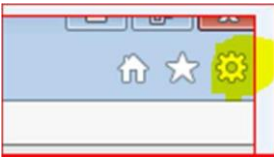


## Steps to turn off popup blocker

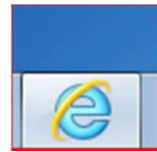
1. Close out of all internet windows on the computer.
2. Click on the Internet Explorer Icon (Blue E with Gold ring).



3. Look for the Icons in the top right hand corner that look like a house, a star, and a tool, and click on the icon of the tool as highlighted below.



4. Click on Internet Options.
5. Click on Privacy.
6. If the box for Turn on Pop up Blocker is checked, please UNCHECK it and hit apply and then ok. Then try to pull up your certified statement again.



**NOTE: PLEASE MAKE SURE YOU ARE ONLY USING INTERNET EXPLORER ALSO, YOU MAY WANT TO TRY TYPING THE WEBSITE IN INSTEAD OF USING THE LINK FROM THE EMAIL. THE LINK IN THE EMAIL DOES NOT ALWAYS OPEN UP IN INTERENET EXPLORER.**