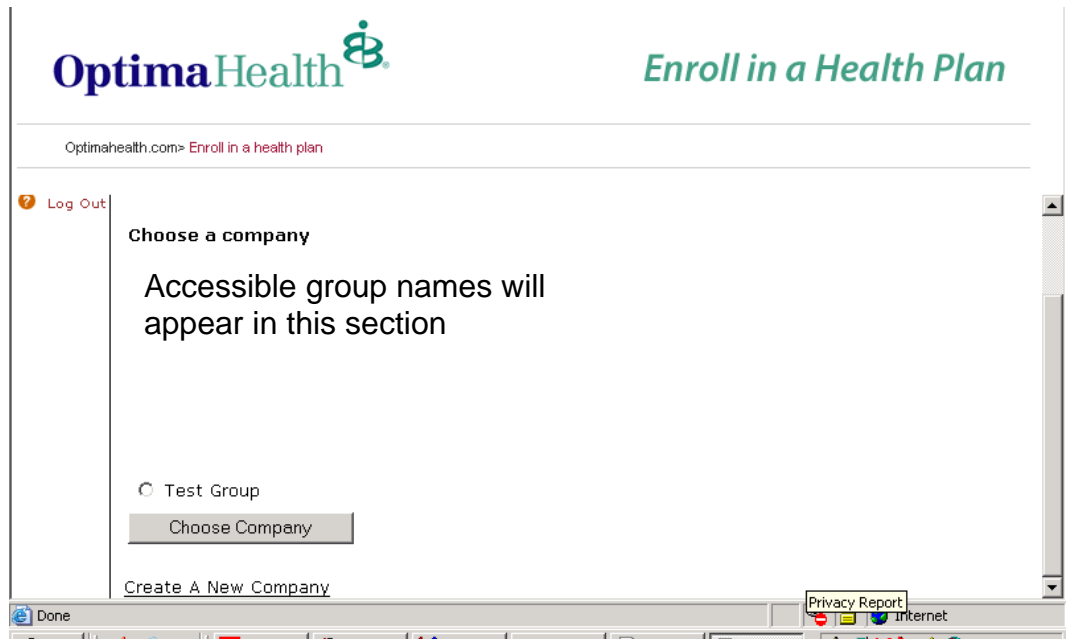


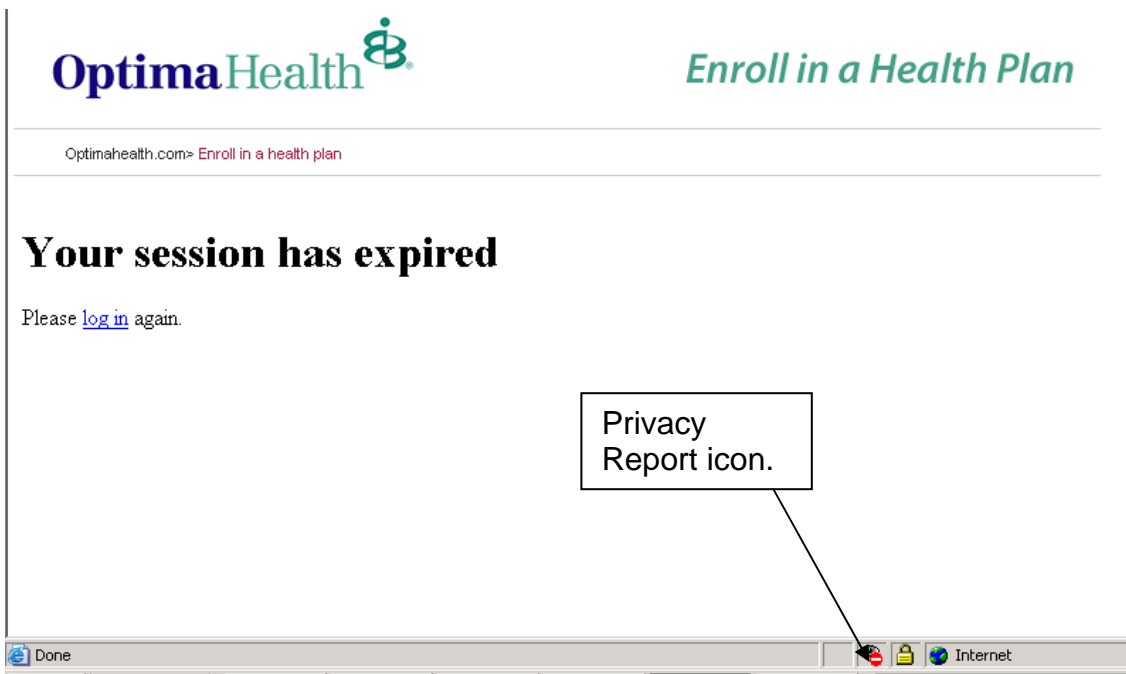
## Potential Internet Error Screen:

