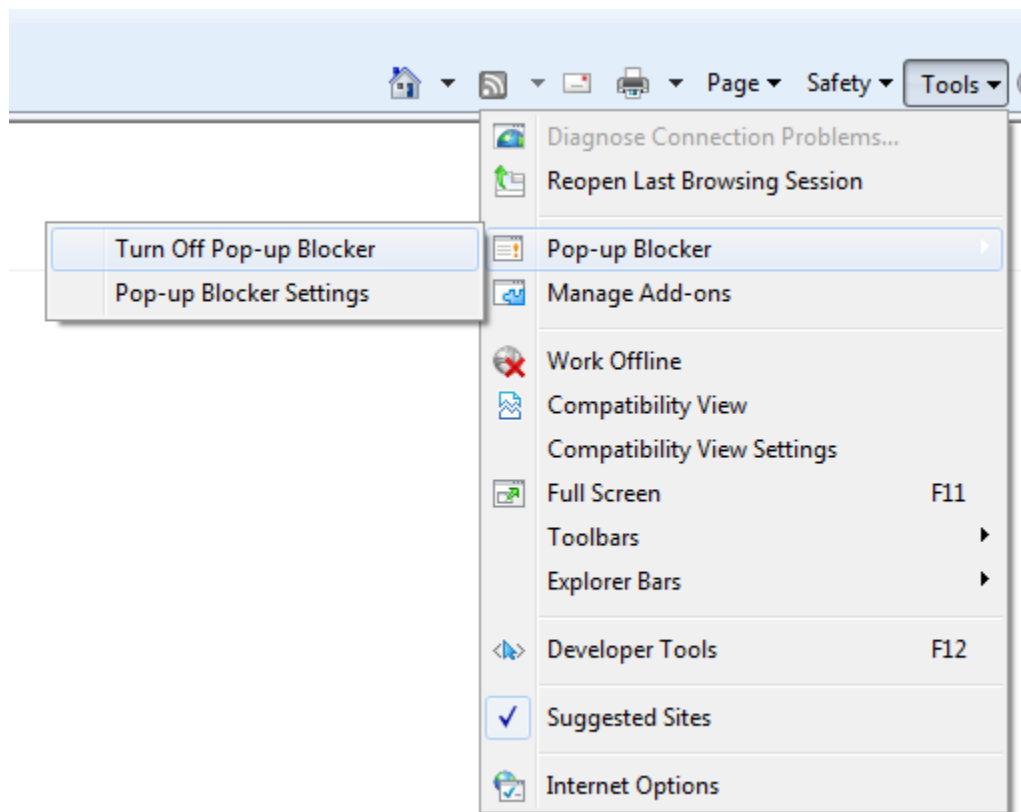


## Additional instructions for E-billing FAQ

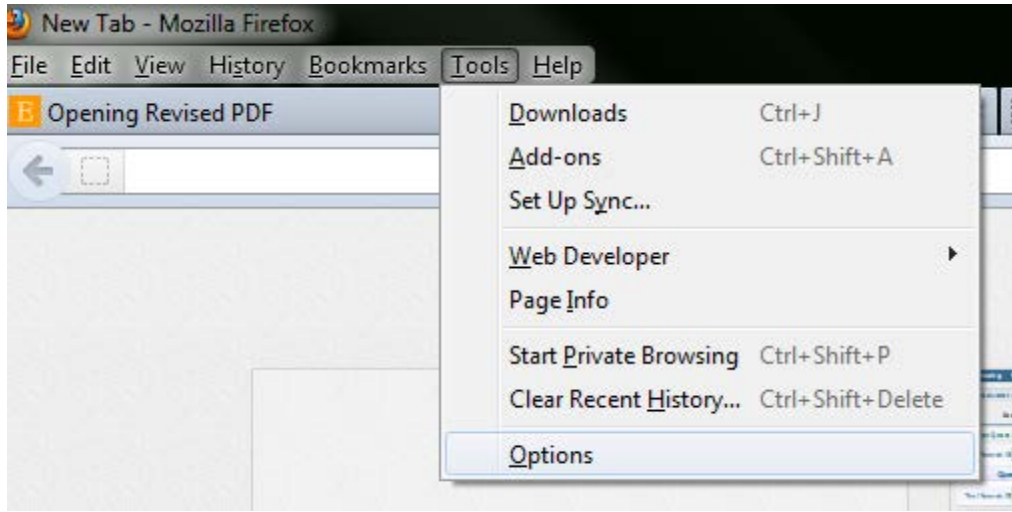
Disable popup blocker using Internet Explorer: .....	1
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Trouble viewing E-bill.....	3
Enable cookies .....	3
Adobe Reader not displaying a PDF file inside a compatible web browser .....	4
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### Disable popup blocker using Internet Explorer:

