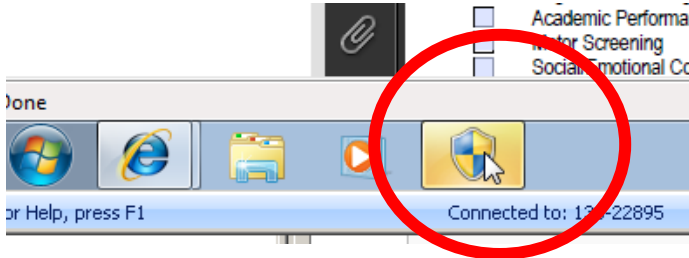


# Windows 7 - Internet Explorer 8 & Adobe Reader Settings for Infinite Campus Issues

## **Step ONE:** Check for computer updates.

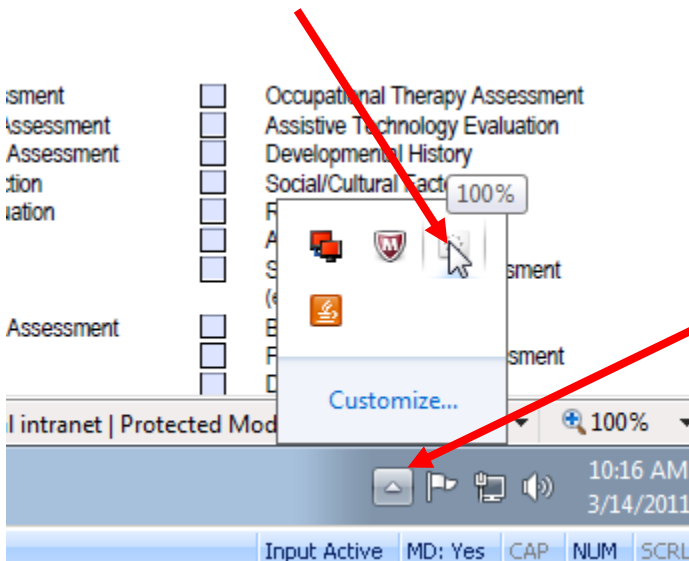
Check to see if there are updates for your computer. Usually the updates will show up as this shield icon in your taskbar.



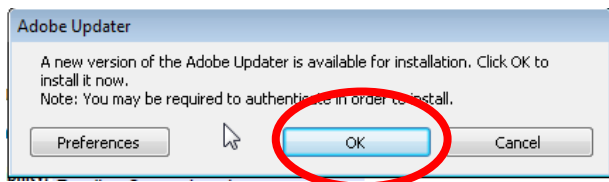
Since you are an administrator of your workstation when logged on using your teacher credentials, you get to pick when to install updates on your computer. We recommend that you occasionally look at these icons and accept downloads. If prompted, you will need to restart your computer after the updates are installed.

Click the shield and you may see that there are Java or Adobe Reader updates. Both are needed to run Infinite Campus.

After clicking the shield and finding updates for your computer, you may see the download icon show up in the system tray by the click in the lower right-hand side of your screen. In this case, you are downloading updates.

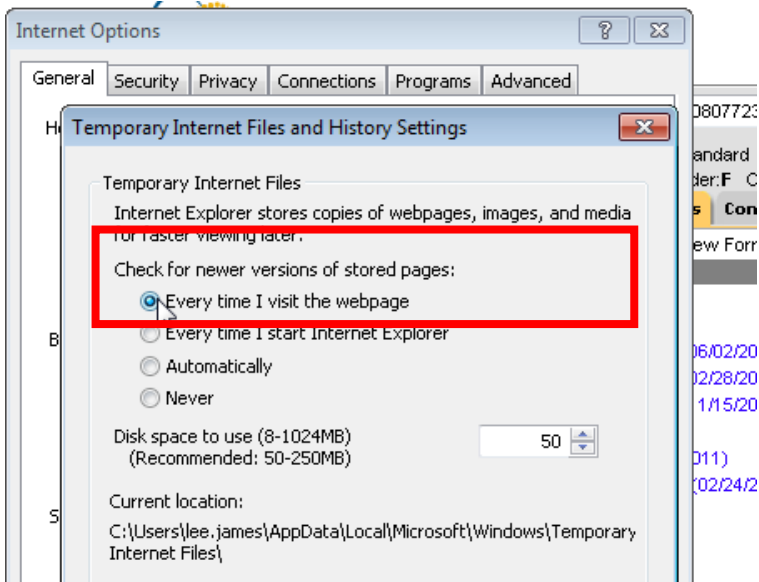


You may have to click this icon to expand the system tray icons if there are a lot of icons running.

