

# Trouble Accessing TRD

## Supported Internet Browsers

1. **Make sure you are using Internet Explorer 10 or 11.** Other browsers, such as Chrome and Firefox, are not supported and might not function properly.
  - a. In Internet Explorer, go to the Help menu and select “About Internet Explorer.”
  - b. The version should start with 10 or 11



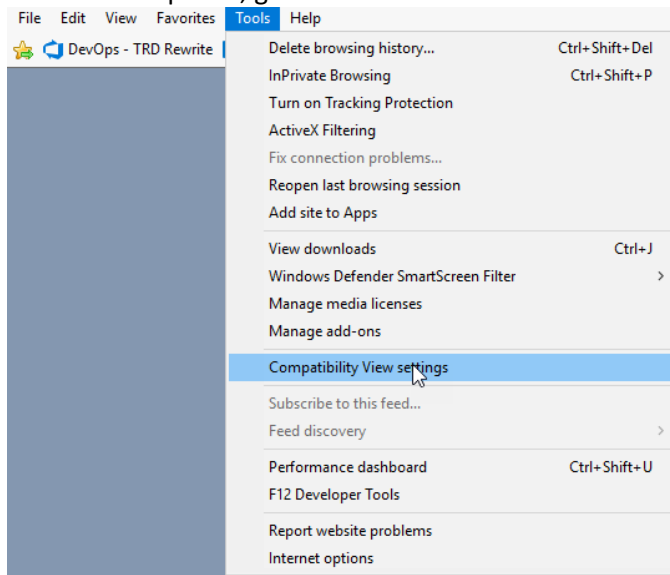
## URL

2. **Make sure you are using the correct TRD link: <https://trd.firstam.com>**

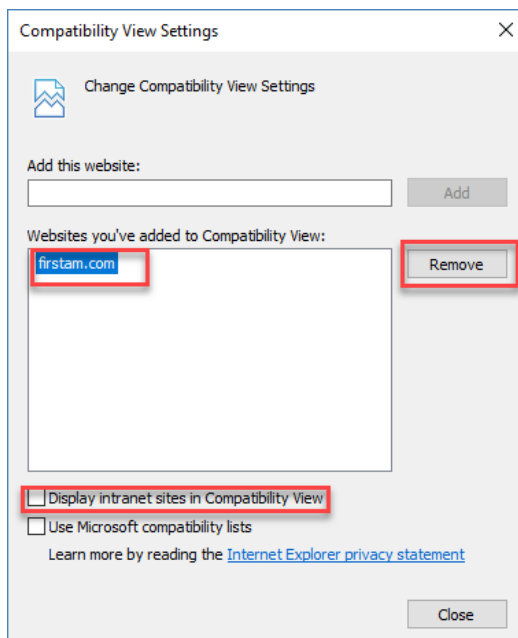
# Internet Browser Settings

## Ensure Compatibility View is off

- a. In Internet Explorer, go to the Tools menu and select “Compatibility View”



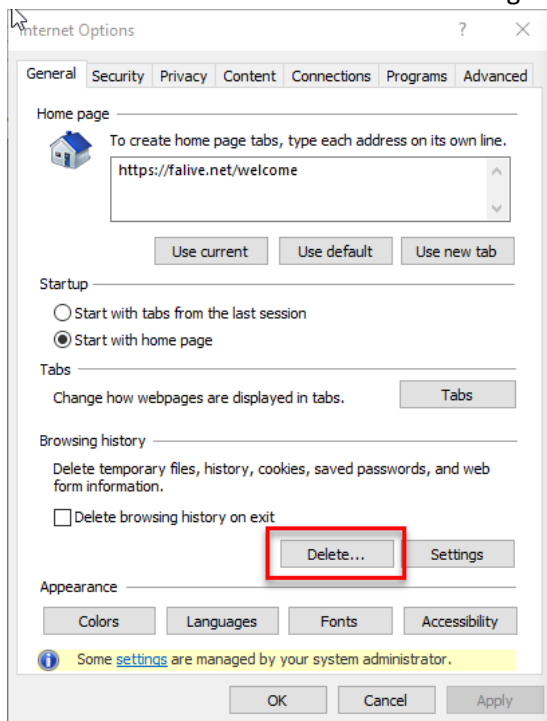
- b. If “firstam.com” is in the “Websites you’ve added” list, select it and click the “Remove” button.  
c. If “Display intranet sites in Compatibility View” is checked, uncheck it.  
d. Click the “Close” button.