An error screen may appear after selecting a group by clicking the “Choose Company” button. The error “Your session has expired” indicates the security level on Internet Explorer is set to not accept cookies from the Optima Health web site. (Cookie: described as a very small text file placed on the hard drive by a Web Page server. It is essentially an identification card, and cannot be executed as code or deliver viruses. It is unique and can only be read by the server that gave it to the user’s computer).

See below examples for explanation to change Privacy report security level.

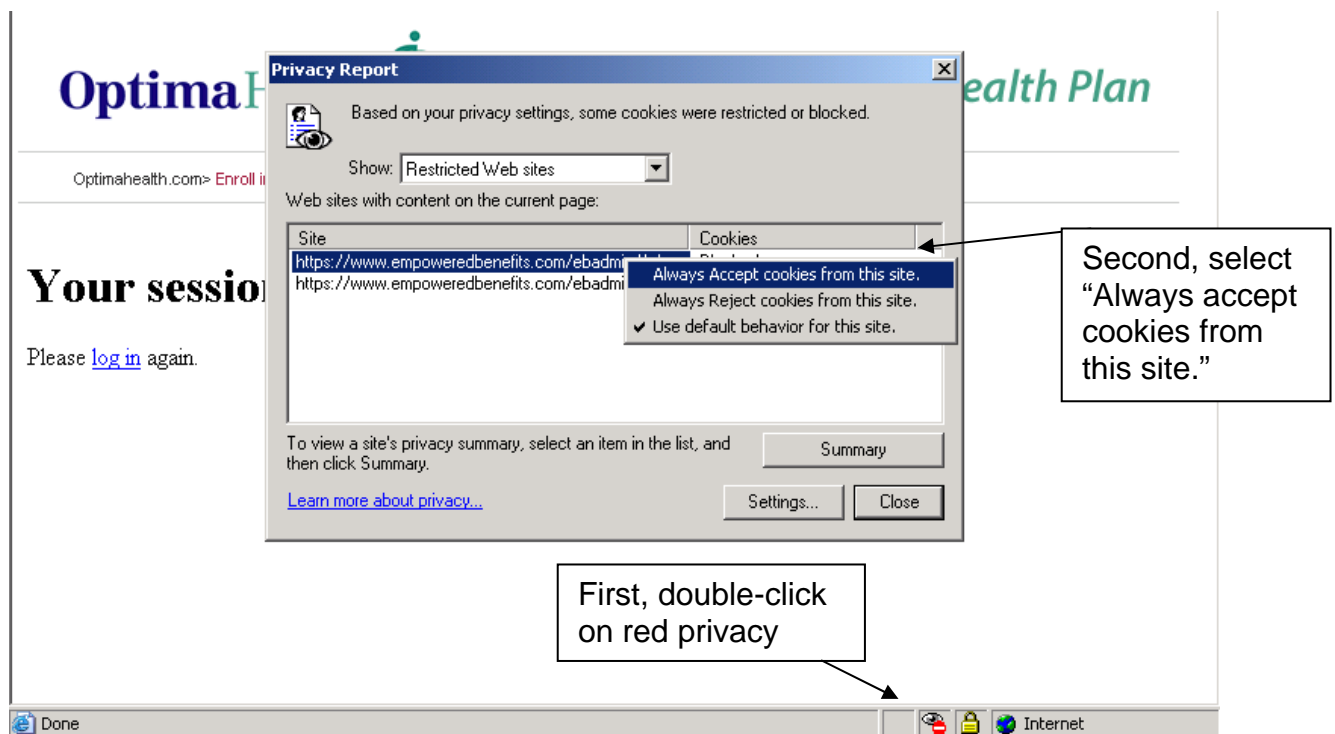


Error screen:



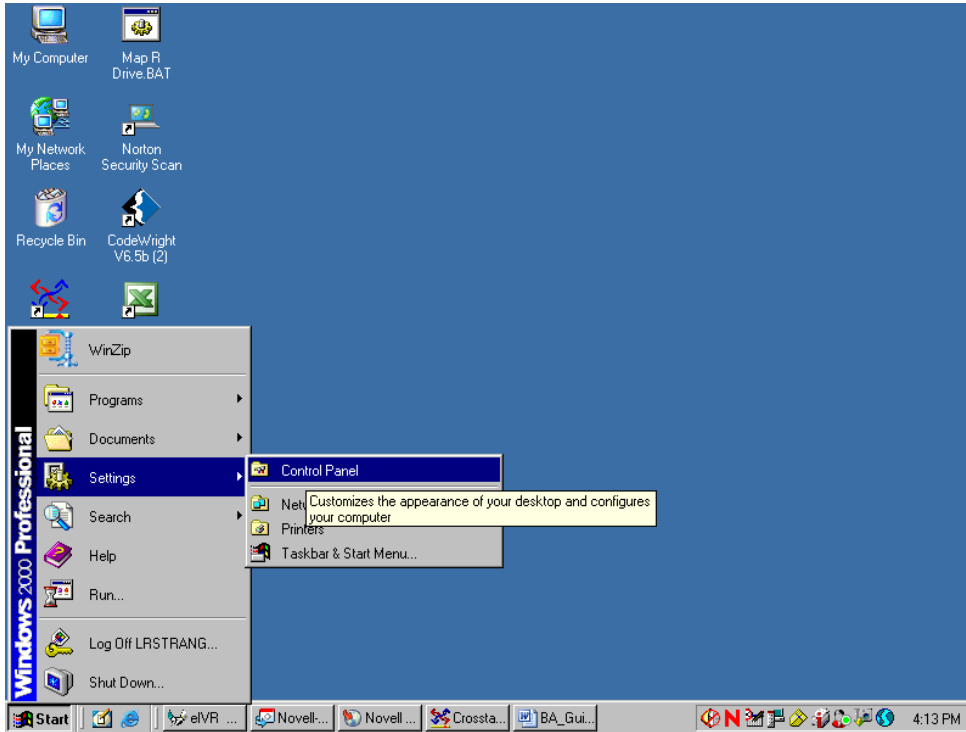
## Privacy Security Icon removal:

- Double-click on the red Privacy Report icon shown on the task bar below.
- The dialog box shown will appear showing Restricted Web Sites. Double-click on the section under cookies with the word “Blocked”.
- Select “Always Accept cookies from this site.” By selecting this feature the system will allow information to be passed from Optima to the user’s system.
- Once this process is complete the user will need to close down Internet Explorer and re-open. The system holds a memory that will be re-set once the Web browser is closed and re-opened.
- The user should then be able to go through the previous steps of logging into Optima Health’s web site as an employer.

