

## Workstation Settings for CBISA™

In order to view the software correctly from your workstation and to insure proper functionality of the program, please check the following:

1. You may access the program through Internet Explorer (Version 7, 8 or 9), or the most recent versions of Safari, Chrome or Firefox.
2. The operating system of the workstation must be Windows XP or higher.
3. From your browser or the control panel, choose Internet Options and add <https://www.cbisaonline.com> as a "Trusted Site" on the security tab. If you still have issues viewing edit dialog boxes, you might need to allow "pop-ups" for the site. To allow pop-ups, access Internet Options from your browser tool bar or the Control Panel, click Privacy tab. If 'block pop-ups' is checked in Pop-up Blocker section, uncheck the box. You may need to click Settings and enter [www.cbisaonline.com](http://www.cbisaonline.com) in 'enter address of web site to allow' box. Click Close. Click OK.
4. Make sure your screen resolution is set to a minimum of 1024 x 768
5. Your workstation must have Adobe Acrobat reader installed (version 6.0 or higher)
6. When you type your secure, unique, URL into the browser address, make sure you start with **https** (the **S** stands for secure and must be entered!) and include the www before cbisaonline.com.
7. If your system "times out" due to inactivity in the program, please wait at least 5 minutes before you try to log in again.
8. For any additional help, please contact the Support Desk at Lyon software at (419) 885-4593.