

## Troubleshooting Computer Settings that Affect CDO Profile Updating, Printing, Data Entry

### Disable all Pop-up Blockers:

If you have installed a pop-up blocker program, you must disable it. Pop-up blockers will not allow you to use some of the features in updating your CDO Personal Profile or searching the *Positions Open Bulletin* online. Or, you may not be able to print your Profile. **It is possible to have more than one pop-up blocker, so you must disable all of them!**

You can simply disable a pop-up blocker temporarily usually by clicking on its icon and un-checking the **On** box. You may also be given the option to **“Always allow pop-ups on this page.”**

- **AOL USERS: POP-UP BLOCKERS**

At the bottom right of the screen is a box that says **“Blocking Pop-ups”**. Clicking the arrow in that box and change the option to **“Allowing Pop-ups.”**

- **INTERNET EXPLORER USERS: COOKIE SETTINGS; ADD CDO TO THE USER’S LIST OF TRUSTED WEBSITES**

**To Add CDO To List Of Trusted Websites, go to:**

Tools → Options → Security → Secure Content → Zone Setting → Trusted Sites, then add the CDO web address(es) you wish to allow.

<http://cdo.dfms.org> and/or [www.episcopalchurch.org/cdo](http://www.episcopalchurch.org/cdo)

- **Windows XP Service Pack 2 (SP2)**

Pop-up blockers are default settings. To allow pop-ups for the CDO website, open the **Tools** menu in Internet Explorer. Point to **Pop-up Blocker**, and then click **Pop-up Blocker Settings**. Type <http://cdo.dfms.org> in the first box labeled **Address of Web site to allow**, then click **Add**. This will allow all pop-ups for all future uses of the CDO Personal Profile System.

- Go to **Control Panel:**

1. Click **Internet Options**
2. In the dialog box, click the **Security** tab
3. Click **Custom Level**
4. Scroll down to **“Use Pop Up Blockers”** and click in the box next to **“Disable”**
5. Click **“OK”**

- **Accept Cookies**

Under **Internet Options**, to accept “Cookies,” look for the **Privacy** tab:

1. Click "**Advanced**"
2. Click "**Override Automatic Cookie Handling**"
3. Click "**Accept First Party Cookies, Accept Third Party Cookies**" and "**Allow Session Cookies**"
4. Click "**OK**"

*Note: Some Popup blockers are still activated even when they say they aren't. One CDO user writes: "We had to disable the ad-ware blocker on our Zone Alarm software."*

### **Your browser may have timed out**

Click the **Save Changes and Exit** button, and go all the way back to the **Login** page and log back onto the CDO website.

### **Access the internet via Microsoft Internet Explorer, version 5.0 or higher, or Windows 98 or higher**

The CDO website has difficulty with AOL's version of Explorer. If you are an AOL user, download Internet Explorer from the CDO login page. Also, Mac's browser, Safari, will not offer optimum results. Netscape Navigator is not compatible. If you normally use Netscape, you must reopen the internet using Internet Explorer. IMacs appear to be incompatible as well, unless Adobe Acrobat is on your **main screen** (the equivalent of **desktop**). If you have difficulty printing on your Mac, *associate* the PDF of your Profile with Adobe Acrobat Reader when prompted.

### **Disable your Firewall, particularly Norton**

If you have a firewall installed, which normally blocks other internet applications, you must disable it, not while logged into the CDO Online System, but **BEFORE** you log onto Internet Explorer.

### **Check for proper Browser Settings:**

- Select **Tools**, then **Internet Options**
- Click **Advanced**
- Click **Restore Defaults**
- Click the **General** tab
- Click **Settings** (in the middle of the tab).
- Select "**Every visit to the page**"
- Click **OK**, then log back in to the internet and try again.

### **Enable Cookies**

Double-check your **Cookies**: sometimes the addition or subtraction of software can change these settings automatically.

**Enabling Cookies on Internet Explorer** (Use Microsoft Internet Explorer, not Netscape Navigator, or the Mac OS 10 browser. The AOL version of Internet Explorer is also troublesome.)

**For Windows 98 and 2000**

- From the START Menu at the bottom left of your screen, select SETTINGS
- Select CONTROL PANEL, then INTERNET OPTIONS
- Select the SECURITY tab at the top of the dialog box, and highlight the INTERNET EXPLORER logo
- Click CUSTOM LEVEL and scroll down to COOKIES. Click ENABLE if it is not already checked.
- Click OK to close CONTROL PANEL

**Encoding**

- On your Internet Tool Bar, click **View**. Scroll down the list to **Encoding**.
- Click on **Encoding** and select **Western European** (if not already selected).

**Check for Adobe Acrobat:**

- Click on the **START** button on the lower left of your screen
- Click on **PROGRAMS**. Look for Acrobat Reader (version 5.0 or higher)
- If installed, then Acrobat isn't the problem. If not installed, download it for free from the CDO login page: <http://cdo.dfms.org>.

**Miscellaneous Bizarre Settings**

One Diocesan Deployment Officer reported the following:

**“We discovered the secret to printing profiles. On our system you have to hold down the control key when you press “print profile,” and *continue holding it down* until the printable Adobe form appears.”**

Sometimes you may need to continue to press the “Ctrl” button *for as long as the PDF is open*, even when you then click the **Save** or **Print** icon within the PDF.

**Warning:**

**If you are an AOL, Earthlink, Juno, MAC Mail program in OSX Tiger or a large company e-mail customer, check your new *spam folder* if you are not receiving CDO emails. You may have had to locate this e-mail in your *spam folder*. Make sure that your e-mail provider recognizes “@episcopalchurch.org” as a friendly mail sender, and *not* spam.**

Please e-mail or call if you have any questions or problems at all.

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