

## CLA Client Portal Browser and Silverlight FAQs

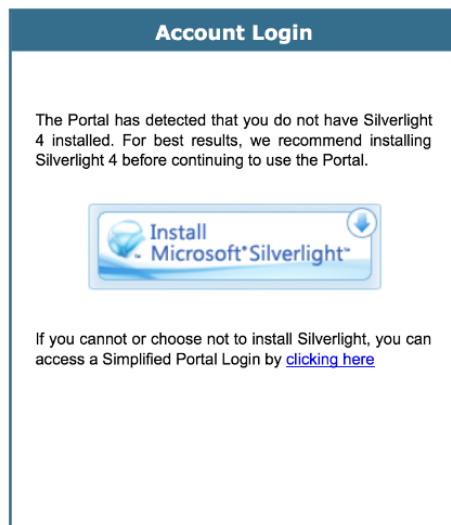
1. **Question:** I am receiving an “Error 500” when clicking the link to access the CLA Document Portal.

**Resolution:** Verify with your IT department that the portal is not blocked by any internal monitoring or protection applications.

2. **Question:** How do I know if my computer has Microsoft Silverlight Installed?

**Resolution:** The first time you try and login to the portal you will be prompted to install Silverlight from Microsoft’s website if you don’t have it already installed. The installation typically takes less than one minute and is completely safe.

<http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>



If you cannot, or prefer not to, install Silverlight on your machine, a simplified version of the document portal that does not require Silverlight is available. Click on the [Take me to the non-Silverlight login](#) on the CLA Document Portal page ([www.claconnect.com/docportal](http://www.claconnect.com/docportal)).

3. **Question:** I cannot access the CLA Document Portal. (Server error/Page not found)

**Resolution:** Check that you are using a Microsoft Silverlight 4 compatible browser on all PC’s or MAC. A complete list of browsers and operating systems that support Silverlight 4 can be found at <http://www.microsoft.com/getsilverlight/locale/en-us/html/installation-win-SL4.html>

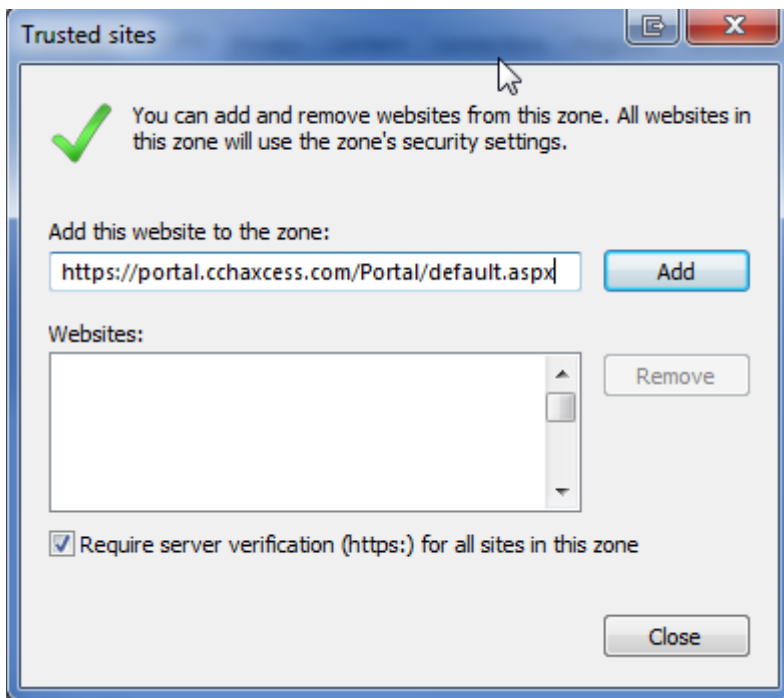
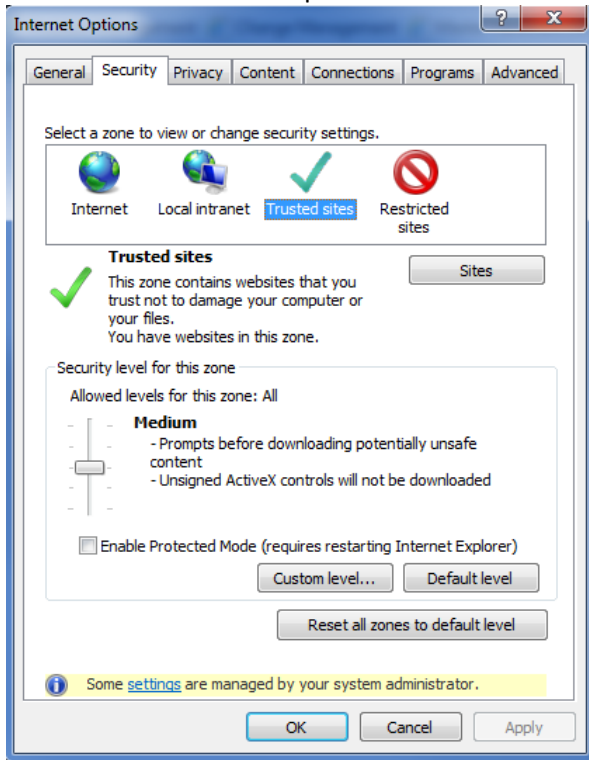
Please note: Internet Explorer users are required to add the portal URL to Trusted Sites.

### Adding to Trusted Sites Internet Explorer settings

1. Open Internet Explorer and browse to <https://portal.cchaccess.com/Portal/>.

2. In Internet Explorer, select **Tools / Internet Options**; then select the **Security** tab and click **Trusted Sites** and then **Sites**.

