



pc.easynet help – common problems

If you are having trouble accessing pc.easynet, try upgrading to the latest browser and have the correct settings as below (for Internet Explorer):

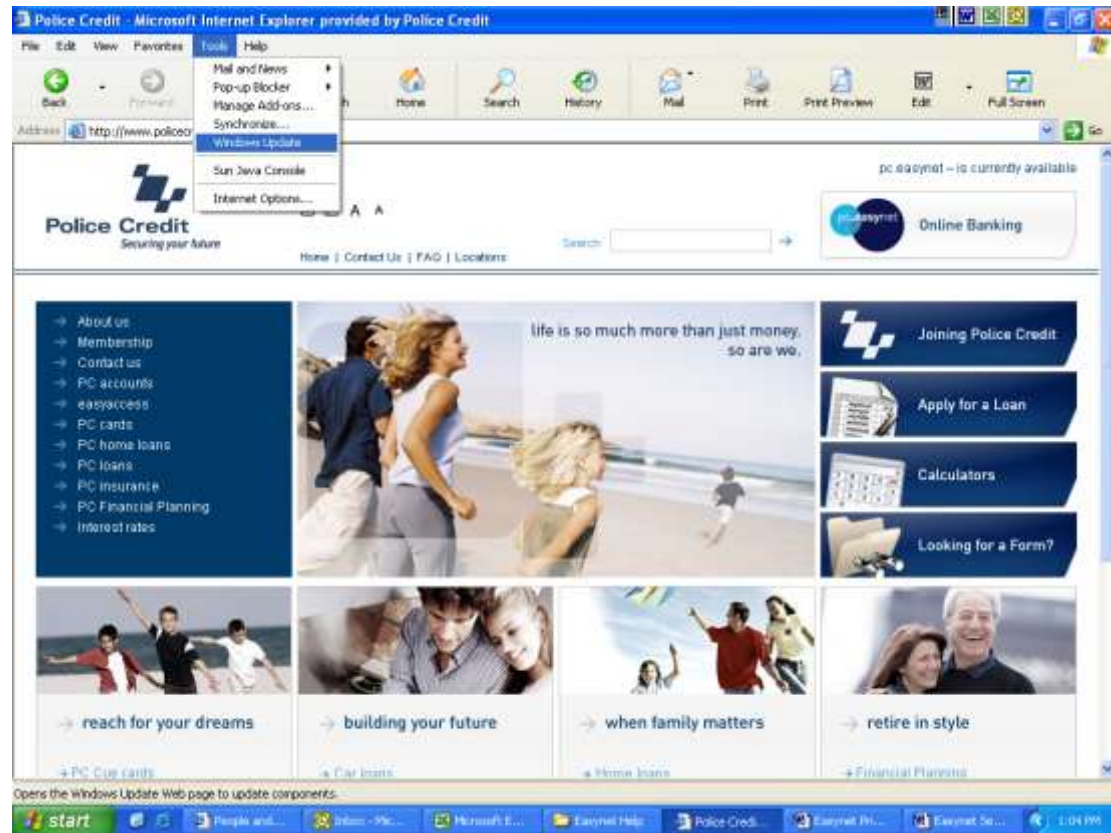
1. In Tools -> Internet Options, Security and Privacy should be set to Medium or lower.
2. Adobe Flash Player should be installed: <http://www.adobe.com/products/flashplayer/>
3. Internet Explorer download:
6: <http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.asp>
7: <http://www.microsoft.com/windows/downloads/ie/getitnow.mspx>

This may help with the problems you are having. If you need more explanation on these steps, read our step-by-step guide below.

