

The Technology Support Center is unable to support non-Sanford computers.

Recommendations for accessing Success Center using a non-Sanford computer:

- **Platforms:** Windows PC

- **Internet Browser**
 - Internet Explorer (IE) 11 and above
 - Pop-up blockers must be disabled or configured to accept content from Success Center
 - On the Tools menu, click Internet Options, and then click the Privacy tab, and then do either of the following:
 - Click to select Block pop-ups to turn Pop-up Blocker on
 - Click to clear Block pop-ups to turn Pop-up Blocker off

- **Plug-ins** – enable the following:
 - JavaScript
 - On the Tools menu, click Internet Options, and then click the Security Tab
 - Click the Internet zone
 - If you do not have to customize your internet security settings, click Default Level, then click OK
 - If you have to customize your internet security settings, follow these steps
 - Click Custom Level
 - In the Security Settings dialog box, click Enable for Active Scripting in the Scripting section
 - Click OK

 - Active X
 - On the Tools menu, click Internet Options
 - On the Security tab, click Trusted Sites, and then click the Sites button
 - Under Add this website to the zone, type the URL of the web site you want to add
 - Click Add, and then click OK

 - Java
 - On the Tools menu, click Manage Add-ons
 - Select your Java version (you may have to scroll) and verify the status is set to Enabled.