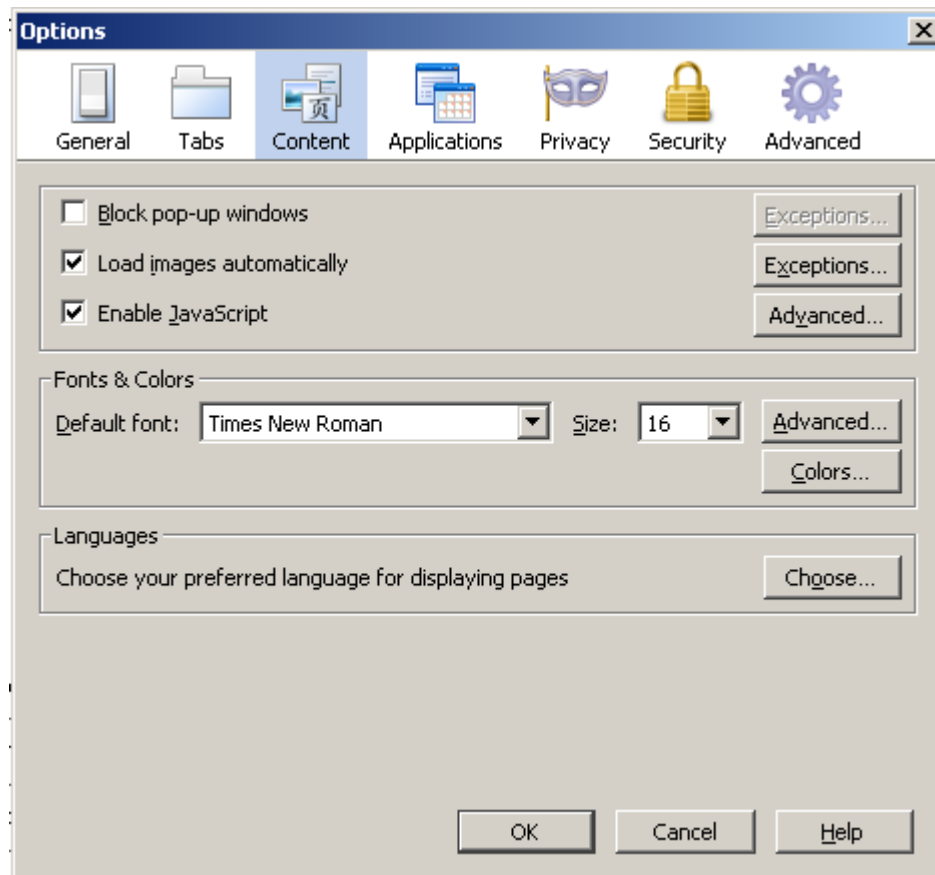


Troubleshooting ebill View Details feature in web browsers

Use this How To guide if you are experiencing issues viewing the ebill View Details feature.

If you are using FireFox:

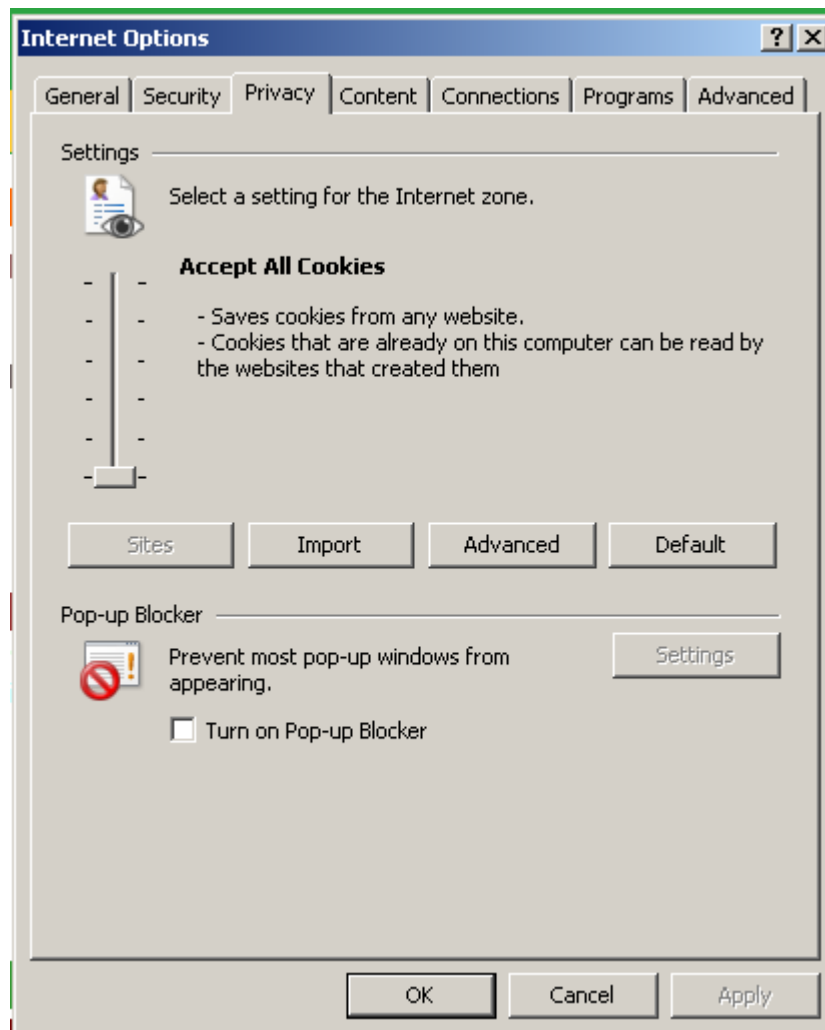
- Click on Tools;
- Click on Options;
- Click on Content;
- Make sure that 'Block Pop-up windows' is unchecked as in the image below.