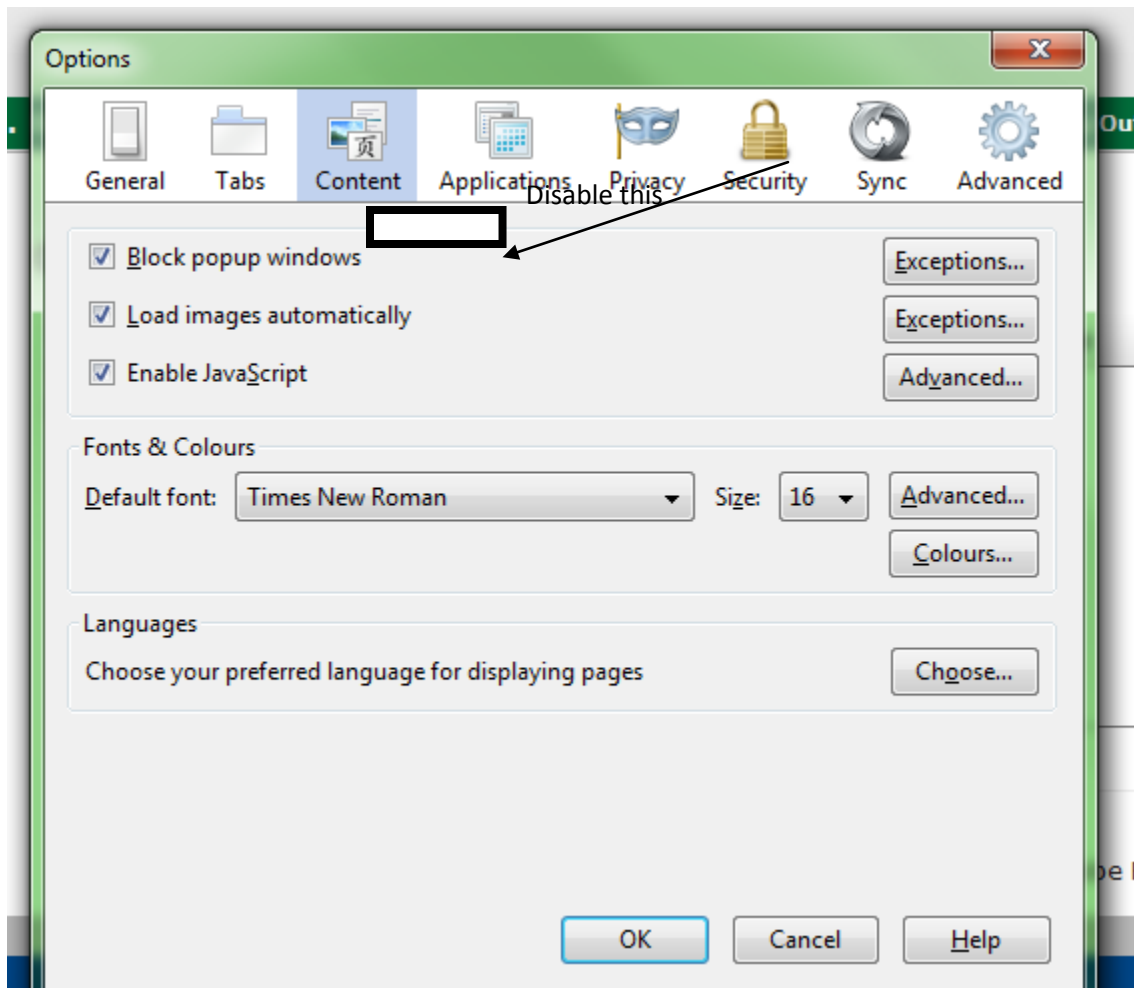


## Disable popup blocker using Firefox:

1. Go to tools and click on options



2. Disable Block popup windows



## Trouble viewing E-bill

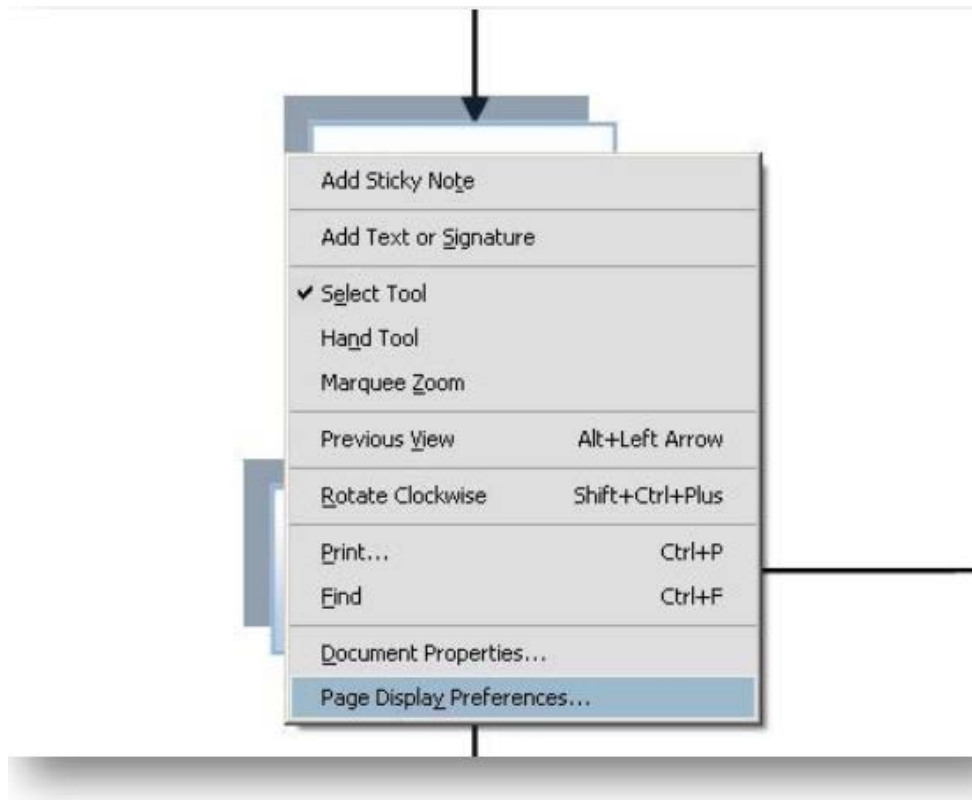
### Enable cookies

To ensure you have access to your eBills, you must enable cookies in your web browser. To enable cookies on your browser, refer to you specific Browser security settings. Bills are presented in PDF format. To read PDF documents, you will need to download the free Adobe Acrobat Reader.

