Personal Computer Set-Up

The following steps must be completed on all computer systems in order to successfully access and use all JMI Reports websites and software technology. These steps will not expose your computer to any viruses or malware.
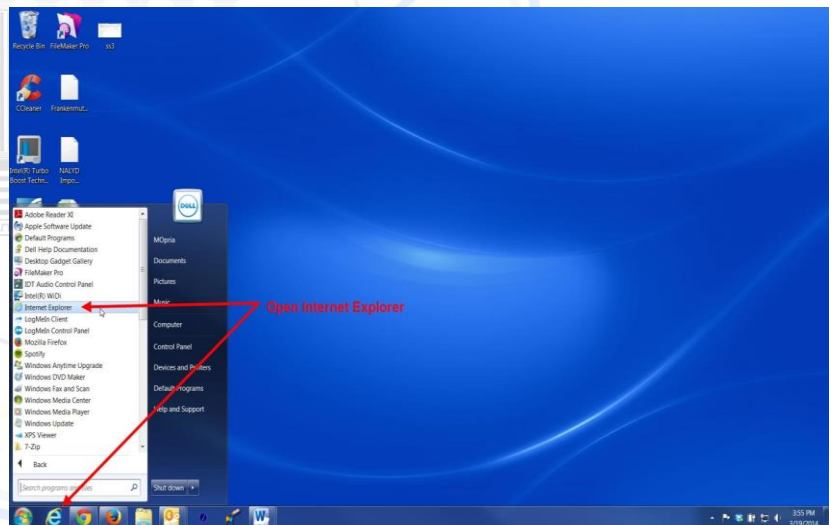
Please use Internet Explorer to access the WRDS system. When using the JMI Reports Academy Internet Explorer and Chrome work best.

Our Technical Support Department is available Monday –Friday, 9:00AM to 5:00PM Eastern Time. Please click this link https://jmireports.fastsupport.com/?layout=popup to initiate an online chat session with our Technical Support staff.

Internet Explorer Setup

Step 1   Open Internet Explorer by clicking on the Internet Explorer icon on your desktop or in your start menu.

The Internet Explorer icon looks like this:

Step 2   Once Internet Explorer is open, clock on **Tools** icon in the upper right corner.

The **Tools** icon in the upper right corner looks like a gear. It may be blue, grey or white.
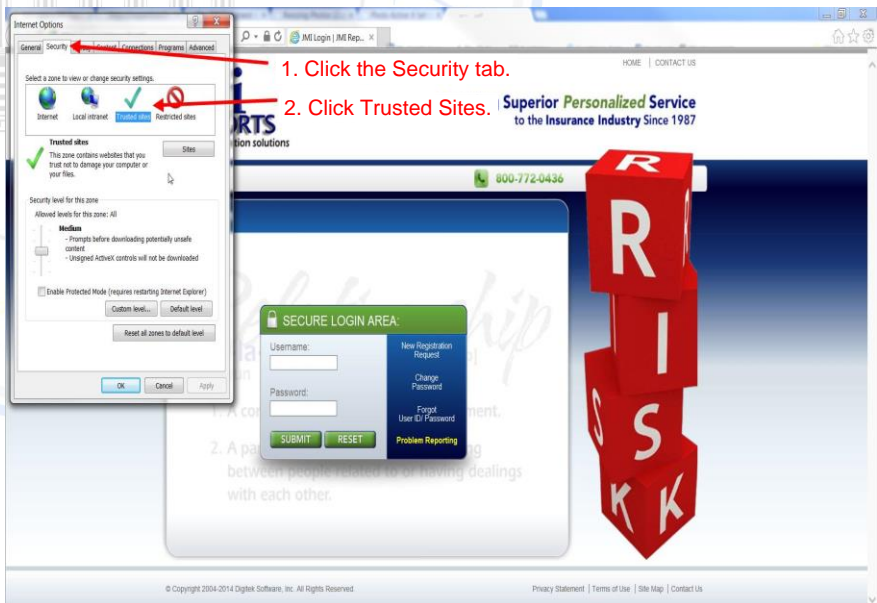
Step 3   Click **Internet Options**.

