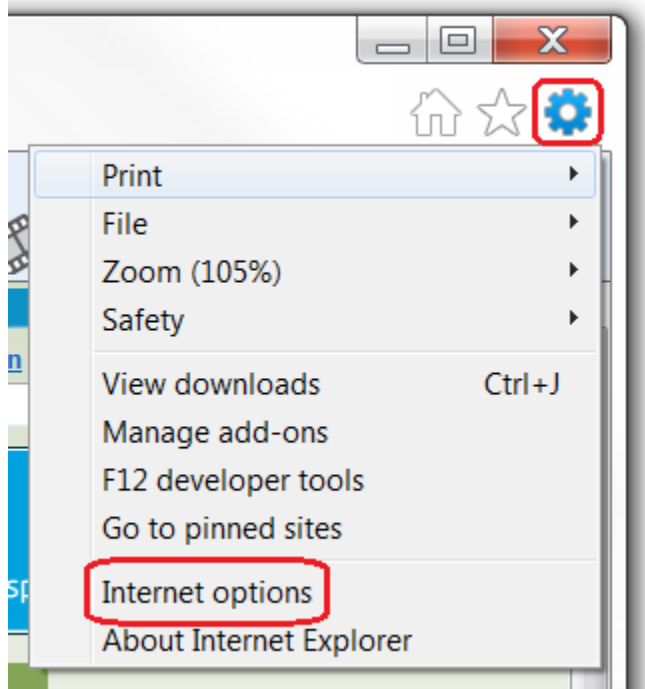


If any customers/technicians having problems logging into the customer portal using Internet Explorer, they will need to add (<http://customers.ussi.org> or <http://technicians.ussi.org>) in the privacy settings to explicitly accept cookies.

The instructions are as below.