Step-by-step guide

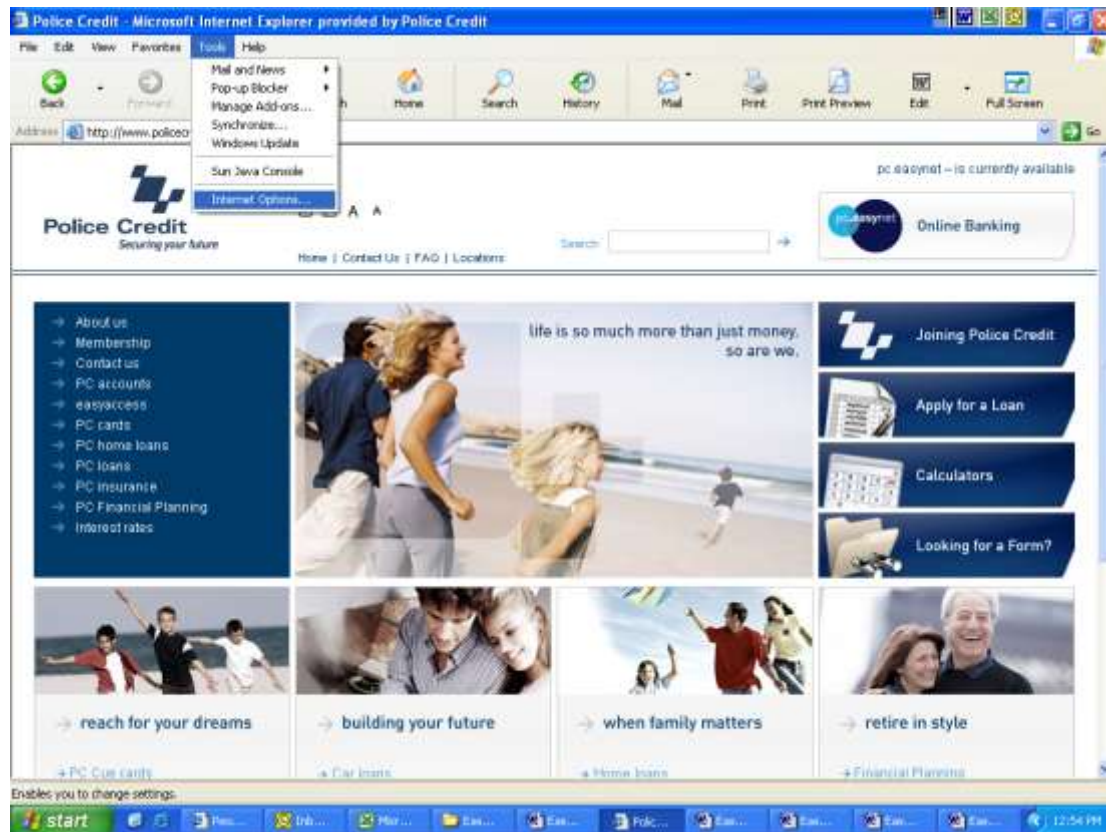
If you are having trouble loading the page, errors are appearing, etc, the first step is to make sure you have the latest version of Internet Explorer and up-to-date security patches:

Go to **Tools** -> **Windows Update** and follow prompts to download.