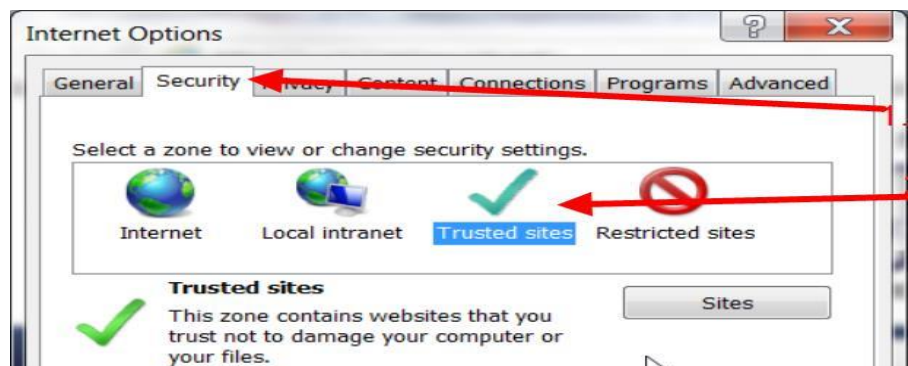**Internet Options** typically is the 2nd from the bottom of the IE tools list.

Step 4   Once Internet Options is open, click on the **Security** tab. The **Security** tab will be the 2nd tab amongst the tabs along the top of the Internet Options window.

Next, click on **Trusted Sites**. **Trusted Sites** is the 3rd icon from the left and has a green check mark icon.

1. Click the Security tab.
2. Click Trusted Sites.

Trusted sites is the place where settings are adjusted for those websites you trust.
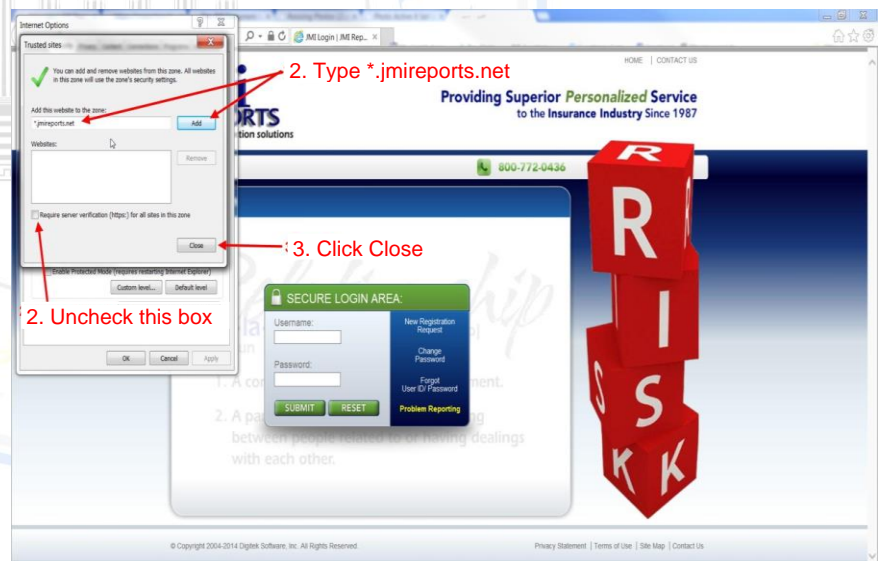
Step 5   Click the **Sites** tab to the right of the Trusted Sites description.

Step 6   Highlight the text with your mouse within the *"Add this website to the zone:"* box. Then click the Delete key on your keyboard to remove all the text.

Next, type the following exactly as you see it here in the box:

*.jmireports.net

Click **Add** to the right of the text field to add JMI Reports to your Trusted Websites.

