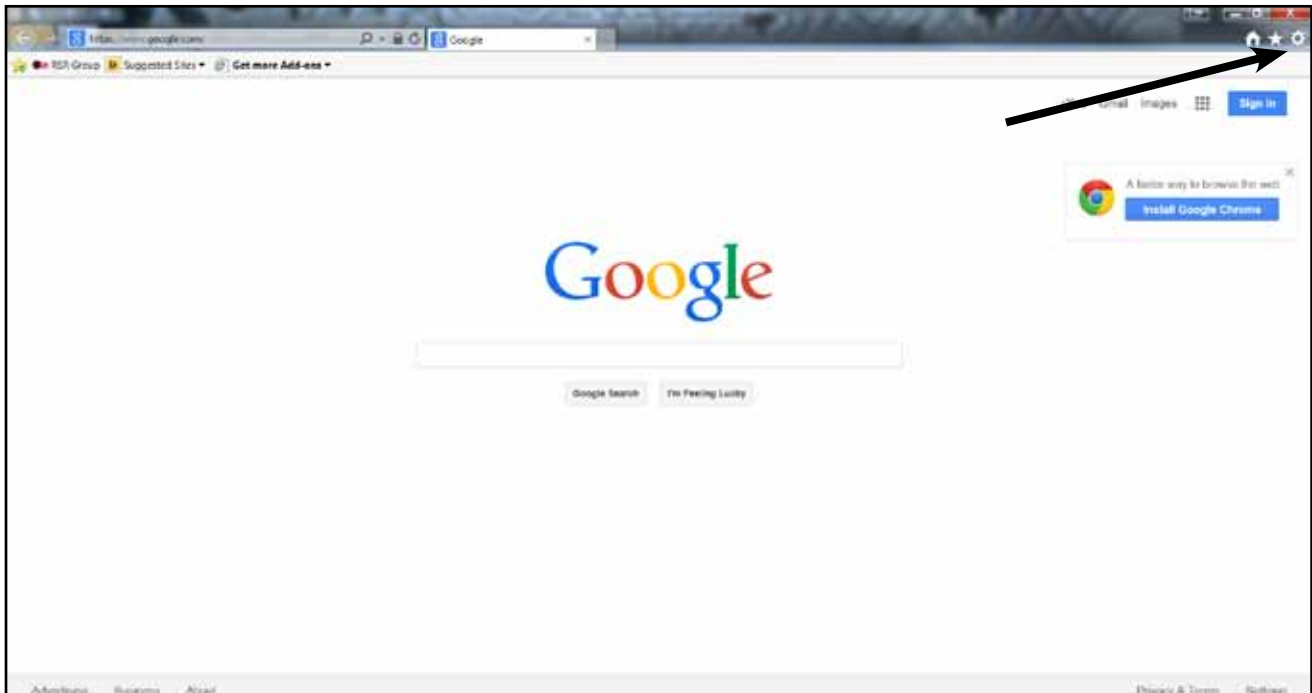