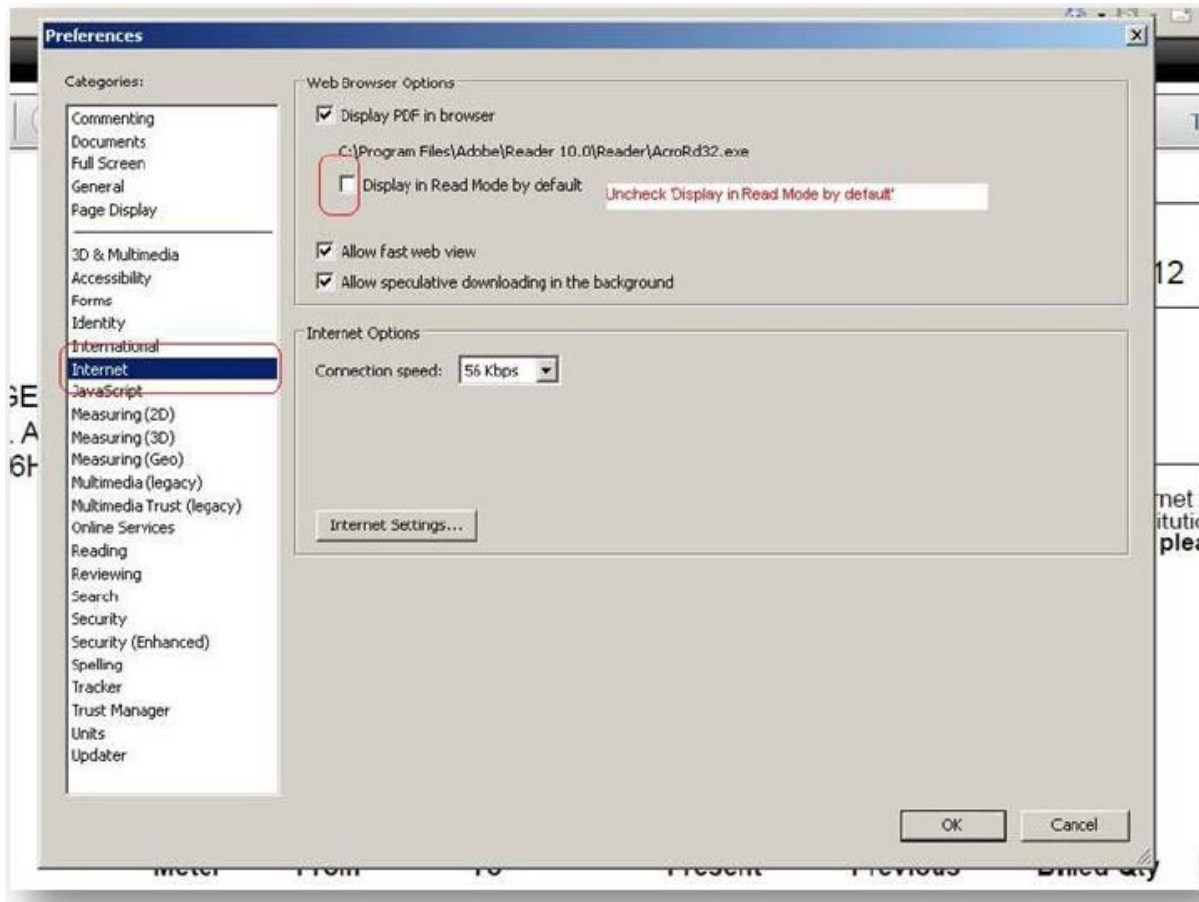
Note: If you have Adobe Acrobat Reader installed and you are still having trouble viewing your bill we recommend you clear your browsers cache, close your browser and try to view your bill again.

In some cases for customers who use Adobe Reader X, menu bar is hidden by default. If this is the case, the solution to show the tool bar menu on the PDF is:

- 1) Press F8 button and toolbar will appear, however it will only be displayed for the current PDF file.
- 2) This solution will work for all PDF files. Open a PDF file and right click on the file. The following window will pop up. Select 'Page Display Preferences...'



The second window will pop up. Select 'Internet' option from the left side menu and un-check 'Display in Read Mode by default' and then press 'OK' button



## Adobe Reader not displaying a PDF file inside a compatible web browser

If Adobe Reader can't display a PDF file inside a compatible web browser, the problem can appear in several ways, including (but not limited to) the following behaviors:

- A blank page in the web browser
- A broken object link (for example, a red square, a blue triangle, or a blue circle)
- A red X icon

This problem can occur for the following reasons:

- Acrobat or Reader can't read the PDF file.
- The web browser isn't configured correctly with the Adobe PDF Browser plug-in.
- The web browser has pop-up blocker turned on.
- You are using a 64-bit version of the Internet Explorer browser.

Try these solutions first:

1. Restart your computer and try opening the PDF again

Sometimes restarting can resolve common issues.

2. Open a local copy of a PDF in the web browser

Determine if your web browser can open the PDF from your local hard drive rather than from the web:

- 1) In your web browser, choose File > Open (or Open File).
- 2) (Windows only) From the Files Of Type menu, choose All Files.
- 3) Click Browse.

4) Select a PDF you have saved previously, and then click Open to open the PDF. If Acrobat or Adobe Reader displays the file but doesn't display it on the web, the web server has a problem serving the PDF file. Contact the webmaster of the site from which you downloaded the PDF file.

3. Deselect and then reselect the Display PDF In Browser preference

1) In Reader or Acrobat, open a copy of a PDF you have saved previously on your computer. Right-click the document window and select Page Display Preferences.

