

Instructions

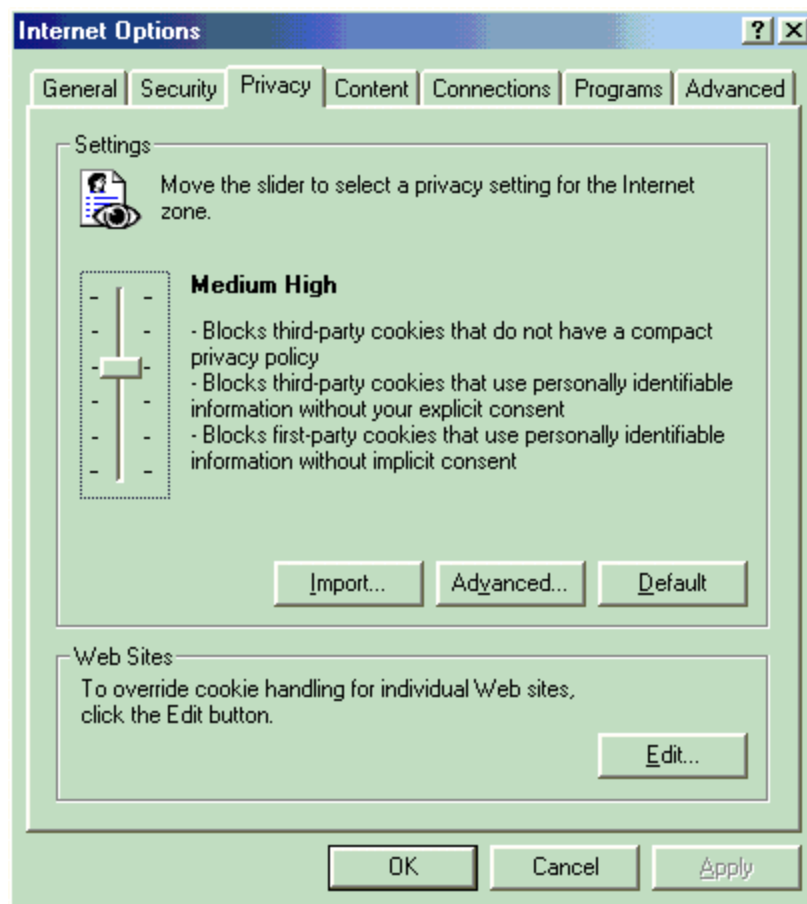
Step 1: Clear Browser Cache

From the "Tools" option on the browser menu select "Internet Options"
In the Temporary Internet Files section select "Delete Files"

Step 2: Check Internet Settings

For the clients who have difficulty accessing the site, we suggest to check the browser settings under **Tools --> Internet Options --> Privacy**.

If they use the default settings, it should be set at **Medium High or lower**.



If the use custom settings, it should look like this:



Please call our Technical Help Desk if you continue to have problems accessing the Medical Underwriting Tracking System after making the above changes.

The Help Desk number is 1-800-831-3375.