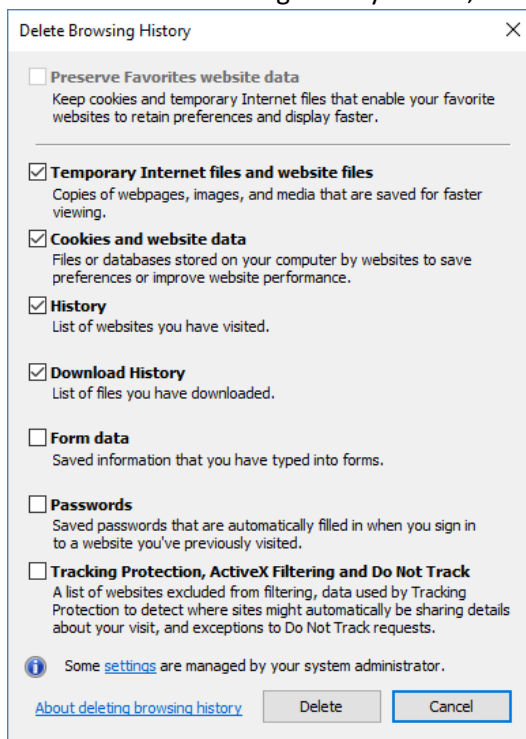
## Clear cached files

### 2. Clear your browser's cache:

- In Internet Explorer, go to the Tools menu and select "Internet Options"
- Click the "Delete..." button under Browsing History



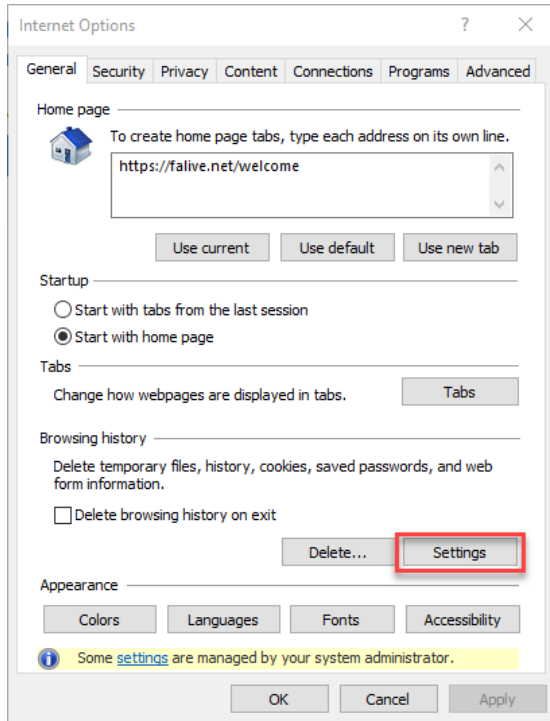
- On the Delete Browsing History screen, check the first 3 checkboxes and click the "Delete button."