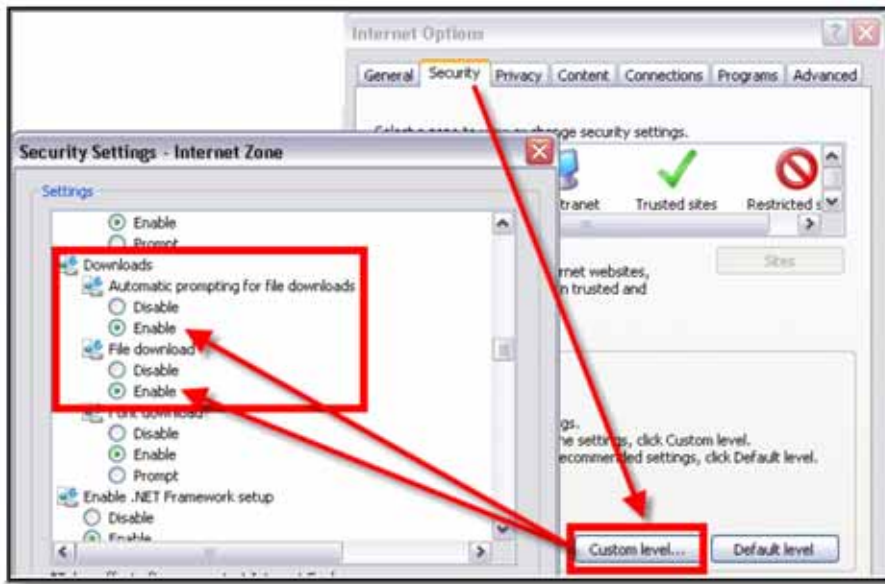


## **Step TWO:** Check browser settings.

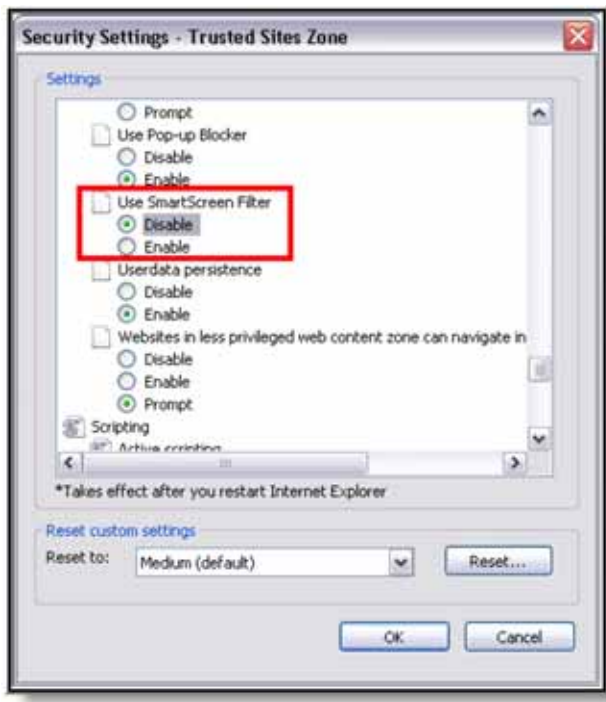
1. From the TOOLS menu, choose INTERNET OPTIONS. Under the GENERAL tab, click the SETTINGS button. Make sure there is a checkmark next to EVERY TIME I VISIT THE WEBPAGE.



