

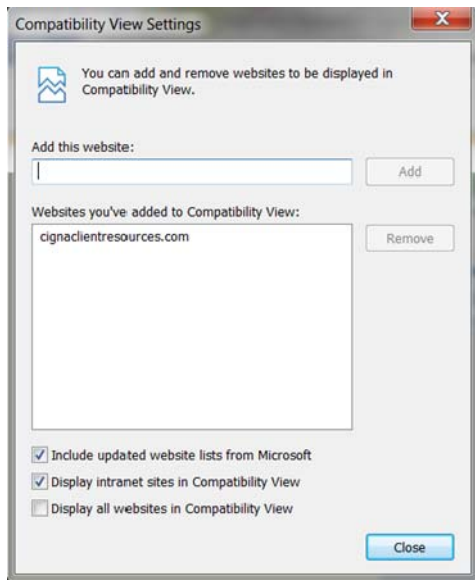


## Internet Explorer (IE) 8, 9, 10 and 11 Users

Beginning with IE 8, Microsoft's browsers standards were stricter than previous versions; as a result some populations of users experience difficulty with our website.

If you experience or have experienced issues with screen presentation (selection buttons at the very bottom of the page), blank screen, web page just sits there, or you receive an 'Unexpected/Unhandled Error', you may need to add the Client Resources Portal to your compatibility setting.

To rectify the issue we recommend:



- 1.) Open a new IE window
- 2.) Go to Tools > Compatibility View Settings > Enter our internet site [www.cignaclientresources.com](http://www.cignaclientresources.com) to "Add this website field and then click 'Add'.
- 3.) Click "Display all websites in Compatibility View".
- 4.) Close Compatibility View Settings window and IE.
- 5.) Open IE, log back into the Client Resources website.

**\*IE 11 users instead of clicking on the "Display all websites in Compatibility View", click on the "Use Microsoft Compatibility List"**

"Cigna" is a registered service mark, and the "Tree of Life" logo is a service mark, of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries and not by Cigna Corporation. Such operating subsidiaries include Connecticut General Life Insurance Company, Cigna Health and Life Insurance Company, and HMO or service company subsidiaries of Cigna Health Corporation and Cigna Dental Health, Inc.