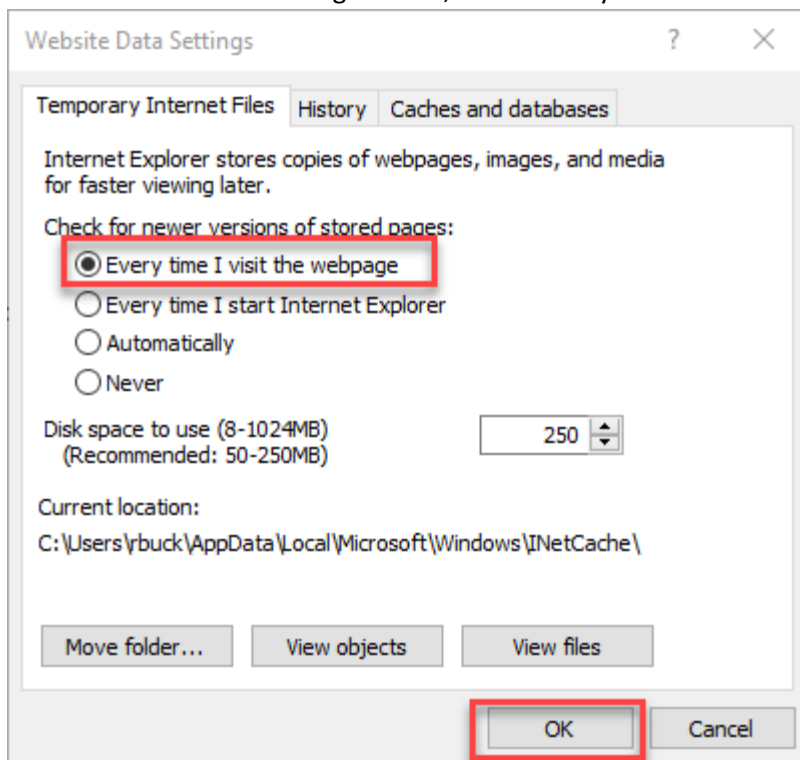
## Check Cache Settings

### 1. Ensure your cache settings are correct:

- a. On the General tab, click the “Settings” button under Browsing History



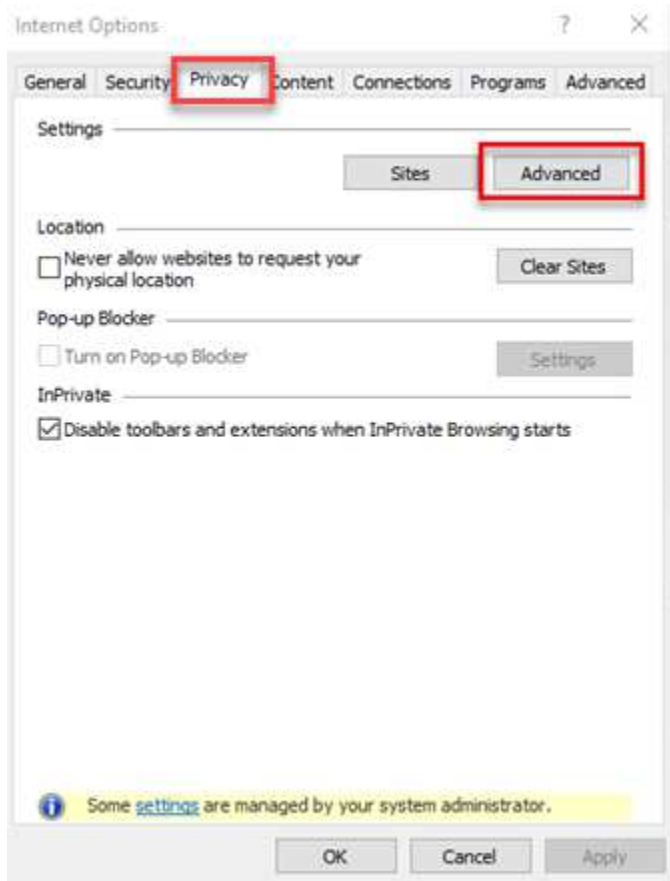
- b. On the Website Data Settings screen, select “Every time I visit the webpage” and click OK



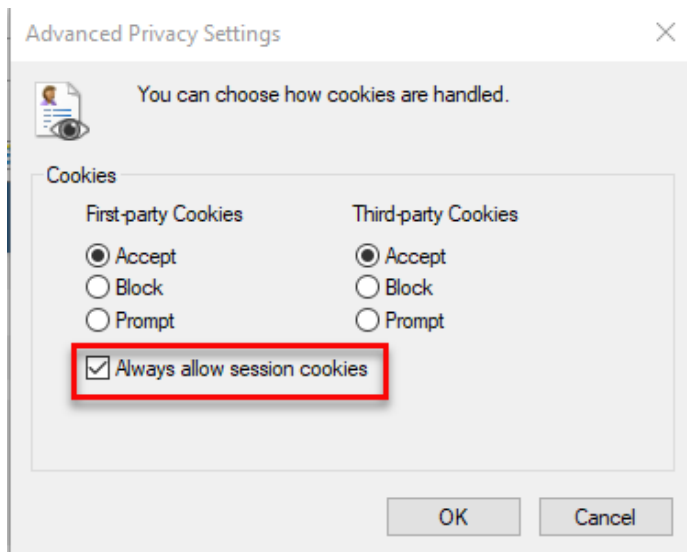
## Enable Cookies

### 2. Make sure cookies are enabled in Internet Explorer:

- a. On the Internet Options screen, go to the “Privacy” tab
- b. Click the “Advanced” button in the Settings section



- c. Check the “Always allow session cookies” checkbox and select “Accept” under First-party Cookies and Third-party Cookies.

