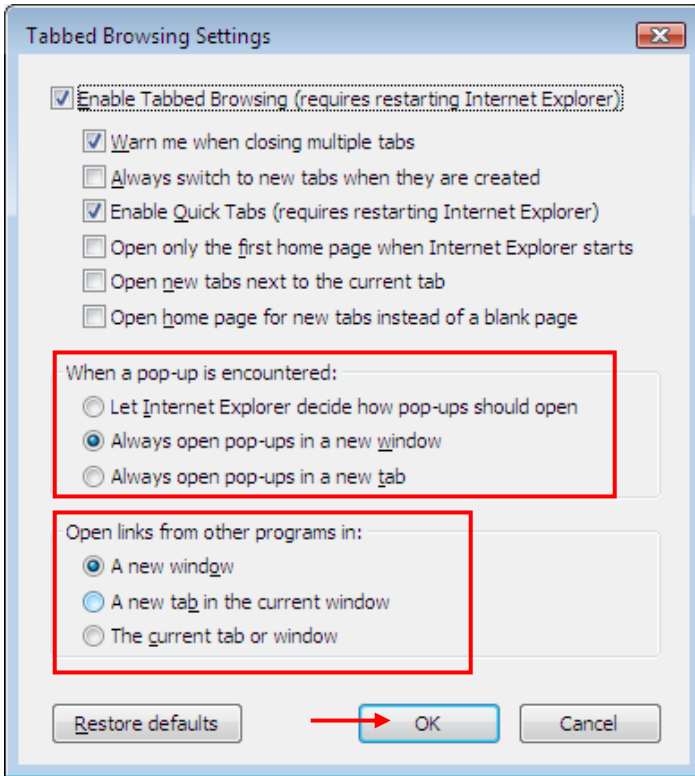


2. Internet session and cookies handling setting

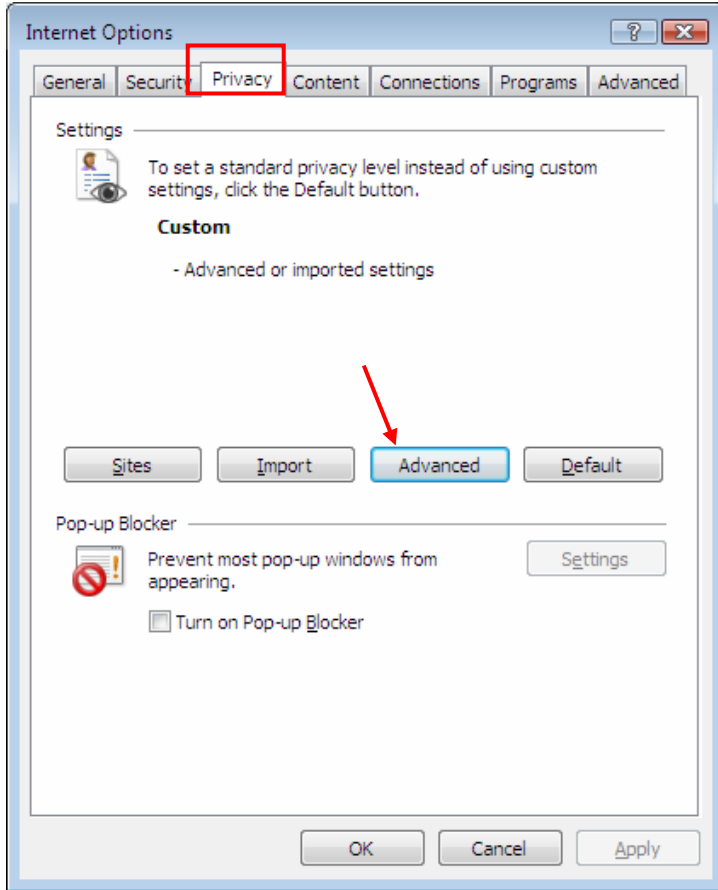
- Click on “Settings” button at Tabs



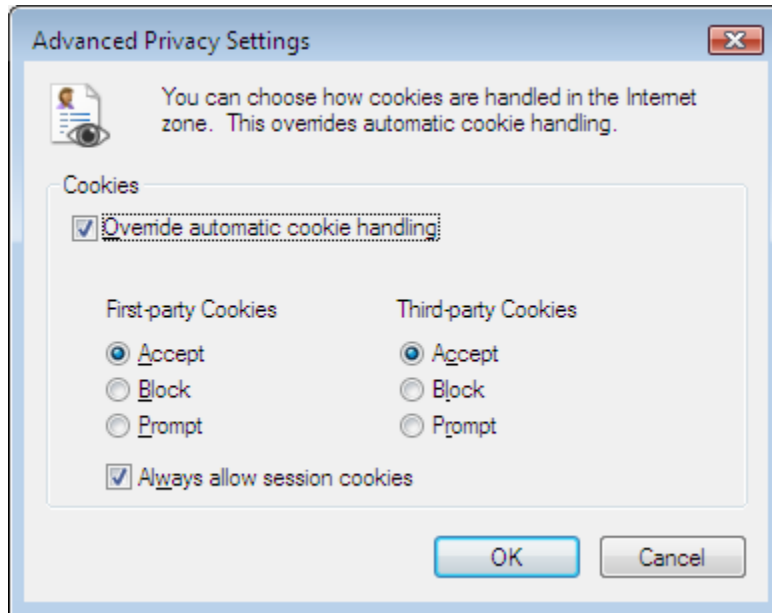
- Select **“Always open pop-ups in a new window”** at “When a pop-up is encountered:”
- Select **“A new window”** at “Open links from other programs in:”
