

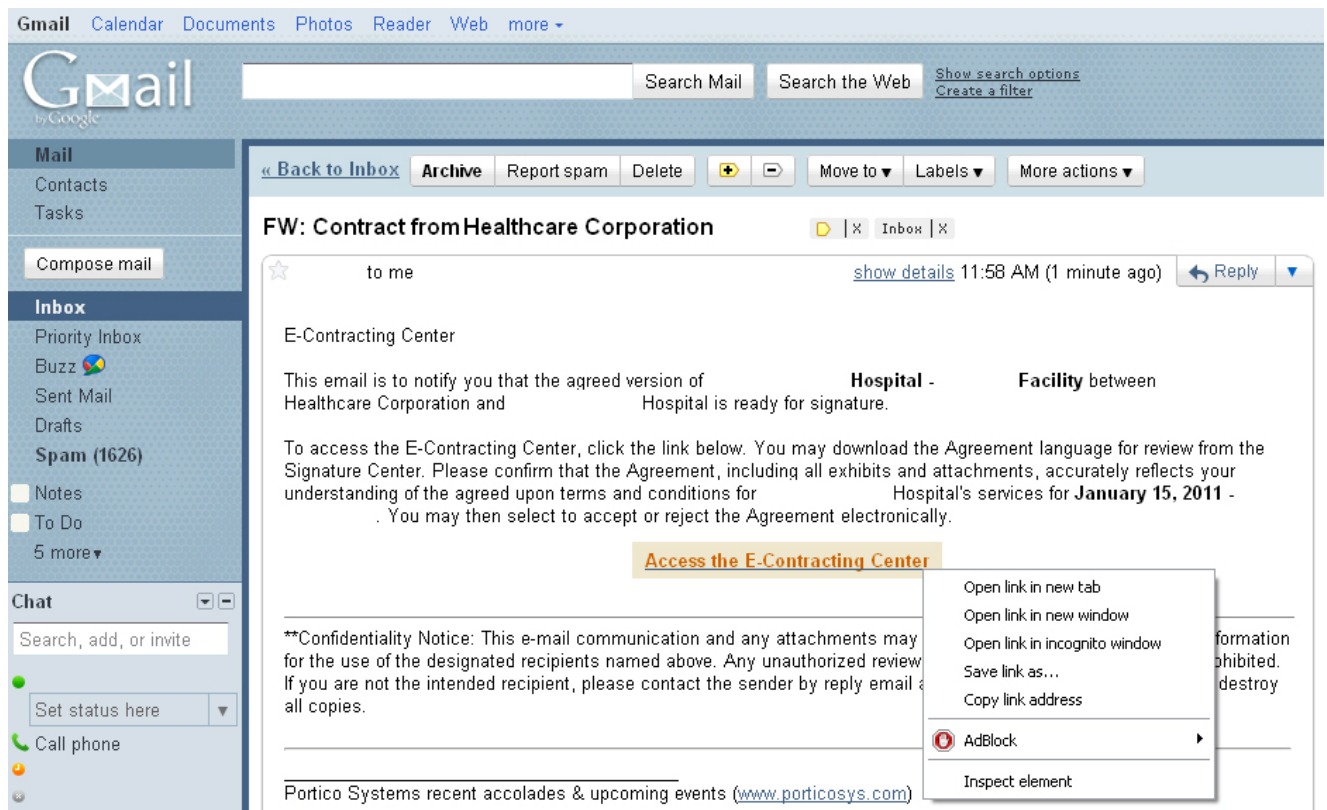


How to troubleshoot Gmail™ embedded links

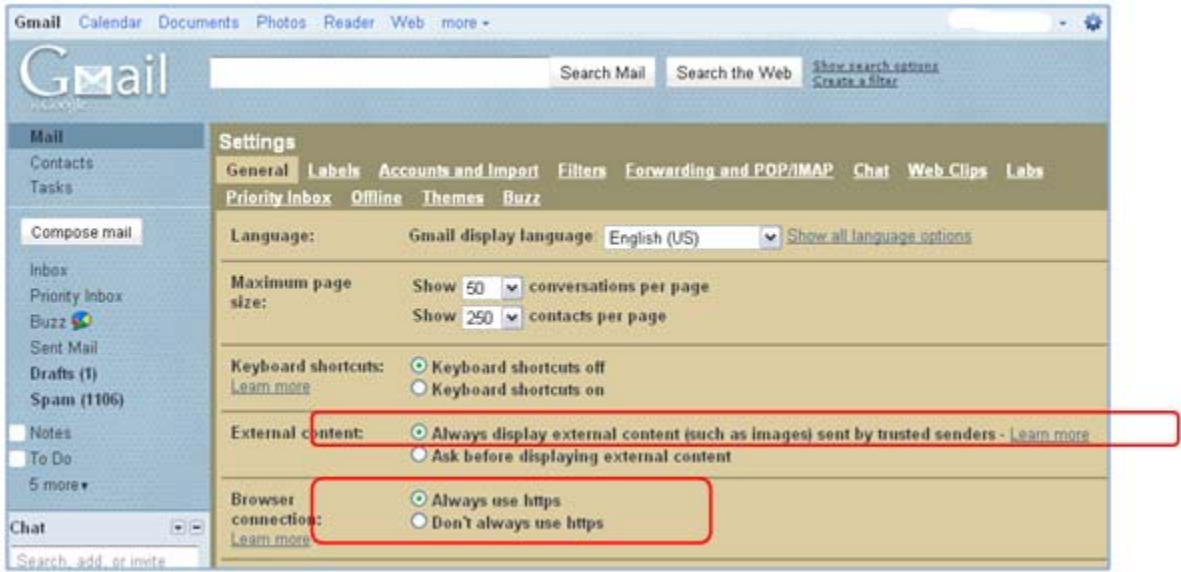
Gmail has been known to have some issues with active links embedded in emails. The issue usually occurs when using Internet Explorer. Some Asuris providers with Gmail accounts have reported experiencing trouble with opening their eContracting links.

Troubleshoot your Gmail account by following the steps below. After each step, test to see if your link works. If the same behavior is noticed again, please move to the next step.

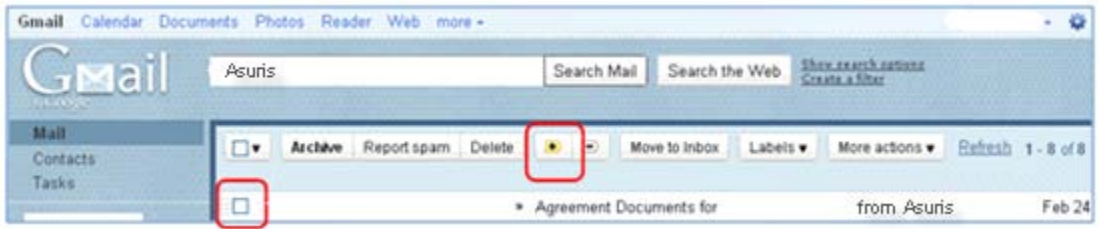
1. Make sure you're using Gmail and not iGoogle or Google Desktop for your email.
2. Try downloading other browsers, such as Mozilla, Firefox or Google Chrome.
3. Disable any popup blockers and all add-ons.
4. Clear all browsing history (cache, temp files, cookies, etc.).
