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.