

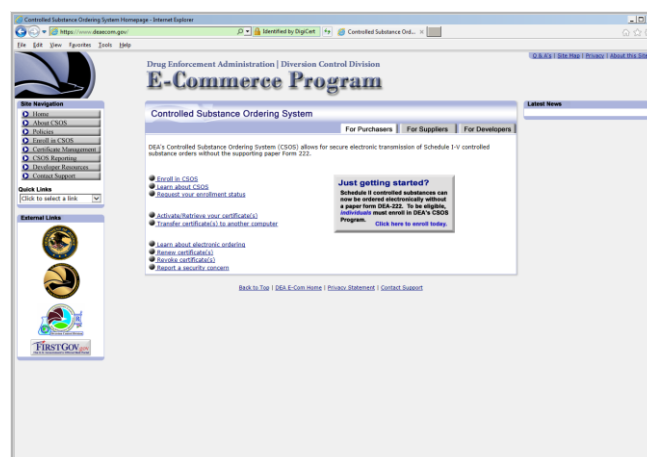
IE 11 Security Settings

Please assure the following settings are implemented prior to retrieving your certificate. If you still experience trouble, log into the machine using a Administrator's account and try again. If successful the Certificate will be stored in the Administrators account and will need to be exported out to a file and then Imported into the users account storage.

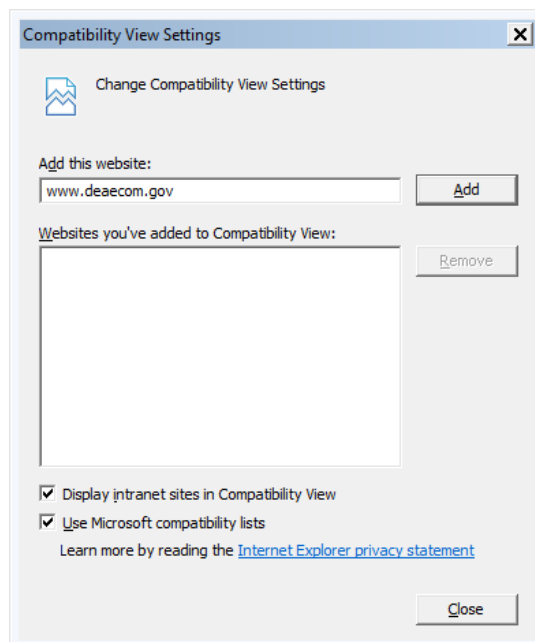
1. Check to be sure you are using **IE 11**. In the top right hand corner click the **Tool** gear icon and select the option "About Internet Explorer". The About Internet Explorer dialog will display.



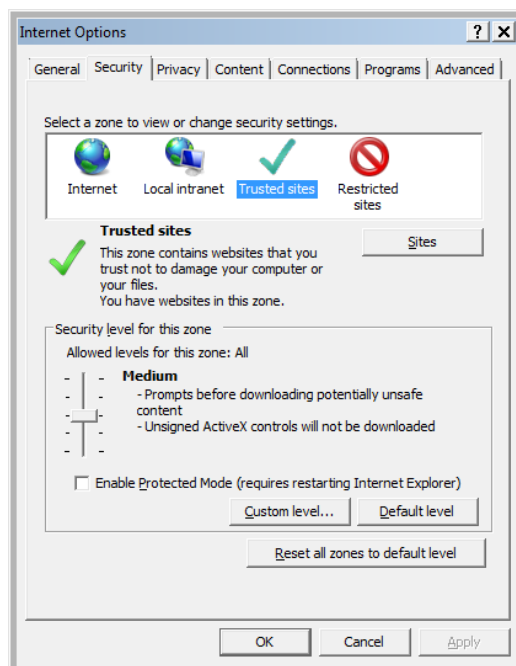
2. Go to the CSOS home page. In the address bar enter www.deacom.gov



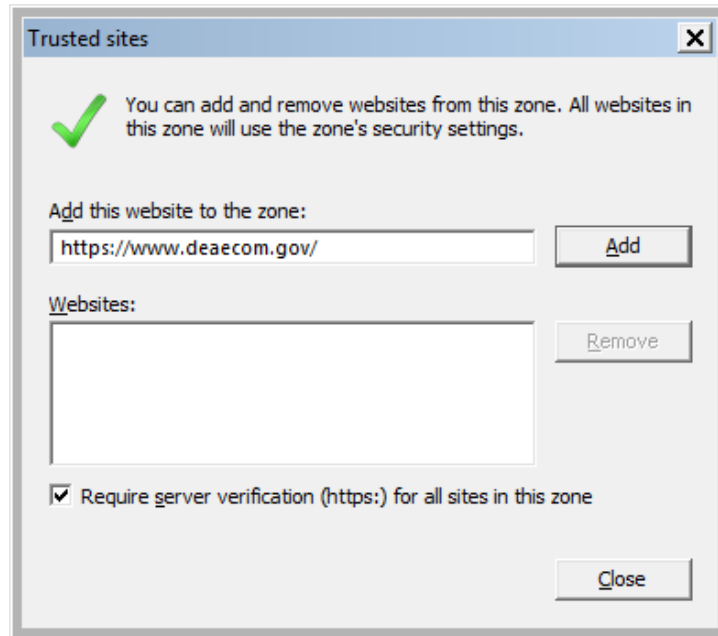
3. Set **Compatibility Mode**. In the top right hand corner click the **Tool** gear icon and select the option “Compatibility View Settings”
 - Have the user enter www.deacom.gov in the first box, then click **Add**. Click **Close**.



4. Set **Trusted Sites**. In the top right hand corner click the **Tool** gear icon and select the option “Internet Options”.
 - Select the **Security** tab and highlight the Trusted Sites icon.



- Click the **Sites** button. The Trusted Sites dialog will display. In the first box enter <http://www.deacom.gov>.



- Click Add and then Close.