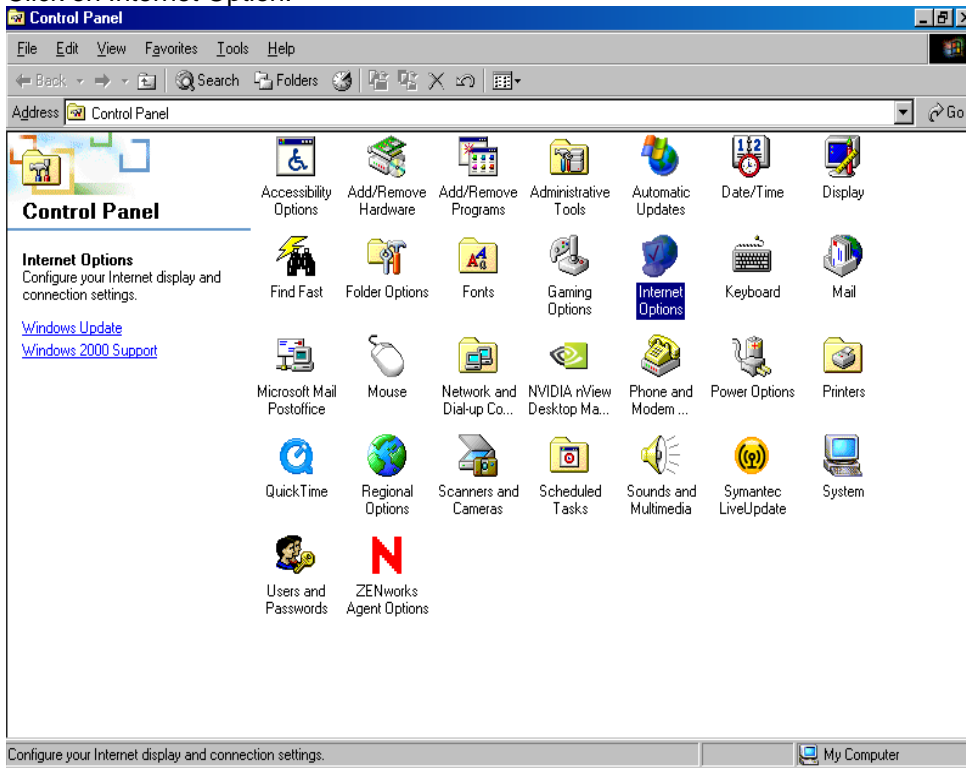


If you do not see a security icon in the lower right hand corner, You will need to tell the computer to accept cookies on the site by going into your security settings through your control panel.

Click on Start. Choose Settings. Then go to Control Panel.



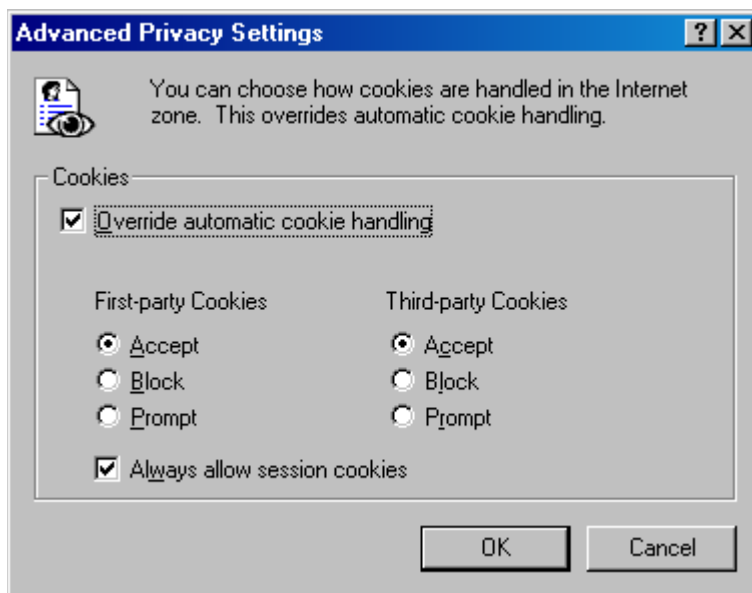
Click on Internet Option.



Go to the privacy tab



Choose the Advanced button. Then choose to override automatic cookie handling. Set to always allow session cookies.



Click Ok.