3. Click **Add** to move the portal URL to the trusted sites zone, then click close.




4. **Question:** I verified I have a compatible browser and Silverlight is installed however I still cannot launch the document Portal.

**Resolution:** Try a Browser reset. Select your appropriate browser below and follow the appropriate instructions. If you haven't done so in some time you may want to delete your Browsing History which includes temporary files, history, cookies, saved passwords and web form information from the Internet Options.

#### **Safari – Browser Reset**

1. Choose Safari > Reset Safari.
2. Deselect any items you don't want to reset:

#### **Google Chrome – Browser Reset**

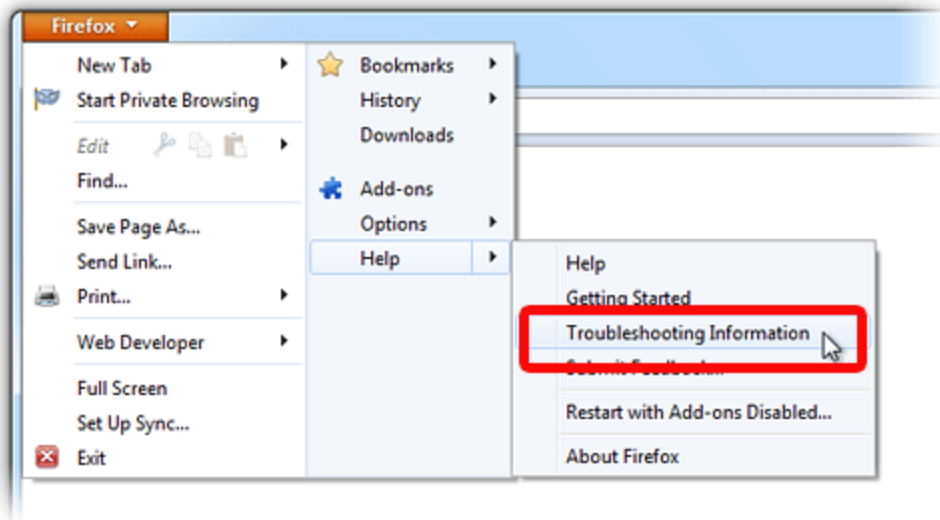
1. Click the Chrome menu  on the browser toolbar.
2. Select Settings.
3. Click Show advanced settings and find the "Reset browser settings" section.
4. Click Reset browser settings.
5. In the dialog that appears, click Reset. Note: When the "Help make Google Chrome better by reporting the current settings" checkbox is selected you are anonymously sending Google your Chrome settings. Reporting these settings allows us to analyze trends and work to prevent future unwanted settings changes.

#### **Internet Explorer – Browser Reset**

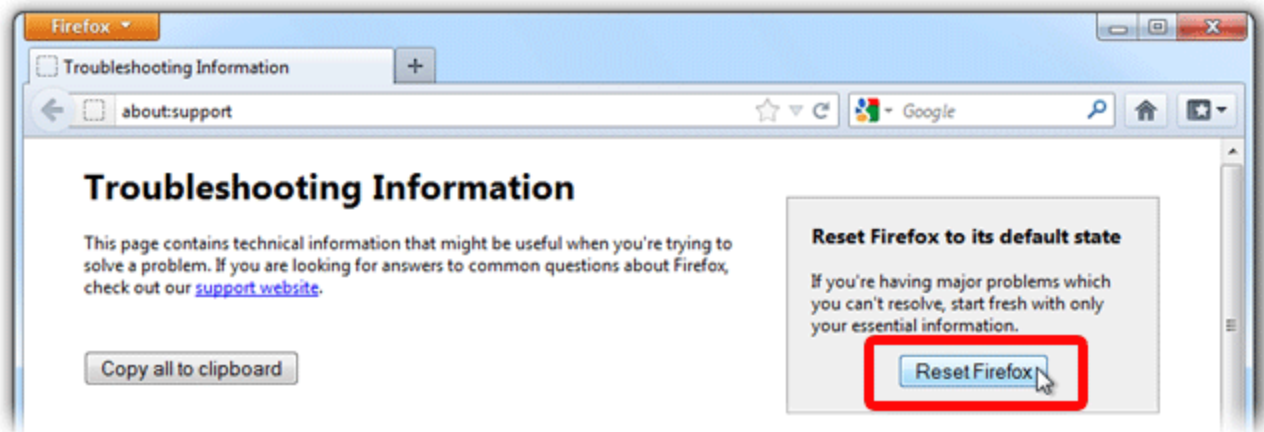
1. Close all Internet Explorer and Explorer windows that are currently open.
2. Start Internet Explorer.  
*(Note: If you are running Windows 8.1 or Windows 8, start Internet Explorer from the desktop. Changing your settings will affect both Internet Explorer and Internet Explorer that you start from the desktop.)*
3. On the **Tools** menu, tap or click **Internet options**. If you don't see the **Tools** menu, press Alt.
4. In the **Internet Options** window, tap or click the **Advanced** tab.
5. Tap or click **Reset**. If you're using Windows Internet Explorer 6, click **Restore Default**.

#### **Firefox – Browser Reset**

1. At the top of the Firefox window, click the Firefox button, go over to the Help sub-menu and select Troubleshooting Information.



2. Click the Reset Firefox... button in the upper-right corner of the Troubleshooting Information page.



3. To continue, click Reset Firefox in the confirmation window that opens.
4. Firefox will close and be reset. When it's done, a window will list the information that was imported. Click Finish and Firefox will open.