

## **WorkInTexas.com Technical Specifications**

### **1. If you're unable to logon to WorkInTexas.com (you logon but it immediately kicks you back out), what does this mean and how do I fix it?**

WorkInTexas.com temporarily stores information that is needed for the business process. This information file, called a non-persistent cookie, is automatically removed when you close your browser session. Please allow cookies from our site.

- If Firefox 2.0 is your browser, go to Tools/Options/Privacy menu. This menu allows you to set your cookie settings.
- If Internet Explorer 6.0 is your browser, go to the Tools/Internet Options/Privacy menu. This menu allows you to select the privacy setting for your browser. Usually, settings range between Low (less secure) and High (more secure). Your browser accepts cookies based on the source of the cookie and whether the source has a privacy policy. There are advanced security features for those who prefer greater control over cookies.
- Also, a firewall installed on your computer or at your Internet service provider (ISP) may be blocking the transmission of cookies. Please consult your firewall documentation or your network administrator to resolve this issue.

### **2. If you're getting kicked out of WorkInTexas.com, you might need to disable your Content Advisor. Here's how you do that.**

Did you logon to WorkInTexas.com successfully and then get kicked out when you tried to go to another page? Did your error message read as follows, "Please logon again. Your previous session is no longer valid. The information you entered was not saved"?

If you answered "Yes" to these first two questions, then you may need to ensure the Content Advisor for Internet Explorer is disabled. You can check your Content Advisor setting or change it by following these steps:

- Open your Internet browser.
- Click the Tools drop down list from your Internet browser toolbar.
- Select Internet Options.
- Select the Content tab.
- Click the button that reads: Disable.

When the Content Advisor is disabled, the Enable button displays. When the Content Advisor is enabled, the Disable button displays. To change the setting, select the button that displays (Enable or Disable). If prompted, enter the password. Select OK to close the Internet Options window. Close your Internet browser, reopen it, and try to logon to WorkInTexas.com again. The problem should be resolved.