2. Type *.jmireports.net

3. Click Close

2. Uncheck this box

Step 7   Uncheck the checkbox next to the statement that reads

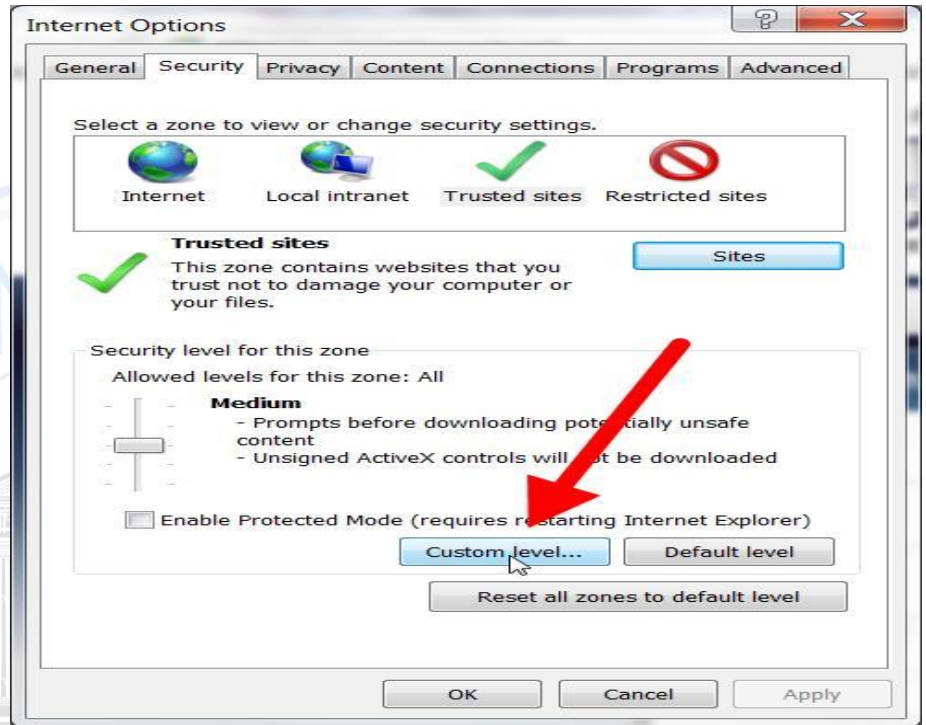*"Require server verification (https:) for all sites in this zone."*

Once the box is underlined unchecked, click **Close** in the lower right corner to close this window.

2. Type *.jmireports.net

3. Click Close

2. Uncheck this box

Step 8   Click on **Custom Level**.

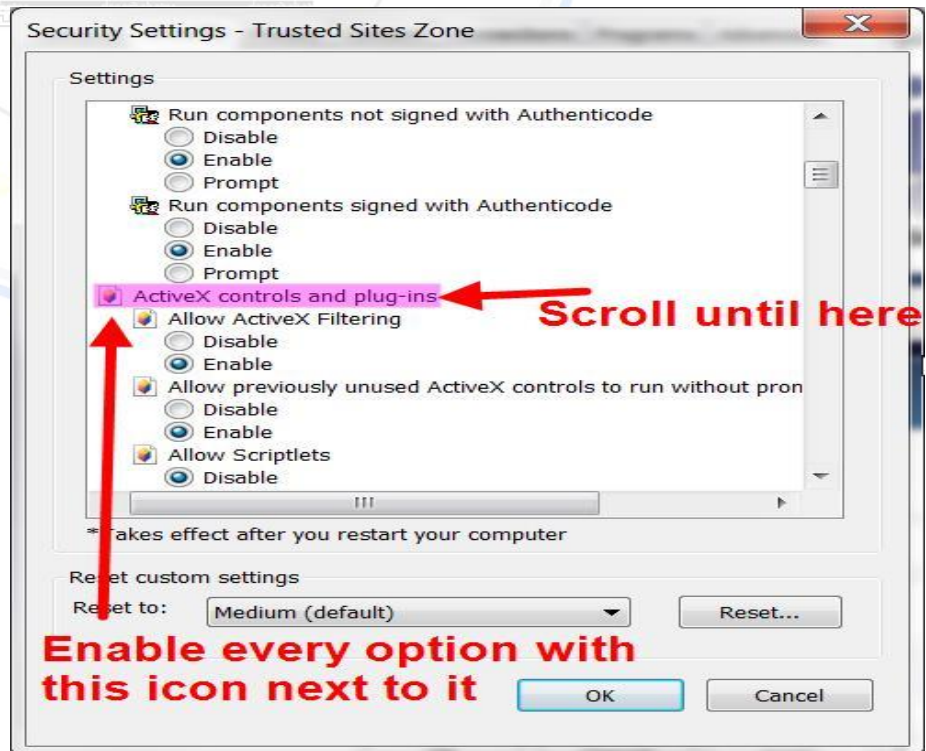The Internet Options window has a Custom Level tab towards the bottom of the window.

Step 9   Scroll down until you see **ActiveX controls and plug-ins.**

Once you get to this point, take note of the icon next to it. The icon will look like this:

Enable all of the options with this icon next to it.