- Click in **“OK”** button



- Go to the “**Privacy**” tab
- Click on “**Advanced**” button

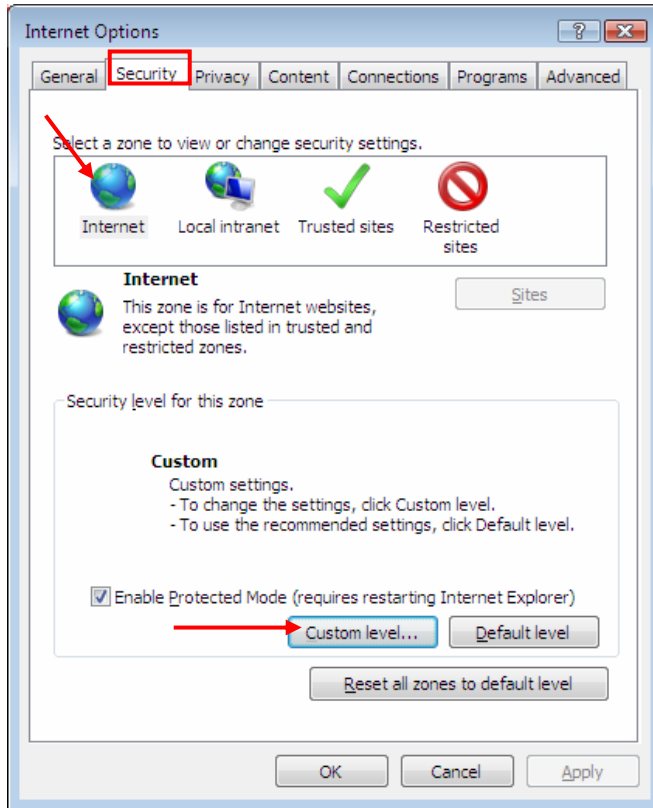


- Tick on “**Override automatic cookie handling**”
- Select “**Accept**” at First-party Cookies and Third-party Cookies
- Tick on “**Always allow session cookies**”
- Click on “**OK**” button