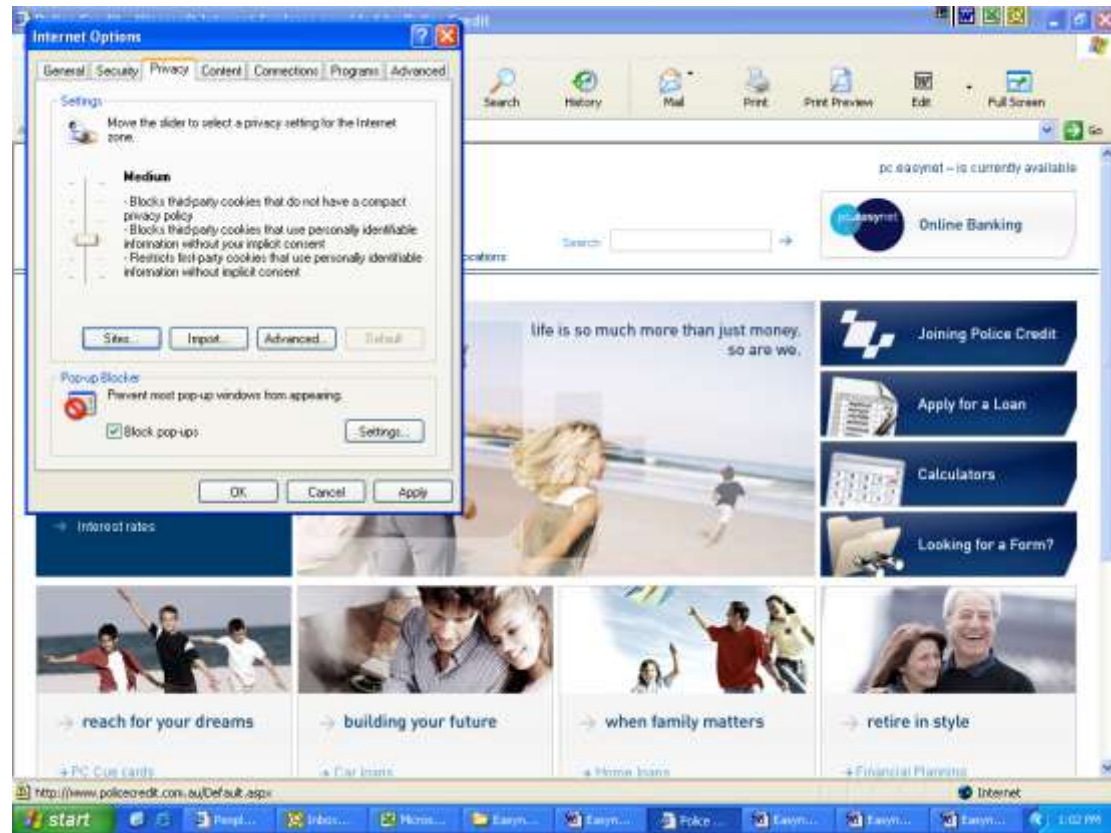


The second step is to make sure the correct settings are on your browser:

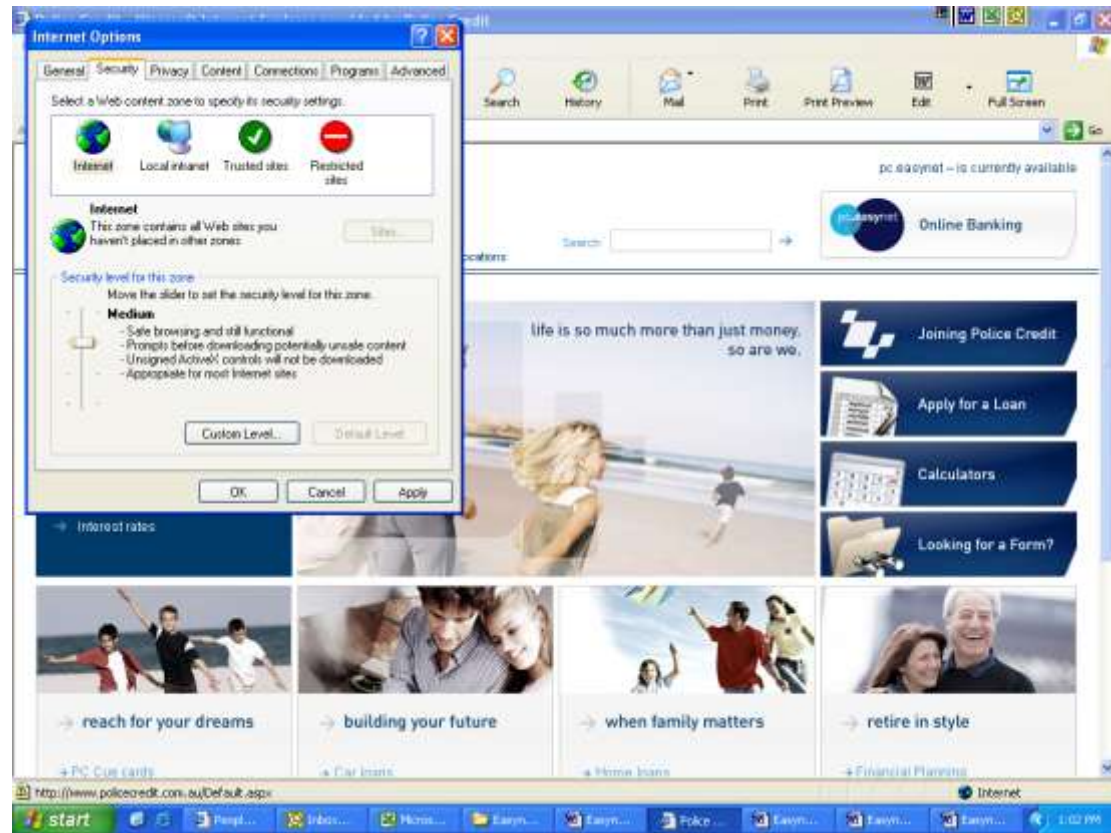
Go to **Tools -> Internet Options**.



On the **Privacy** tab, make sure the bar is no higher than **Medium**. If the bar doesn't display and just says **Custom**, press the **Default** button and the bar will then show. Click **OK** to save changes.



On the **Security** tab, make sure the bar is no higher than **Medium** on the **Internet zone**. If the bar doesn't display and just says **Custom**, press the **Default Level** button and the bar will show. Click **OK** to save changes.



Finally, to download **Adobe Flash Player**, go to <http://www.adobe.com/products/flashplayer/> and get the latest version for your PC.