

Prepare the PC for Great West Portal Access

Great West systems are designed to be accessed through Internet Explorer (IE) only; preferred browsers are IE8 and IE9. Some of the Internet settings may need adjusted in order to access the Great West systems. Settings addressed here will be similar for all versions of IE, but the wording may vary.

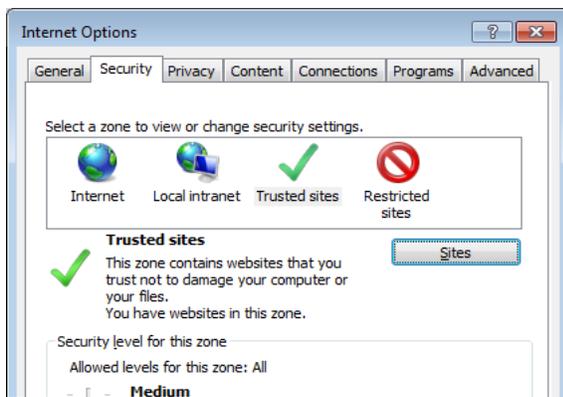
Before beginning the process, close all IE windows except the one being used.

Add *.gwccnet.com to Trusted Sites

1. On the IE menu bar, click the Tools option or click the “gear” icon.
2. Click Internet Options from the list.
3. Click the Security tab.

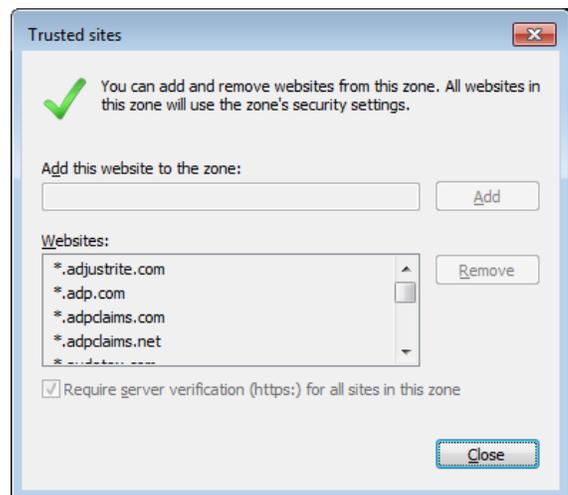


INTERNET EXPLORER



INTERNET OPTIONS – SECURITY TAB

4. Click Trusted Sites.
5. Click the Sites command button to display the Trusted sites dialog box where sites can be added.



TRUSTED SITES

6. Remove the checkmark from the Require server verification.
7. In the Add this website to the zone field, delete any existing text and enter *.gwccnet.com
8. Click Add.
9. Click Done and/or OK on the individual dialog boxes to return to the first IE page.
10. Close and reopen IE; access www.gwccnet.com

NOTE: If the options in the Trusted sites dialog box are grayed out, the IT support group for your company will be able to add to trusted sites.

Troubleshoot

Sometimes **toolbars**, such as Google Toolbar or Google Chrome Toolbar, may cause problems accessing Great West systems. Use the following procedure.

1. Display the list of toolbars using one of the following methods:
 - In the IE menu bar, click View and position the mouse over the Toolbars option to display a list of toolbars.

or

 - Right-click the “gear” icon to display a list of toolbars.
2. Deselect any toolbars that are not a part of IE.
3. Close and reopen IE and try to access the website again.

Internet Explorer 10 contains a new setting that may need changed to allow access to Great West systems.

1. On an Internet page in the IE menu bar, click Tools.
2. Click Compatibility View. The Tools list closes. Display the Tools menu list again to make sure the Compatibility View is selected with a checkmark.

Links

The following links access the Great West systems:

<http://www.gwccnet.com>

<http://agentuwe.gwccnet.com>