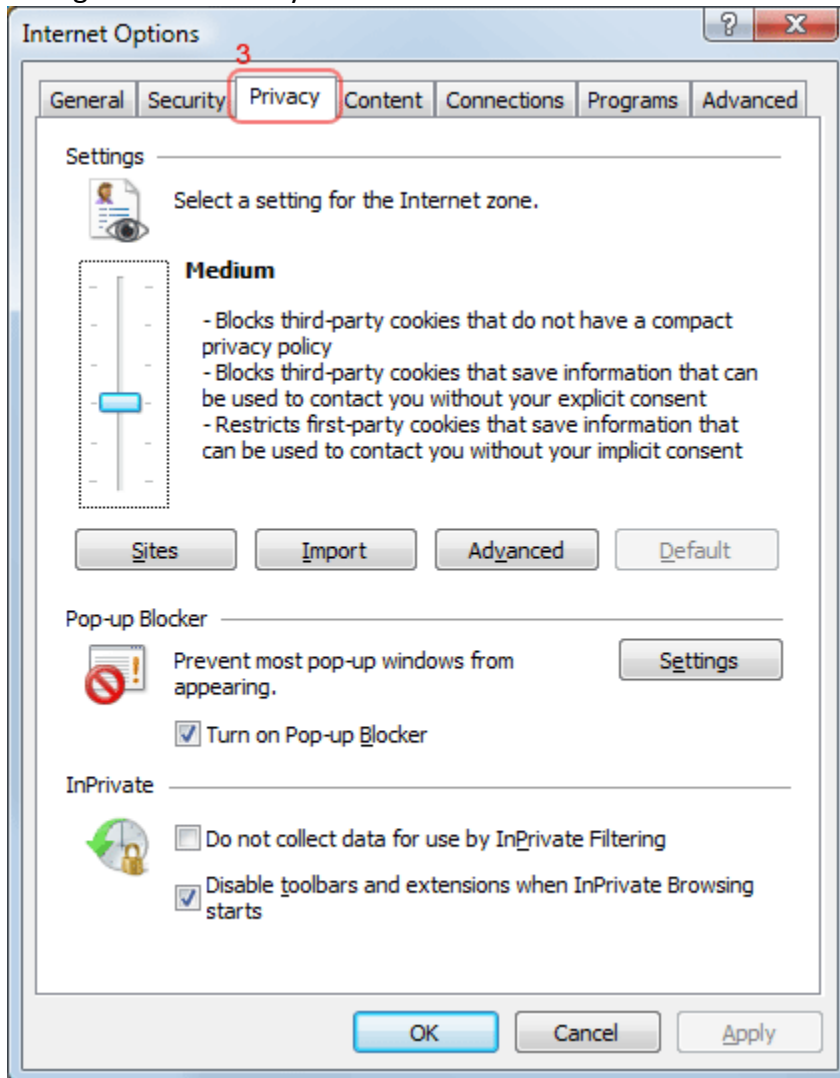
## Internet Explorer 9.0 – 11.0

1. Click on the gear-wheel icon at the top right of the browser window.



2. Click "Internet Options".

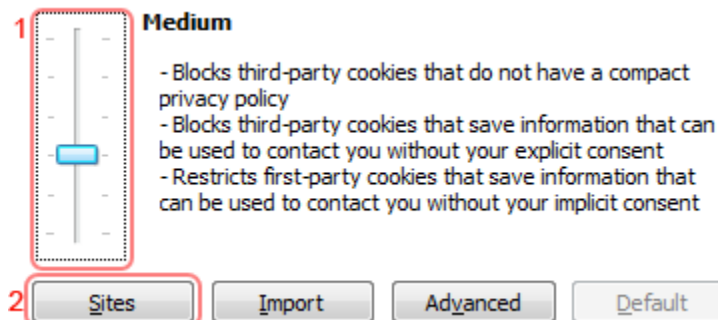
3. Change to the "Privacy" tab.



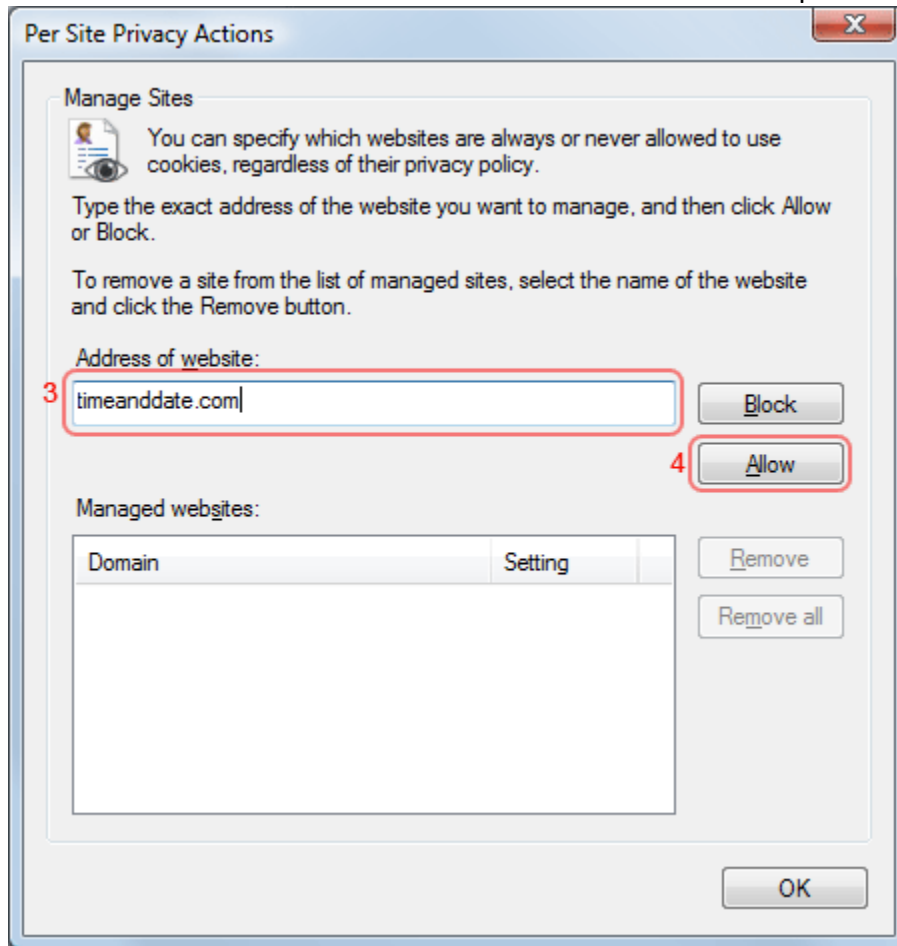
4. You now have two options depending on how much you want to restrict cookies:

### Automatic cookie handling

1. Set the slider to "Medium".



2. This should be enough to enable cookies on timeanddate.com, but it is recommended to add timeanddate.com to the Sites list. To do this, click "Sites".
3. Enter the URL from above in the "Address of the website:" input.



4. Click "Allow".
5. Click "OK".
6. Click "OK".

**\*\*You may need to close the browser and re-open after performing these actions**