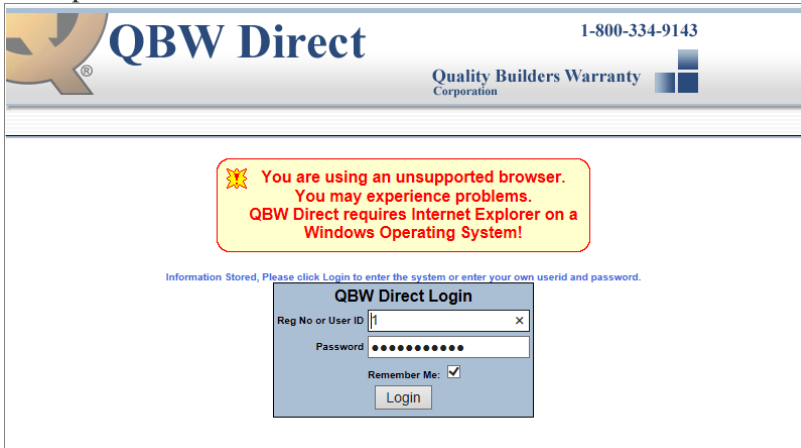


QBW Direct Browser Help

Internet Explorer (IE) 11

It has been determined that the Internet Explorer 11 has changed the way it processes certain types of controls used in web applications but once the website is added to the compatibility view it will work fine. Errors include getting a message indicating that you are using an unsupported browser, having issues using the calendar or other pop-up controls, or seeing blank screens.

Example Screenshot:

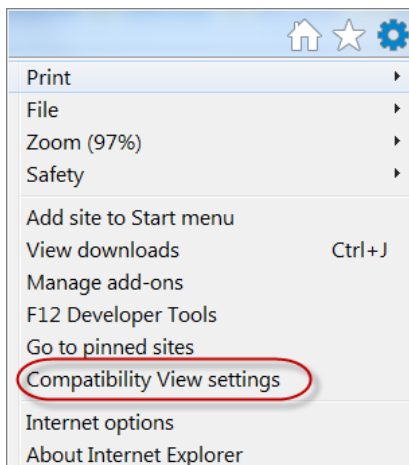


To run in compatibility view:

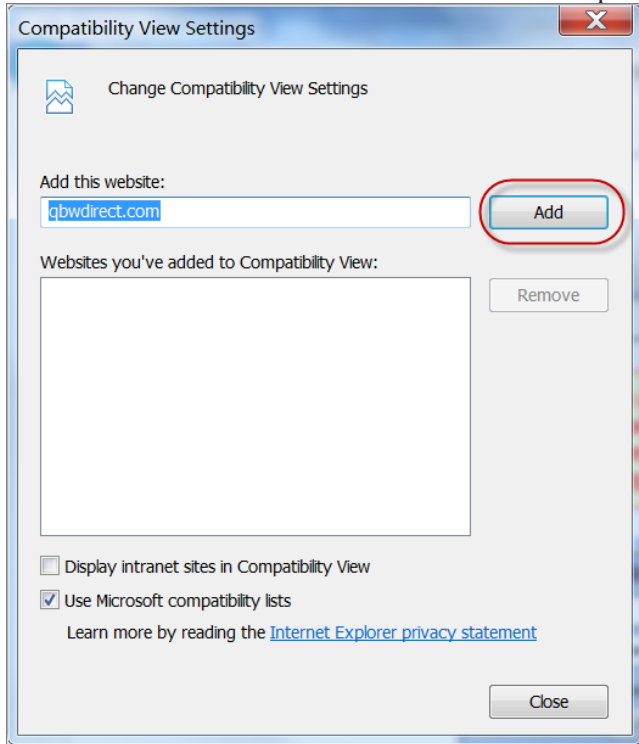
1. In IE11, navigate to the first page of the QBW application:
For example: www.qbwdirect.com
2. Click the “Gear” icon at the top-right of Internet Explorer to view the **Tools** menu:



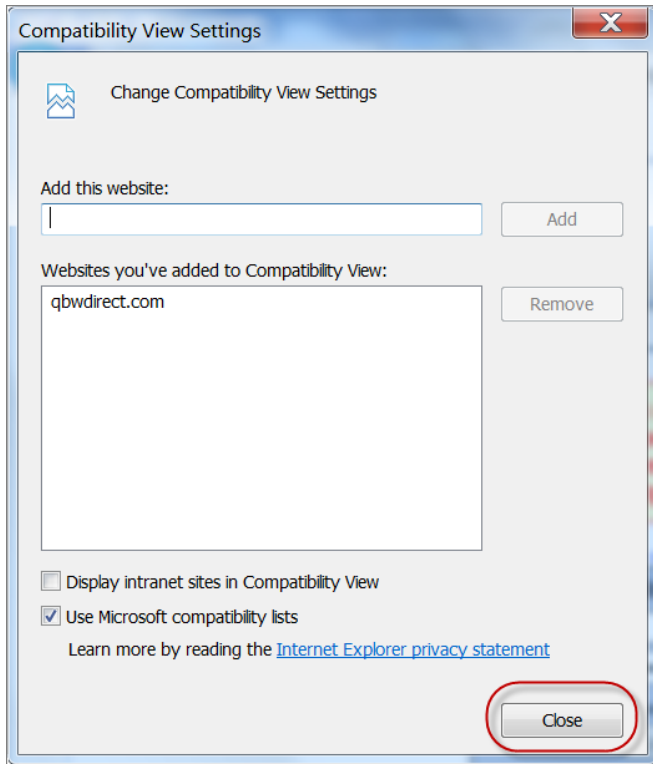
3. Select “Compatibility View settings”



4. Click the “**Add**” button to add this site to the Compatibility View:



5. Click the “**Close**” button



The page should refresh and the QBW application will now be running in Compatibility mode. It will remain this way from this point forward when you use this application.

FIREFOX USERS


Even though you receive an error message that you are using an unsupported browser, once you log into QBWDirect you should have no issues.

CHROME USERS

Even though you receive an error message that you are using an unsupported browser, if you are able to log into QBWDirect, you should have no issues.

If you receive an error message when attempting to log in, hit your back arrow button to try again.


If you still receive an error message then download the IE Tab Extension.

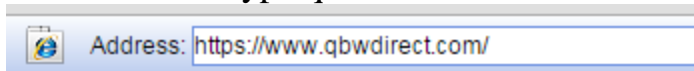
1. Click on the 3 lines to the right of the favorite star. 
2. Chose More Tools
3. Choose Extensions
4. Click Get More Extensions
5. Type IE Tab in the search box, the below image is what you want.



6. Click Free to Download.



7. Once installed you will see the folder with the e to the right of the address bar.  Click this folder and type qbwdirect.com in the address box.



8. QBWDirect should now work for you

NOTE: The IE Tab extension download may also download other programs that you do not want. You will be able to uninstall these programs by going to your computers control panel and choosing Uninstall a Program.

SAFARI USERS

Even though you receive an error message that you are using an unsupported browser you will still be able to log in & use QBW Direct without issue if you are on a MAC computer. If you are using an iPad, iPod or iPhone you will not be able to print but everything else will work.