In the event a 1Line^{sm} user experiences difficulty logging into the 1Line system via the Internet, provided below are suggestions for configuring your browser and network. Due to Windows security features, some of the suggestions below might require System Administrator privileges and/or may affect other applications.

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Internet Explorer 8[*]

All changes might not be required to address a particular issue. Please check the 1Line application after completing each change.

Step 1: Turn on compatibility view mode
- Under Tools menu -> select Compatibility View.

Step 2: Add Williams' domain name to compatibility view settings
- Under **Tools** menu -> select **Compatibility View Settings**
- Add **williams.com** under **Add this website** text box
- Choose **Display all websites in Compatibility View** option

Step 3: Add 1line links to trusted sites
- Under **Tools** menu->**Internet Options**->**Security** tab->select **Trusted Sites**
- Select the **Sites** button, add https: https://www.1linelogin.williams.com

Step 4: Pop-up blocker settings
If pop-up blocker is turned on, add the following links to allow pop ups in 1line application
- Under **Tools** menu -> **Pop-up Blocker** -> **Pop-up Blocker Settings**
- Add the following to **Address of website to allow**:
  - www.1linelogin.williams.com
  - williams.com
  - In the same window under **Blocking level** select **Low: Allow pop-ups from secured sites**

Step 5: Changes to browsing option
- Under **Tools** menu -> **Internet Options** -> **Advanced** tab -> under **Browsing** heading
- Enable **Automatically recover from page layout errors with Compatibility view**
- Disable **Script Debugging(Internet Explorer)** option

Section 6: Clear cookies and temporary internet files in the browser
- Under **Tools** menu -> **Internet Options** -> **General** tab.
- In Browsing history area click on **Delete** button to open **Delete Browsing History** window; check the first three options (**Preserve favorites website data**, **Temporary internet files** and **Cookies**) and then click the **Delete** button
- Close the browser then login from a new browser window

Section 7: Turn off cross-site scripting: by default IE 8 enables this option
- Under **Tools** menu -> **Internet Options** -> **Security** tab -> select **Internet** zone-> click on **Custom level** button
- In the new window scroll down to **Scripting** and select **disable** radio button for **Enable XXS filter**

Section 8: Turn on Support for SSL 2.0: (IE 8 by default disables this option)
- Under **Tools** menu -> **Internet Options** -> **Advanced** tab
- Scroll all the way down to the **Security** grouping and check the **Use SSL 2.0** option

Section 9: Disable Smart Screen Filter, enable Display Mixed Content, and disable Use Pop-up Blocker options

- Under **Tools** menu -> **Internet Options** -> **Security** tab -> select **Internet** zone -> click on **Custom Level ->** to open **Security Settings-Internet Zone** window. In this window, under **miscellaneous** heading:
- Enable **Display mixed content**
- Enable **Use Pop-up Blocker** and
- Disable **Use Smart Screen Filter**

Section 10: Verify that Active scripting, ActiveX, and JAVA are not being blocked by an antivirus program or by a firewall

Note: This step will reset all changes from above steps

- Under **Tools** menu -> **Internet Options** - **Security** tab
- Select **Internet** zone, click on **Reset all zones to default level**

Foot Note

*1Line supports the latest Generally Available (GA) versions of both Firefox and Internet Explorer within 9 months of such GA version becoming available. 1Line also supports the version of Firefox and Internet Explorer immediately prior to the latest GA version.