

Fixes for Missing Scrollbars

If you cannot see “Scrollbars” or the Main Toolbar within a site, we suggest first trying the following:

Press F11 on your keyboard to attempt to return the window to Standard View. F11 allows the screen you are on to revert to FULL VIEW when needing to see an entire page without scrolling.

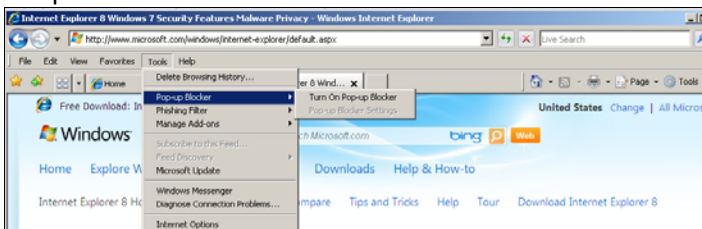
If you still cannot see “Scrollbars,” you may have to upgrade your browser to IE 8.0 or Firefox. Note: IE 7.0 has many programming issues that have been identified and missing scrollbars is one of them, that is why 8.0 was available so quickly.

To Download a new browser use one of the following methods:

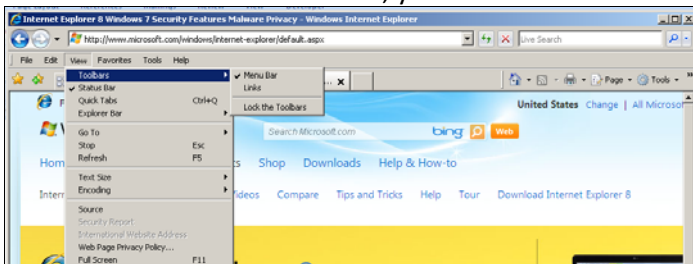
1. Visit <http://www.mozilla.com/en-US/firefox/> click the green download button and follow steps. You can also have member “Google” Search Firefox, and this should be the first url.
2. Visit <http://www.microsoft.com/windows/internet-explorer/default.aspx> Click the download now button. You can also have a member “Google” Search IE 8.0, and this should be the first url.

Other options you can try if you don’t wish to download a new browser include:

- Turn off Pop Up Blocker- completely.
 - These instructions can vary due to different options available.
 - Most common is the IE 7.0 Pop Up blocker, which can be turned off by visiting the Tools Menu as pictured below.



- Turn off or inactivate all “Toolbars”- toolbars sometimes cause conflicts when trying to browse the internet. To Turn off a Tool Bar, simply uncheck the toolbar from the VIEW Menu, see below.
 - NOTE- to uninstall a toolbar, you will need to visit the Control Panel and Remove the Program.



(According to the screenshot, I only have the Menu ToolBar)

- Other issues could be due to ADD-ONS downloaded on the computer during browser usage. It is best to go through these Add-ons and remove any that you do not need. Below is a screenshot of where to go.

