

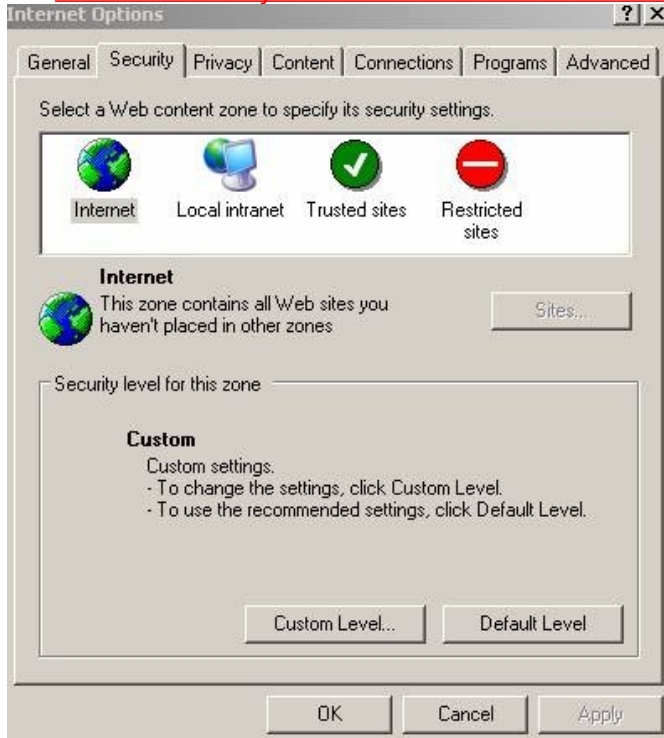
Opening Attachments

If you are having difficulty opening attachments, please follow the instructions below:

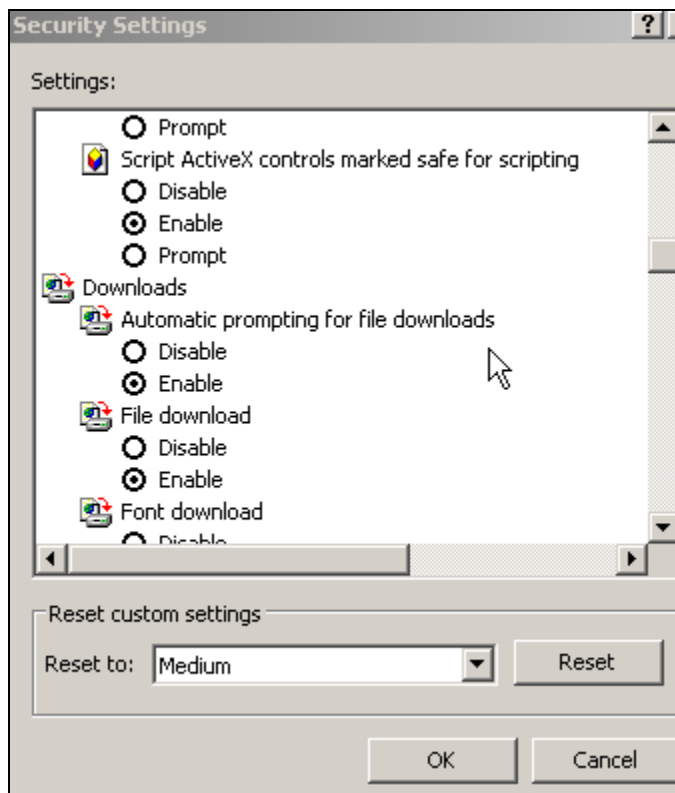
1. [Open Internet Explorer](#)
2. [Choose Internet Tools](#)



3. [Select the security tab – Choose Custom level button on the bottom](#)



4. Scroll down to downloads – make sure that “Automatic prompting for file downloads” and “File download” is enabled



If you are still having problems opening the attachment, you must hold down the Control (CTRL) key the ENTIRE time until the actual attachment is open. If you release the key prior to the attachment opening it will flash and you will not be able to open it.