- Next click the SECURITY tab. Click on the CUSTOM LEVEL button. Locate the DOWNLOADS section. Enable both AUTOMATIC PROMPTING FOR FILE DOWNLOADS and the FILE DOWNLOAD options.



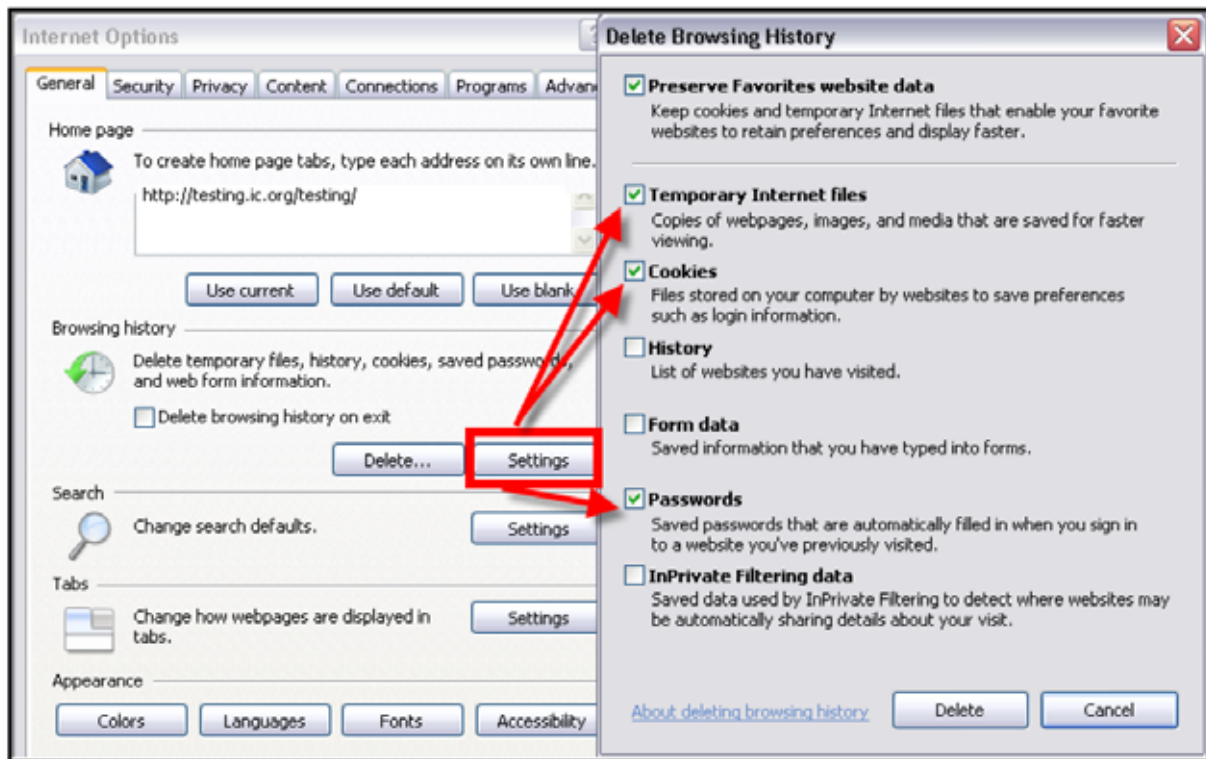
- While still in the Security Settings window, turn off the Smartscreen Filter for the zone.



4. Under the Advanced tab, scroll down to file SSL and SmartScreen Filter. Turn SSL 2.0, SSL 3.0, and SmartScreen Filters ON.

