

## Internet Explorer Browser Troubleshooting

Customers utilising Internet Explorer may see the report download start and then disappear. This is due to the settings in Internet Explorer. Other browsers such as Firefox and Google Chrome do not have this issue. Please follow the following instructions to resolve this issue.

Add <u>https://my.tnt.com</u> to your list of trusted sites.

- 1. Open Internet Explorer
- 2. Click 'Tools' -> 'Internet Options..'
- 3. Click the 'Security' tab
- 4. Click on 'Trusted sites'
- 5. Click on 'Sites'
- 6. Add https://my.tnt.com in the 'add this website to the zone' field
- 7. Click 'Add'
- 8. Click 'Close'.

Internet Options	Trusted sites
General Security Privacy Content Connections Programs Advanced Select a zone to view or change security settings.  Select a zone to view or change security settings.  Internet Local intranet Trusted sites Restricted sites	You can add and remove websites from this zone. All websites in this zone will use the zone's security settings. Add this website to the zone: Add
Trusted sites This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone. Security level for this zone	Websites: http://www.google.co.uk http://www.microsoft.com https://my.tnt.com
Custom Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level.	Require server verification (https:) for all sites in this zone
Qustom level Default level Reset all zones to default level OK Cancel Apply	

Note: Some users may not be able to make these changes themselves. Please seek the assistance of your system administrator.

If you have any further issues, please contact your local TNT Customer Service. Best regards, TNT Express.