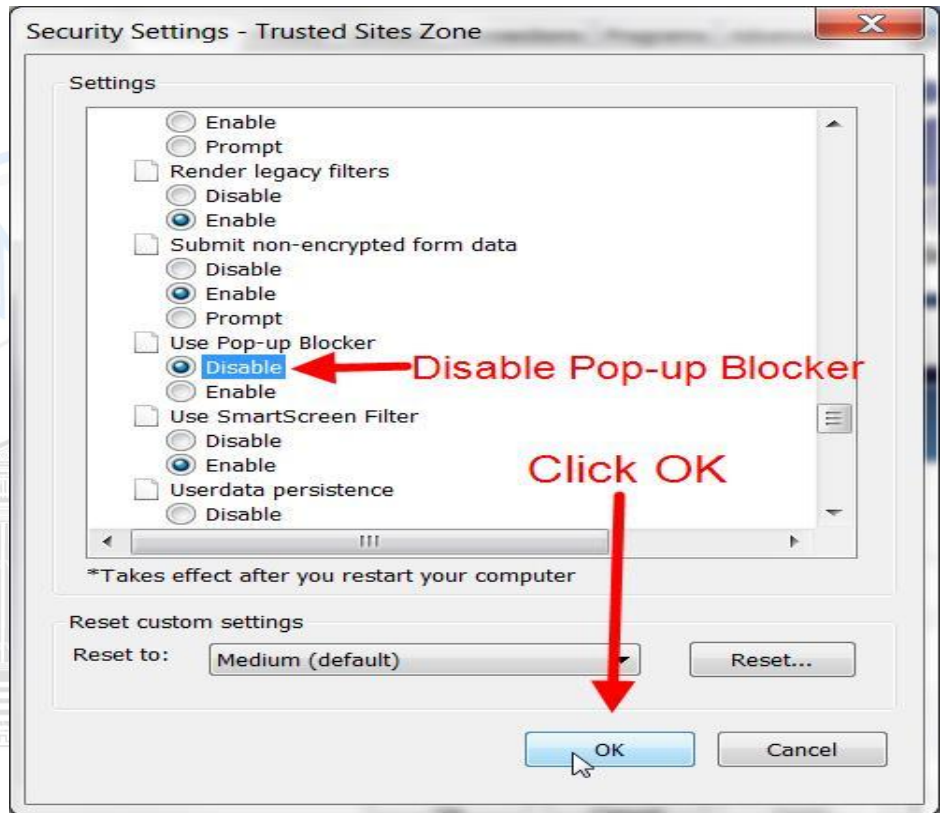Once you get to *Downloads* in the list and the icon changes, stop enabling.

Step 10   Scroll down further in the list until you see **Use Pop-up Blocker**

You need to check **Disable for** this option.
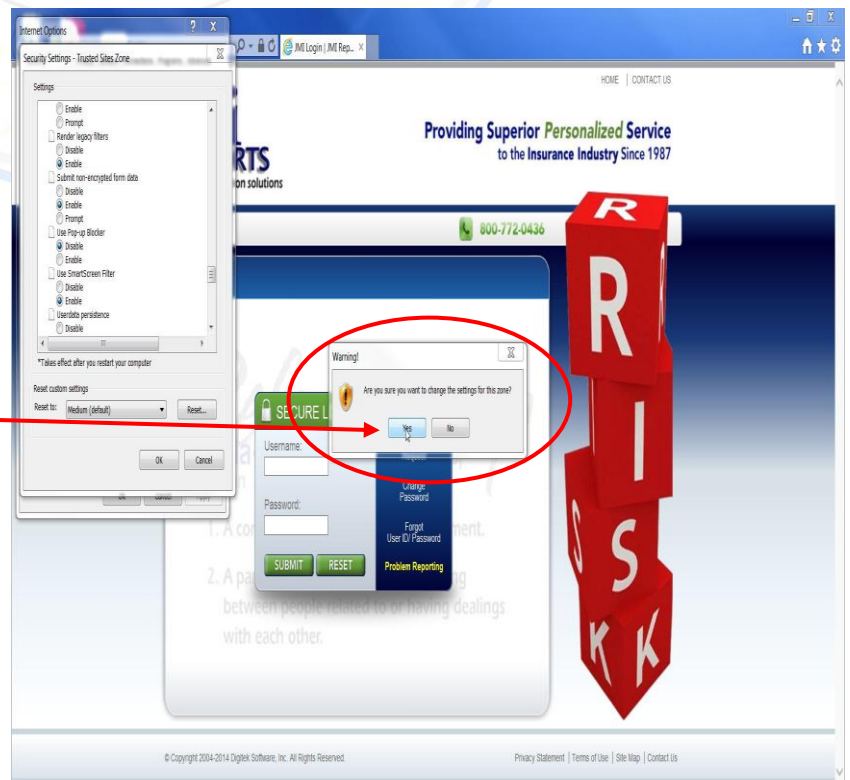
<mark>Important</mark> - This is only disabling the pop up blocker for this website.