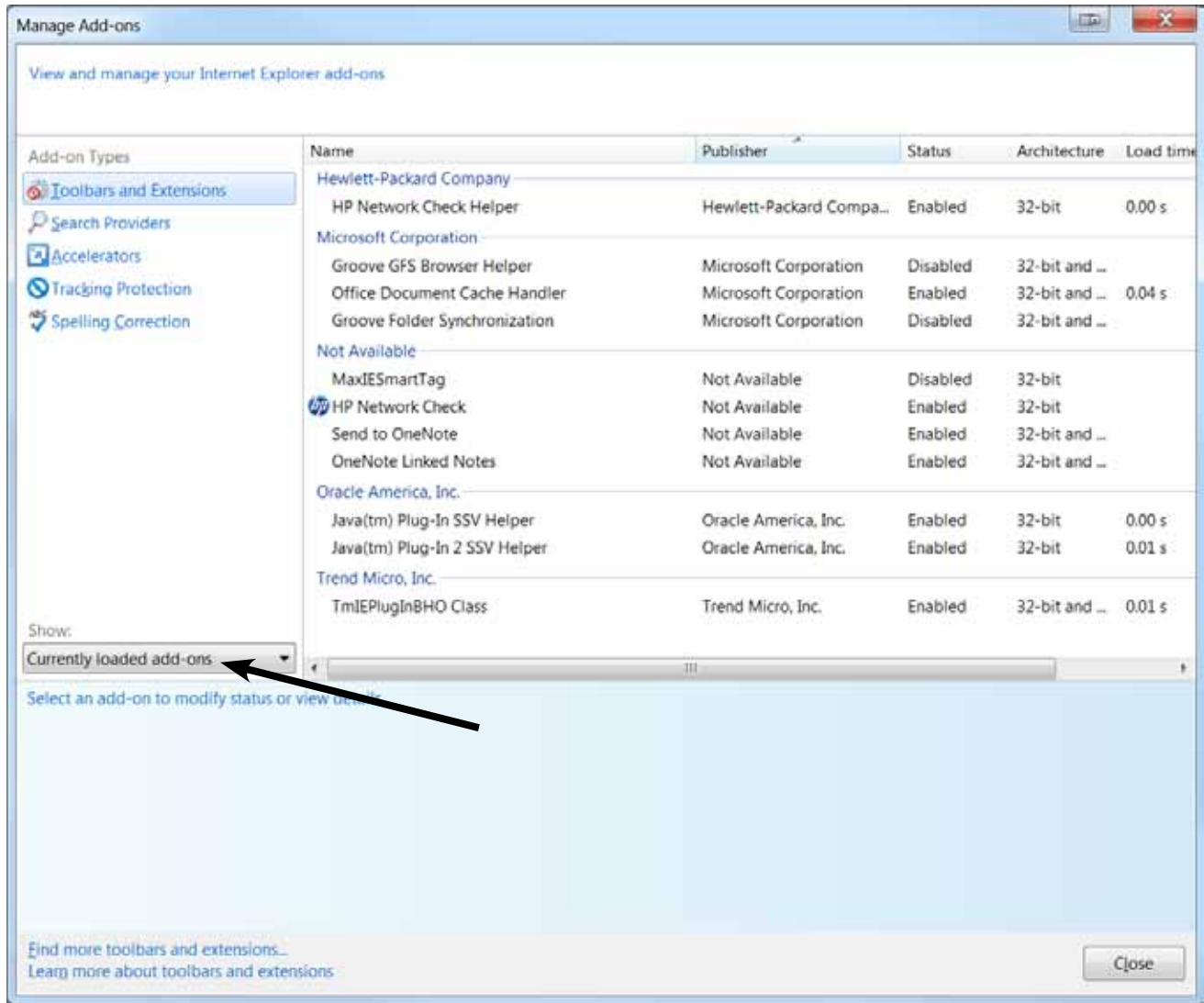


