

Tips for a Successful Experience in Total Recovery Solution® (TRS®)

Tip #1

Ensure that *.arbfile.org is in your list of **trusted sites** for your IE browser. Member companies who have their security set to a high level in their IE browser **MUST** have *.arbfile.org added to their list of trusted sites or they will not be able to access TRS (even though they can log in to our website).

Tip #2

If your organization has “**Single Sign-on,**” deactivate individual user logins that are no longer necessary.

Tip #3

Change the **Compatibility View Settings** in Internet Explorer.

With the implementation of new technologies, AF no longer requires arbfile.org to be included in the Compatibility View Settings in Internet Explorer. For future development of our product, we are asking members to now remove AF's website from these settings. If these settings are centrally controlled by your company's IT policies, the change should be coordinated with your IT department.

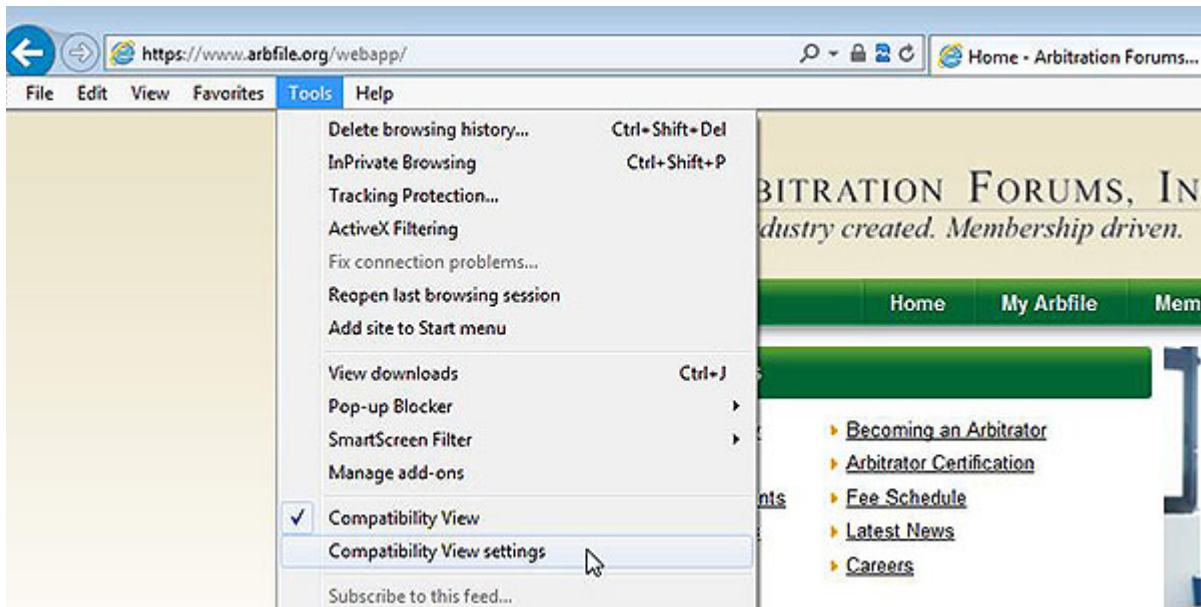


Here is how to remove these settings:

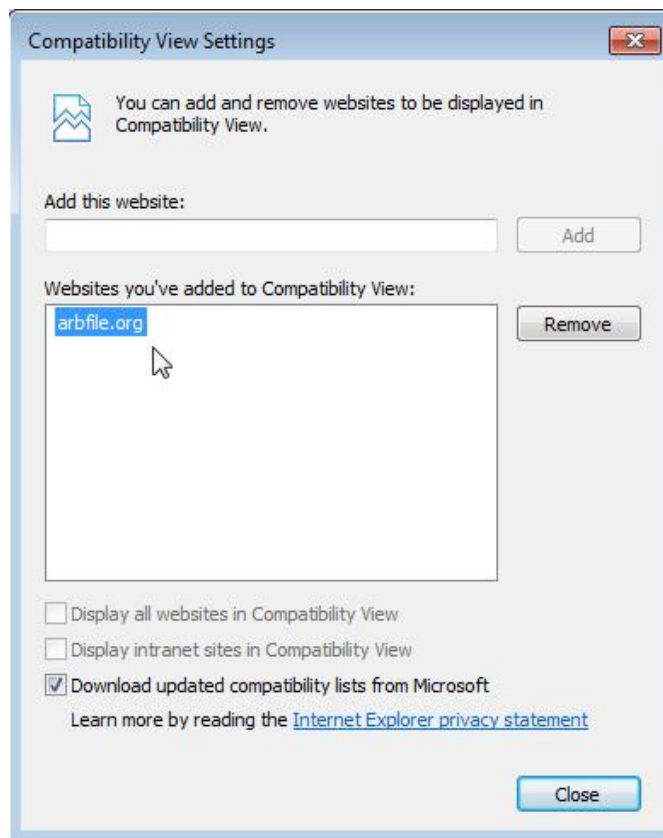
1. In Internet Explorer, select the **Tools** menu.



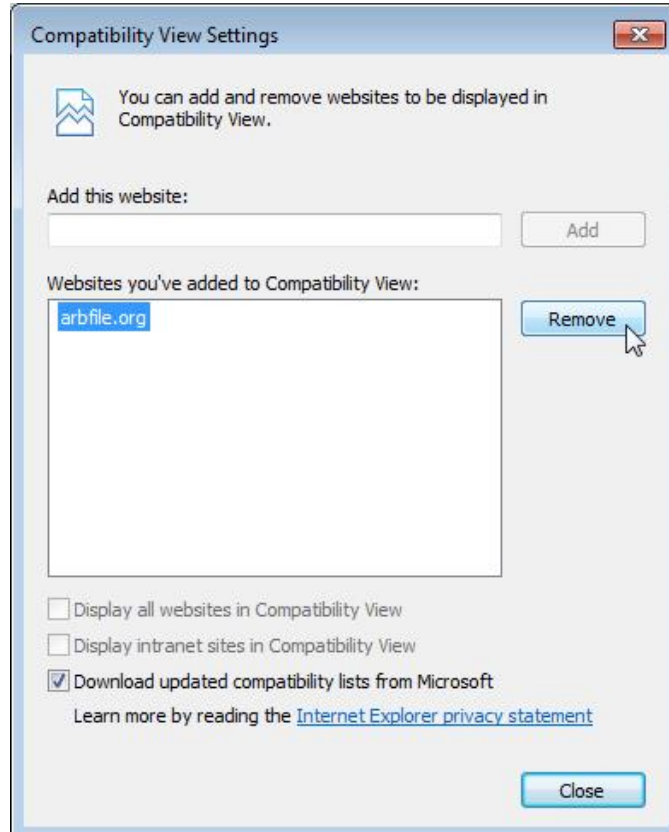
2. Select **Compatibility View Settings**.



3. In the list of websites you've added to Compatibility View, select **arbfile.org**.



4. Once arbfile.org has been highlighted, select the **Remove** button on the right.



For additional information or assistance with these changes, please contact support@arbfile.org.