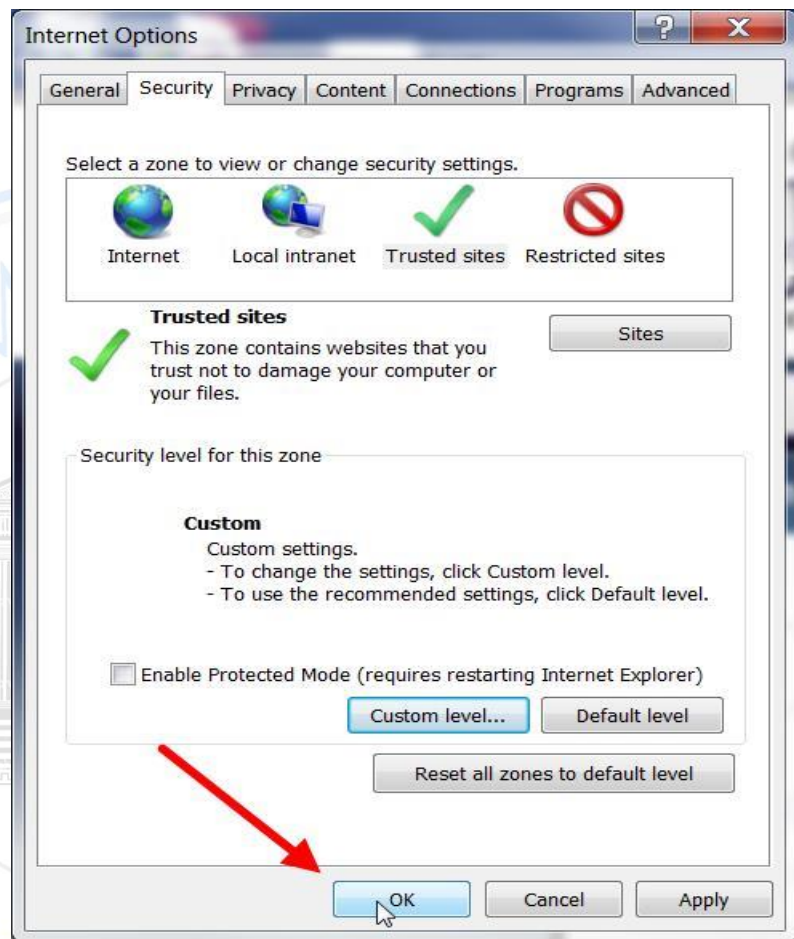Click **OK** at the bottom of the window to close it.

You will receive a pop-up box that reads "**Are you sure you want to change the settings for this zone?**"

Click **Yes**.

Step 12 Click **Okay** at the bottom of the Internet Options window.

Your computer is now properly set up to access all of the JMI Reports websites and software technology.

- Please refer to the **Computer Antivirus** document in the **Computer Set Up** folder of the JMI Academy Reference Center to view our recommendations and setup instructions. Utilizing this document will ensure the antivirus program installed on your computer is compatible with the JMI Reports WRDS system.

- Please review the documents and resources within the **Camera and Photo Set Up** folder of the JMI Academy Reference Center. Reviewing these documents will assist you in setting up your camera as well as learn the specifications needed for all photos taken in the field and uploaded to WRDS for each completed inspection.

- Our **Software Recommendations** folder in the JMI Academy Reference Center contains helpful links and information regarding preferred programs and software to assist with JMI Reports technology.

Note: If you do not feel comfortable changing your computer settings as noted above on your own and would like assistance, please visit http://jmi.loricus.com to request support.

Technical Support is available Monday – Friday, 8am until 5pm. An engineer will email/call you back after you fill out the form.