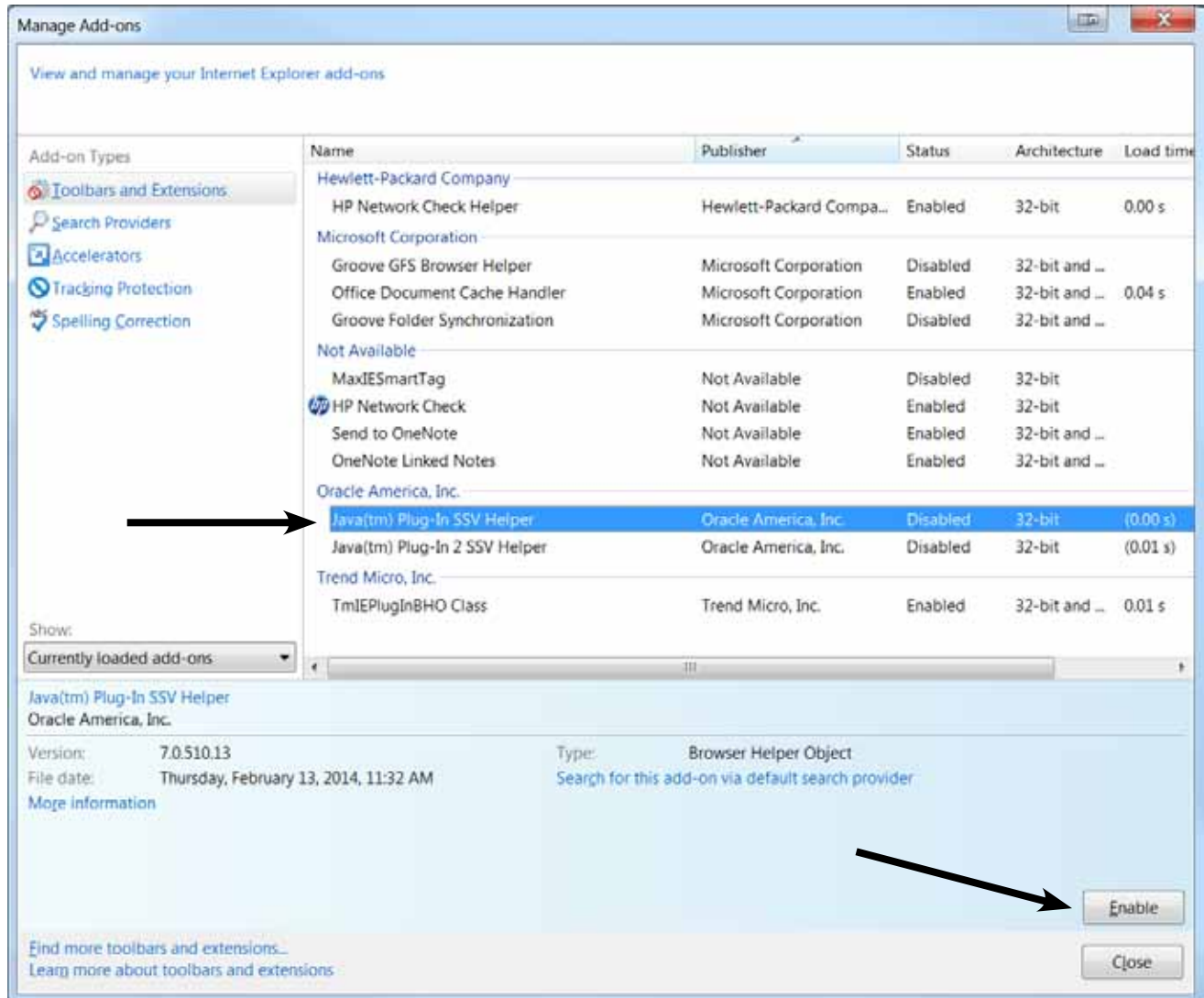
- Please make sure you have the latest version of Java installed. You can verify this by going to:
 - <http://www.java.com/en/download/installed.jsp>
- If you do not have Java installed, you can download and install it from the link below:
 - <http://www.java.com/en/>
- Next, open Internet Explorer and click on “Tools” located in the top right corner (the gear icon), and then click on “Manage Add-ons.”