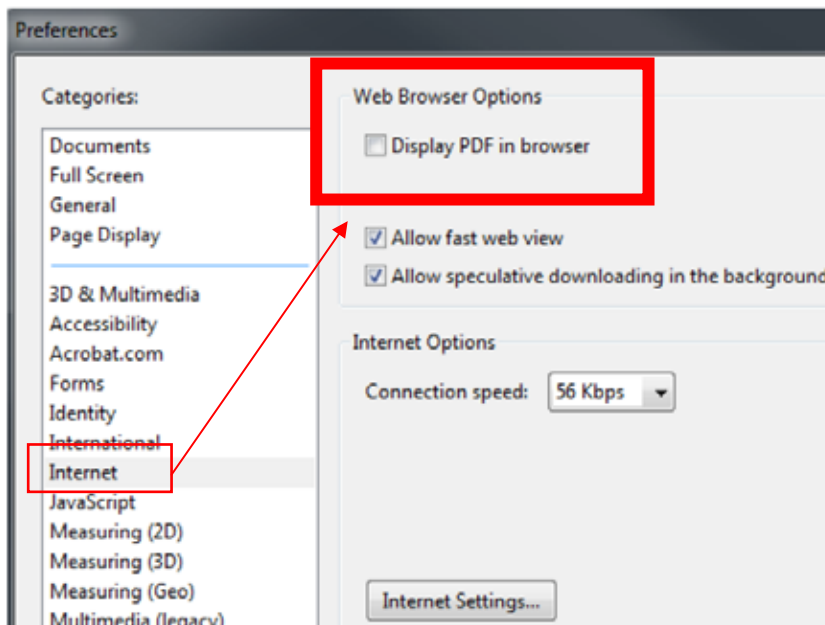


5. Periodically, Infinite Campus recommends users delete cached browsing files for improved performance and heightened security. On the General tab, click the Settings button in the Browsing History section. Mark (at least) the Temporary Internet Files, Cookies and Passwords checkboxes. Click Delete.

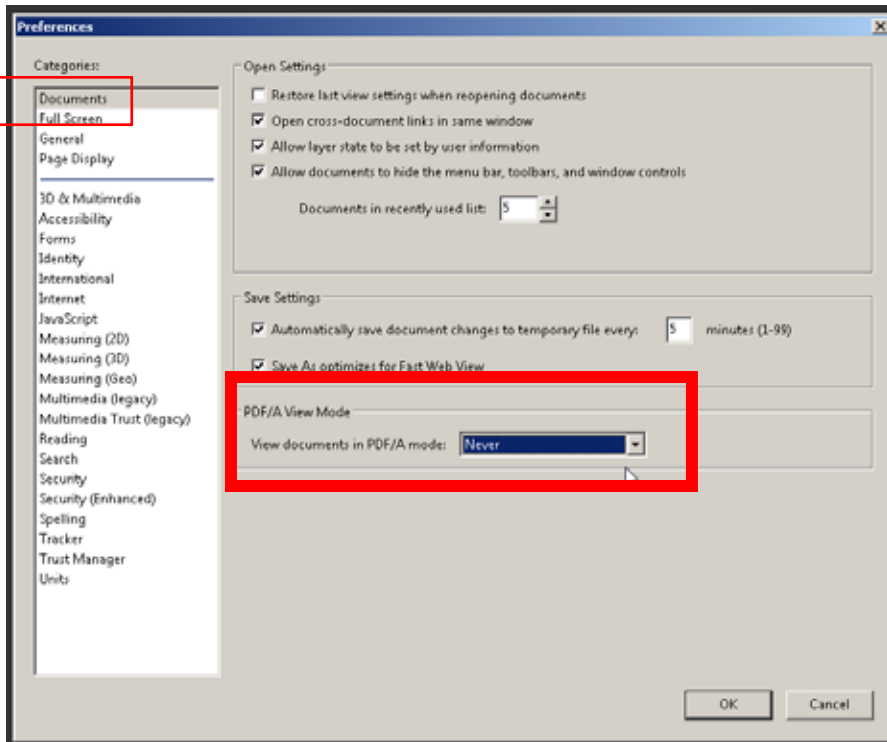


**Step THREE:** Check Adobe Reader settings.

1. Open Adobe Reader. (Start – All Programs – Adobe Reader)
2. Click EDIT and select PREFERENCES.
3. In the column on the left, select INTERNET. At the top, uncheck the box that says “Display PDF in browser”.



4. Then click on the DOCUMENTS category. At the bottom of the window on the right, select NEVER from the drop list for “View documents in PDF/A mode”. Click OK.



5. Close your browser down and then open it back up and log into Infinite Campus.