

# EMResource<sup>®</sup> Quick Reference Guide

## File Download Configuration

### Introduction

This Quick Reference Guide is for individuals who use Microsoft<sup>®</sup> Internet Explorer<sup>®</sup> as their browser.

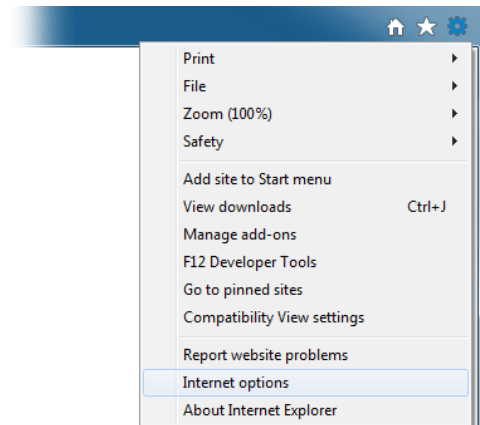
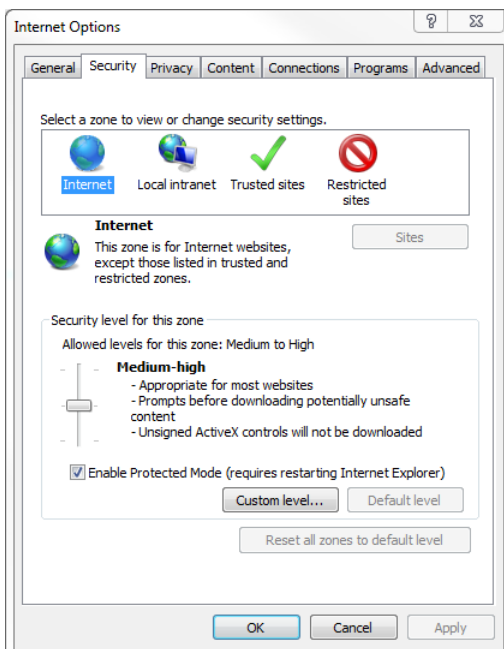
If you run a report in EMResource and it appears that nothing happens, you may need to configure the file download settings in Internet Explorer.

In addition, note that Microsoft periodically issues updates to Internet Explorer. When this occurs, your file download settings may be reset to their default values. If this occurs, you may need to re-configure these settings, as outlined in this document.

**Note:** Intermedix supports only the latest version of Internet Explorer.

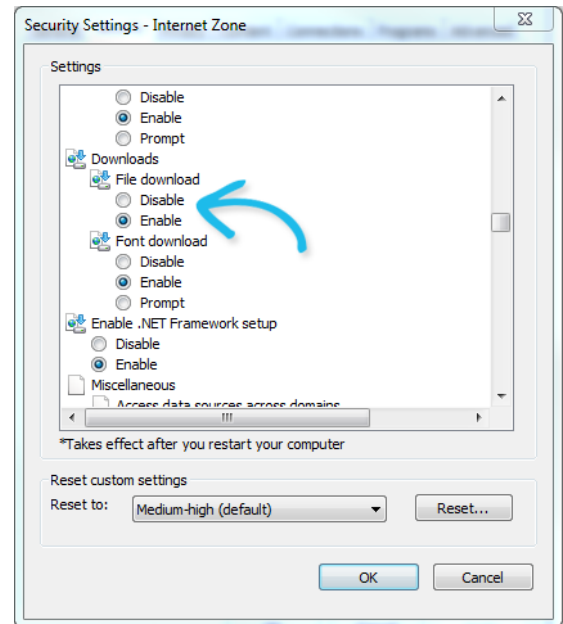
### To Configure File Download

1. Open Internet Explorer.
2. Click the **Tools** icon and then click **Internet options**.
3. In the *Internet Options* window, click the **Security** tab.



## To Configure File Download (continued)

4. In the top pane, select the **Internet** zone and do the following:
  - a. Click **Custom level**. The *Security Settings* window opens.
  - b. Scroll to the *Downloads* section and select **Enable** for the **File download** setting.
  - c. Click **OK**. The *Security Settings* window closes.
5. In the top pane, select the **Trusted sites** zone and do the following:
  - a. Click **Custom level**. The *Security Settings* window opens.
  - b. Scroll to the *Downloads* section and select **Enable** for the **File download** setting.
  - c. Click **OK**. The *Security Settings* window closes.
6. Click **OK**. The *Internet Options* window closes.



For more information, contact your Customer Success Manager or the support desk at 888-735-9559; in the support phone system, press 1 for Client Application Support and then 6 for EMSystems.