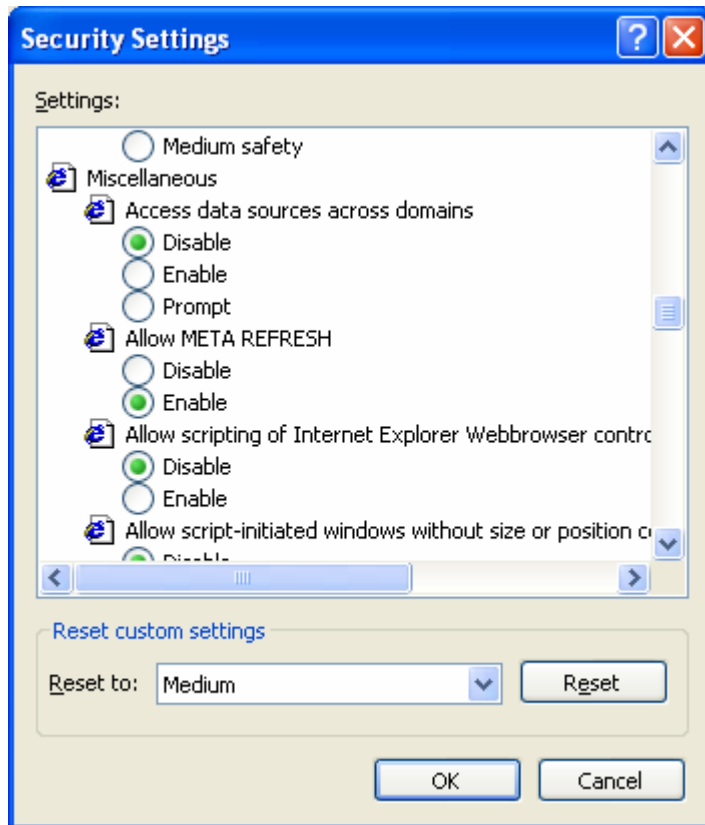


3. Check and Enable Security Setting

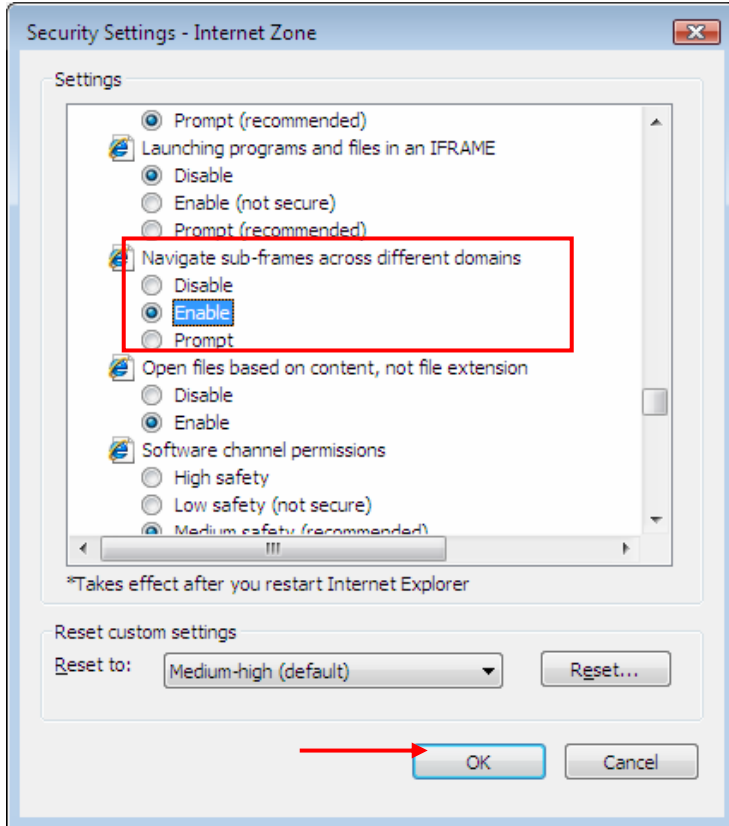
- Go to the “**Security**” tab from Internet Option as shown below
- Click on “**Internet**”
- Click on the “**Custom level...**” button



- Scroll down and locate "Access data sources across domains "
- Set it to "Enable".



- Scroll down and locate "Navigate sub-frames across different domains".
- Set it to "Enable".
- Click on the "OK" button.



Login Problem

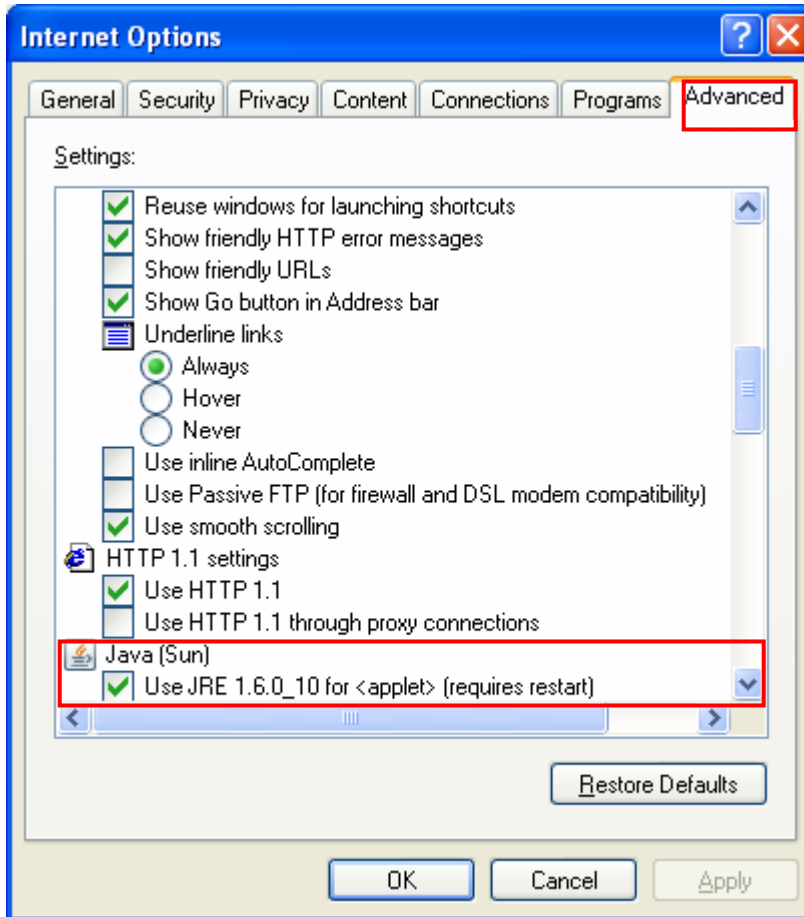
You need to have a Java software enabled in order to login.