- On the screen that opens, select “All add-ons” in the box located on the left side of the screen (see image below).



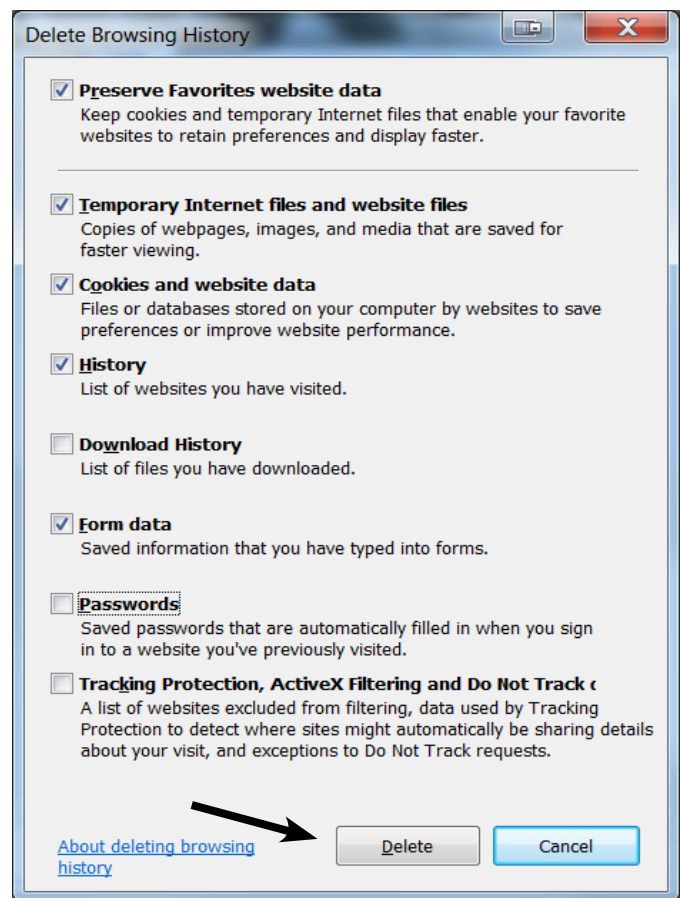
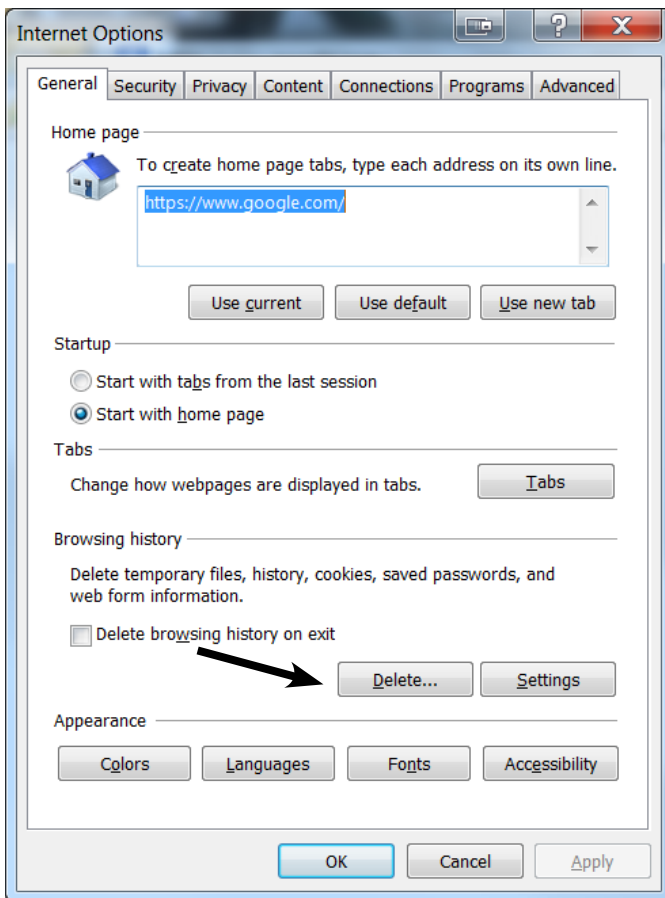
- Scroll down to where you see Oracle America, Inc. (see image below). Just click on the first line, where it says Java™ Plug-in 2 SSV Helper, and then click Enable on the bottom right of the screen.



- Once you have enabled the Java™ Plug-in 2 SSV Helper, close the box, then clear your cache and cookies by going through the steps on the next page.

Clearing Your Cache and Cookies

- On the main browser, click on Tools (the gear icon in the top right corner), and go to Internet Options.
- On the new window that opens, click on the Delete Box. That will take you to another page (see images below). The check marks shown are selected by default; if not, select them as shown in the picture below, and then click Delete.



- Once the delete process is complete, you must close all open Internet Explorer windows, and reopen a fresh browser window.
- You will then be able to navigate through our web site without any issues.

Please feel free to contact websupport@rsrgroup.com if you have any further issues!