If you are using Internet Explorer:

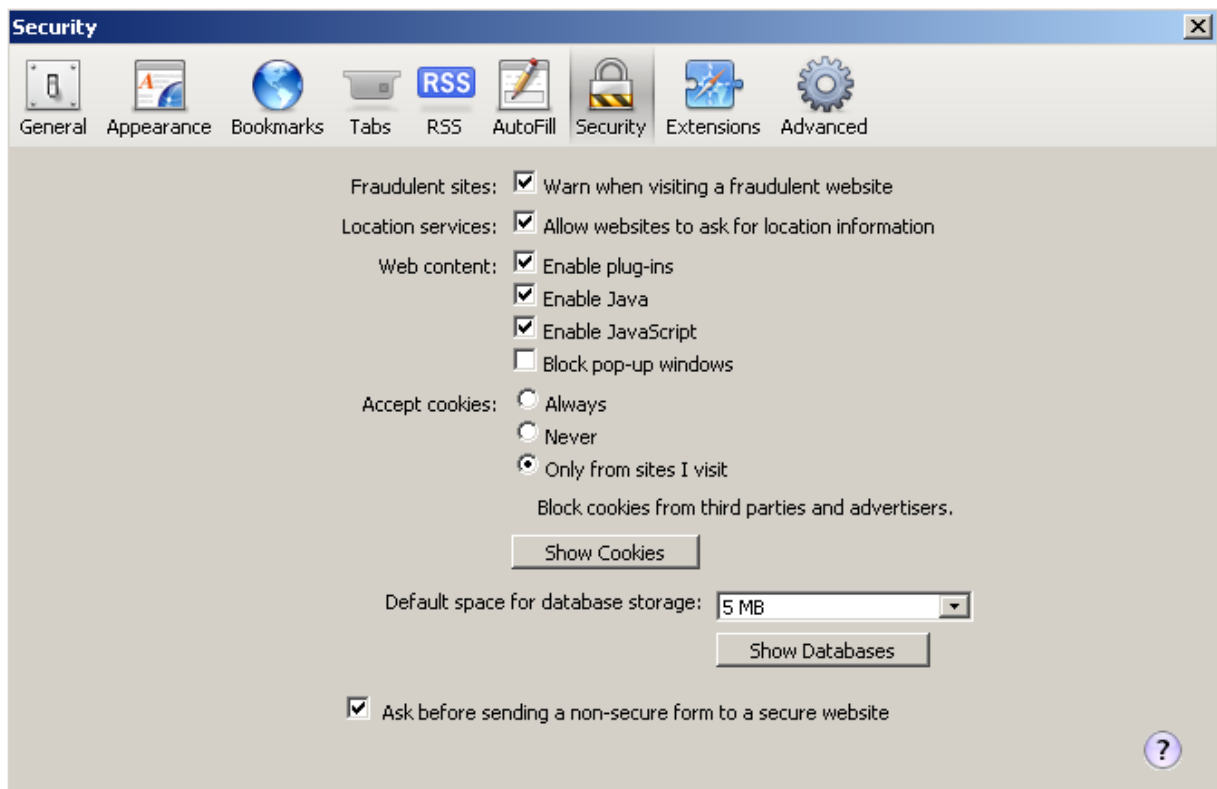
- Click on Tools;
- Click on Internet Options;
- Click on Privacy;
- Make sure that 'Turn on Pop-up Blocker' is unchecked as in the image below.

Note: IE 8 will look slightly different.



If you are using Safari on Windows:


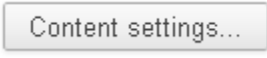
- Click on the  drop down;
- Click on Preferences;
- Click on Security;
- Make sure that 'Block pop-up windows' is unchecked as in the image below.



If you are using Safari on Apple Macintosh:

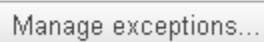
- Click on the Safari menu dropdown at the top of the window;
- Make sure that 'Block Pop-up Windows' menu item is unchecked.

If you are using Google Chrome:

- Click on the  button (tool button);
- Click on Options;
- Click on Under The Hood;
- Click on the  button;
- Set the Radio Button as in the image below

Pop-ups

- Allow all sites to show pop-ups
- Do not allow any site to show pop-ups (recommended)

 Manage exceptions...