2) From the list at left, select Internet.

3) Deselect 'Display PDF In Browser', and then click OK.

4) Repeat steps 1 and 2.

5) Select 'Display PDF In Browser', and then click OK.

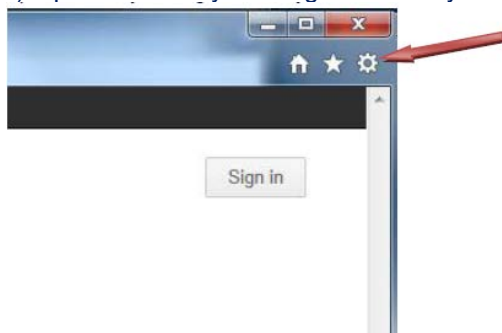
6) Try to download the PDF again from the website.

4. To disable pop-up blockers please refer to the link below:

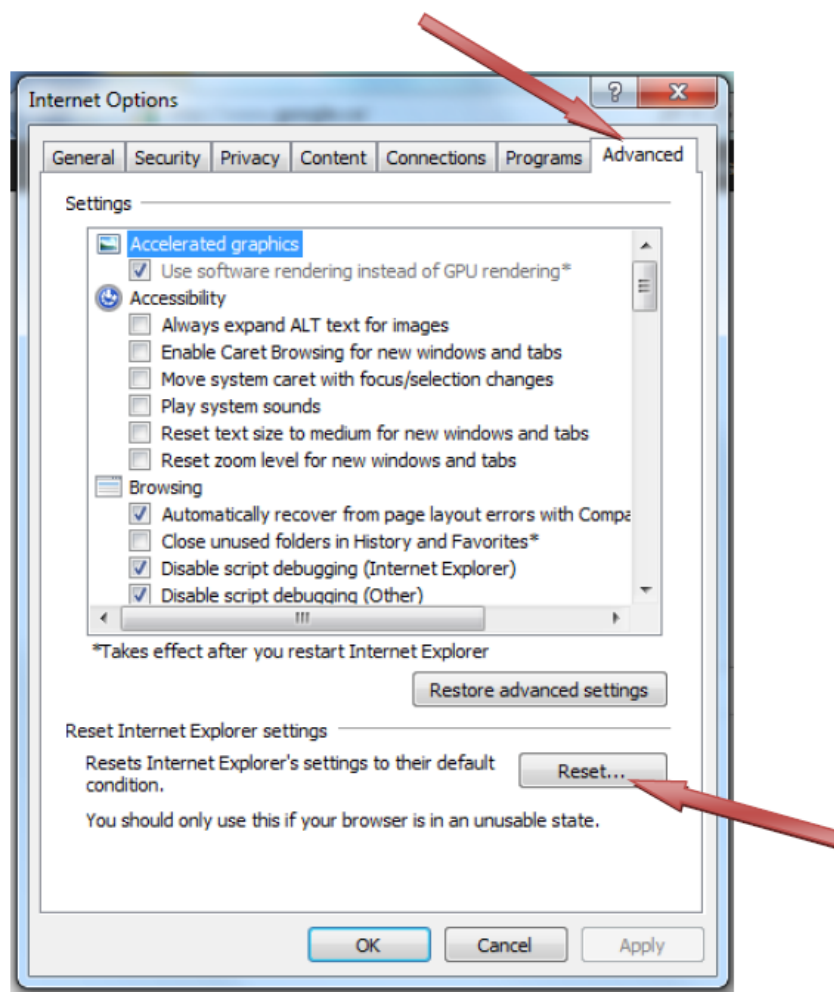
[http://support.elsevier.com/app/answers/detail/a\\_id/460/session/L2F2LzEvdGltZS8xMzQyMTkwNTE3L3NpZC9OR29LUTExbA%3D%3D](http://support.elsevier.com/app/answers/detail/a_id/460/session/L2F2LzEvdGltZS8xMzQyMTkwNTE3L3NpZC9OR29LUTExbA%3D%3D)

## Resetting Internet Explorer settings to their default setting.

- 1) Open Internet Explorer.
- 2) Open "Tools" by clicking here or keystroke ALT-X.



- 3) Select Internet Options.
- 4) Select "Advanced" Tab.



- 5) Select "Reset" to their default condition.