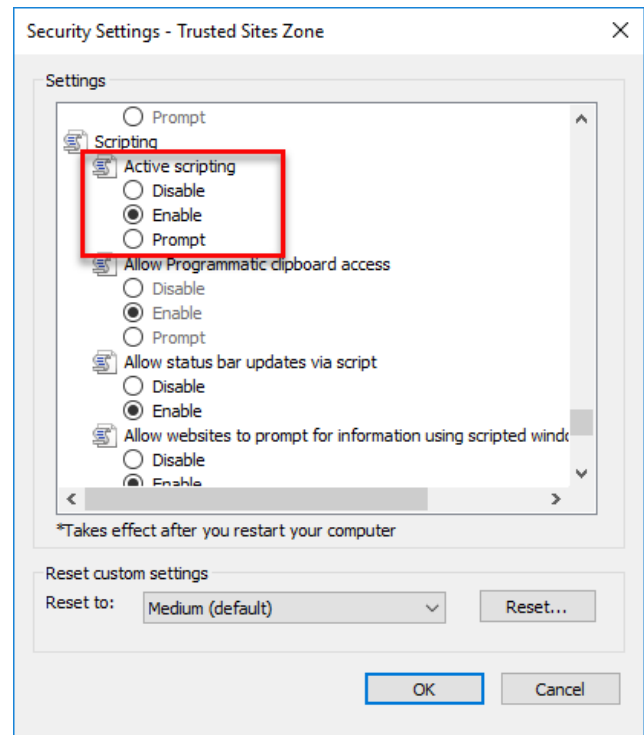


- d. Click OK to close and save the settings.

## Enable Active Scripting

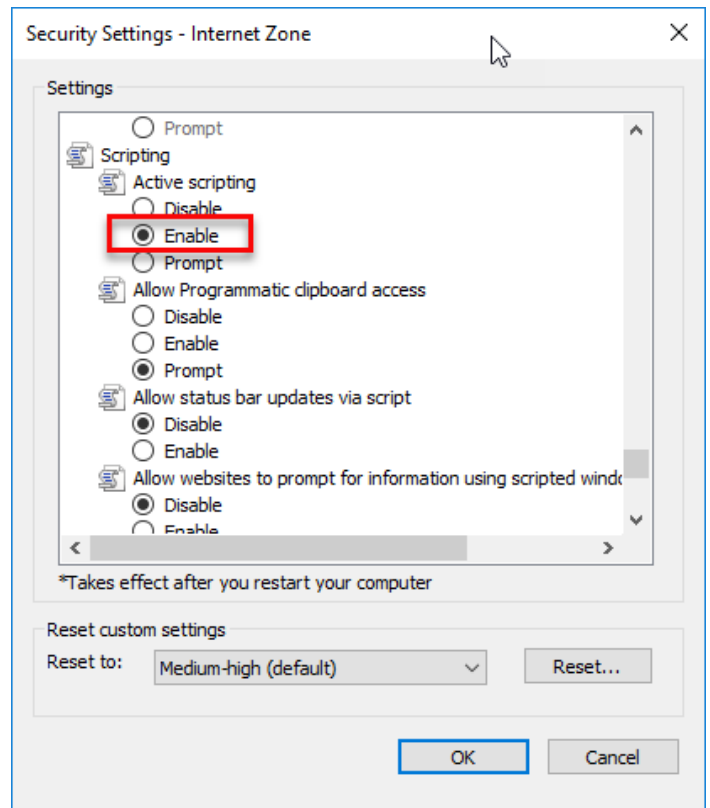
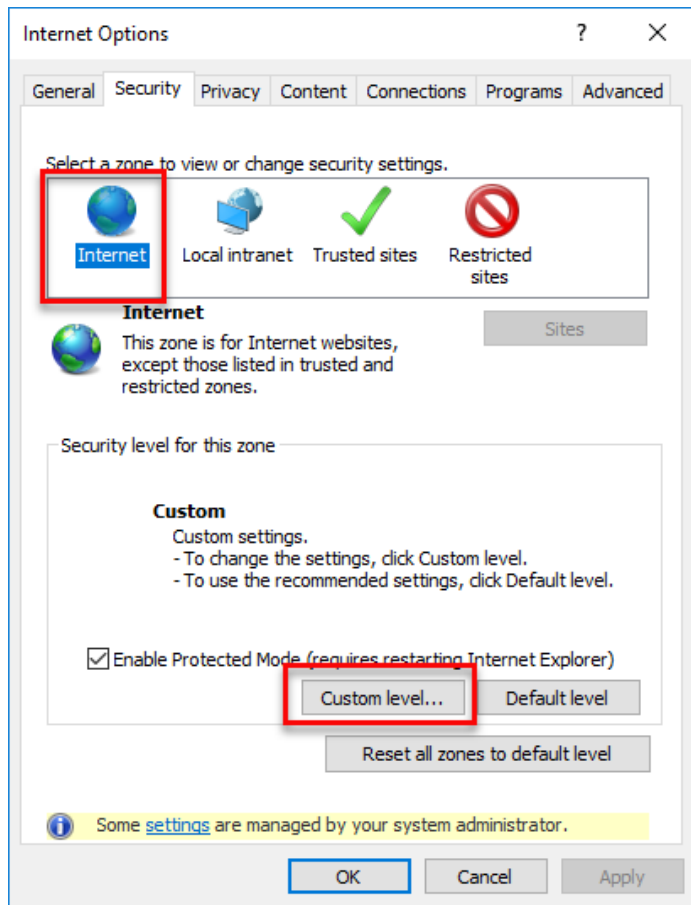
### 3. Enable active scripting:

- a. On the Internet Options screen, go to the "Security" tab



- b. Click "Trusted sites" in the zones area, click the "Custom level" button.
- c. On the Security Settings screen scroll down to "Scripting" settings and select "Enable" under Active Scripting.
- d. Close the Security Settings screen (click "OK") to save these settings.

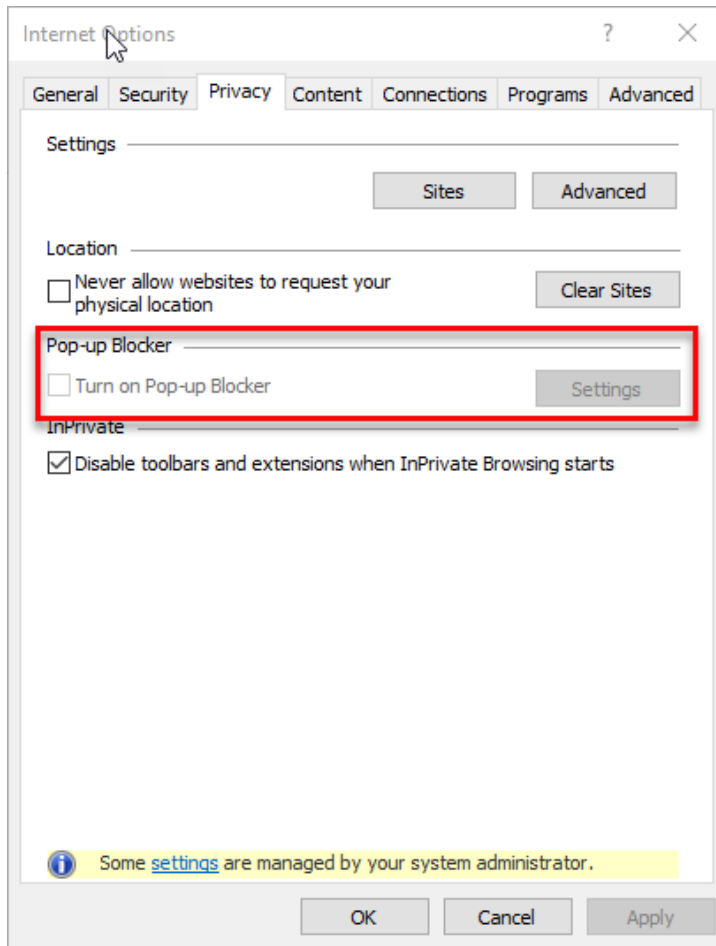
- e. Click "Internet" in the zones area and click the "Custom level..." button
- f. On the Security Settings screen scroll down to "Scripting" settings and select "Enable" under Active Scripting.
- g. Close both screens (click "OK") to save these settings.



- h. **Close your browser** and then reopen it and try TRD again.

## Turn Off Pop-Up Blocker

4. **If you cannot open/view a document in TRD, make sure your pop-up blocker is turned off:**
  - a. On the Internet Options screen, go to the “Privacy” tab
  - b. Uncheck “Turn on Pop-up Blocker”
  - c. Click OK on the screen.



- d. **Close your browser** and then reopen it and try TRD again.

*If you are still having issues, please email [trd@firstam.com](mailto:trd@firstam.com)*