1. Check and Enable Java

- Open Internet Explorer
- Click on "**Tools**"
- Click on "**Internet Options**"
- Select "**Advanced**" tab
- Scroll down to find either **Java(Sun)**

To activate Java (Sun) - *Recommended*

- Tick on the box under Java (Sun)
- Click on "**Apply**" and "**OK**" button to save the changes



NOTE:

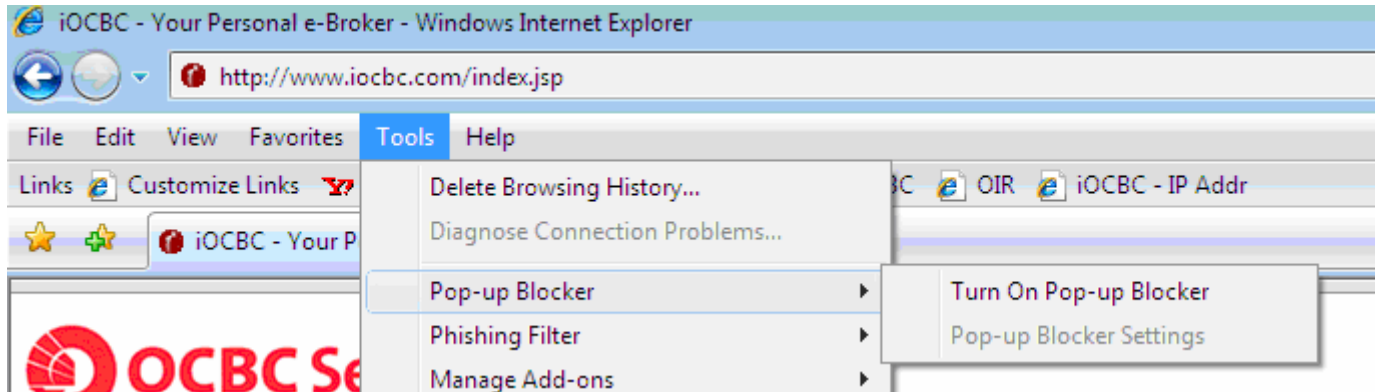
- After doing all of the above, you have to **Clear Temporary Internet Files and Cookies**
- If you do not have Java Sun installed, please download Java (Sun) from <http://www.java.com/en/> to get the **Free Java Download**

Pop-up Blocker Problem

If there is no response of any new window opened after selection, it could be due to popup blocker software installed.

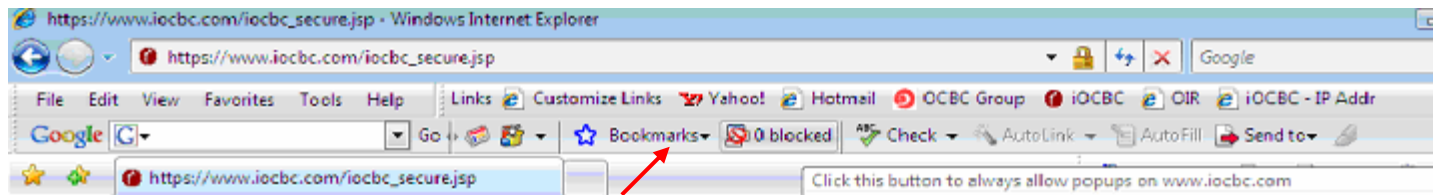
Internet Explorer Browser

- Click on **Tools** > Pop-up Blocker >
- Make sure there is no tick beside “Turn On Pop-up Blocker”



Google Toolbar

- Click on the “**0 blocked**” button to allow pop-ups on iOCBC
- After clicking the button, it will switch to display as Pop-ups okay
- Google pop-up blocker has been removed



Yahoo Toolbar

- Click on the icon beside “Search Web” button
- There should be no tick beside ‘Enable Pop-Up Blocker’

