

How to correct Reallocation Worksheet/Action Report Display Issues

Please follow the steps below:

1. Shut down ALL open **Internet Explorer** windows.
2. Shut down ALL **Microsoft applications** that are running (e.g., Outlook, Excel, Word).
3. Open a new **Internet Explorer** window.
4. On the **Tools** menu, click **Internet Options**. On the **Security** tab, click the **Custom Level...** button.
 - Scroll through the displayed **Settings** until you come to the **Downloads** section of the list.
 - For the **File download** option, select the **Enable** radio button.
 - Click the **OK** button to close the **Security Settings** window.
 - Click the **OK** button to close the **Internet Options** window.
5. On the **Tools** menu, click **Internet Options**.
6. From the **Privacy** tab, click the **Settings** button in the **Pop-up Blocker** section. (Note: If this option is grayed out, please select **Turn On Pop-up Blocker**.)
 - If '**www.compassinvestors.com**' IS already listed as an **Allowed site...**
 - i. Select it from the **Allowed sites...** window and click the **Remove** button.
 - ii. Enter **www.compassinvestors.com** in the **Address of website to allow** field and click the **Add** button.
 - iii. Please confirm that **www.compassinvestors.com** is listed as an **Allowed site...**
 - If '**www.compassinvestors.com**' IS NOT listed as an **Allowed site...**
 - i. Enter **www.compassinvestors.com** in the **Address of website to allow** field and click the **Add** button. Please confirm that **www.compassinvestors.com** once listed as an **Allowed site...**
 - Make sure that BOTH "**Play a sound when a pop-up is blocked**" and/or "**Show Information bar when a pop-up is blocked**" are checked.
 - Make sure that the **Filter Level** is set to **Low**.
 - i. Note: You may change the **Filter Level** back to **Medium** once you are able to successfully access the Reallocation Worksheet and/or Action Report.
 - Click the **Close** button to close the **Pop-up Blocker settings** window.

7. On the **Tools** menu, click **Internet Options**. On the **General** tab, click the **Delete** button in the **Browsing History** section.
 - Click the **Delete Files** button.
 - Click the **Delete Cookies** button.
 - Click **Close** to close the **Delete Browsing History** window.
8. Click **OK** to close the **Internet Options** window.
9. Shut down **Internet Explorer**.
10. Go to www.compassinvestors.com, sign in and try accessing the Reallocation Worksheet and/or Action Report again.