 - View Google's step-by-step troubleshooting information for links and buttons that aren't working: <http://mail.google.com/support/bin/answer.py?answer=8774>
5. Right-click on the image link. Choose "Open link in new window."



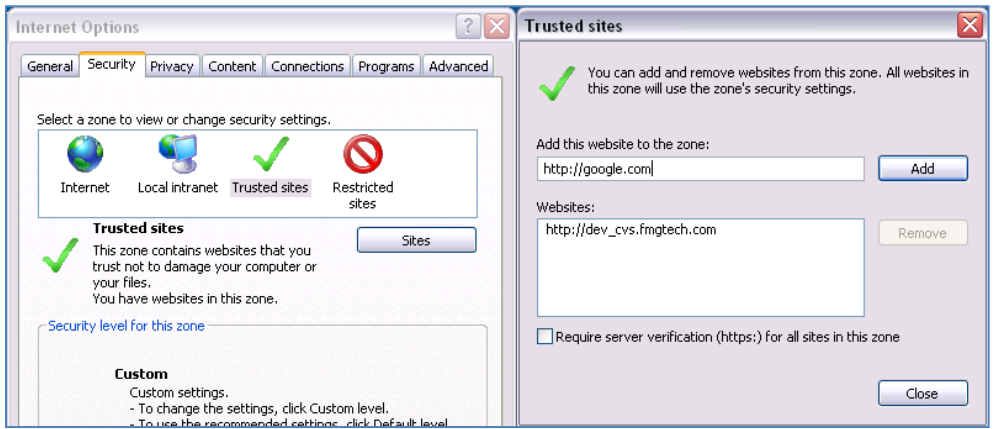
- In Gmail's settings, change the External Content option to "Always display external content..."
 - If the behavior doesn't change, then in the same area, check "Always use https" in the Browser Connection setting.



- Add eContracting emails from Asuris to your "Priority" inbox. You can do this by checking the box to the left of the email, then clicking the "+" arrow in the menu. *Note:* This only applies if the Priority Inbox feature is turned on.



- Add Google to your trusted sites in your Internet Explorer setting under the security tab:



9. Disable any antivirus software, restart your browser and try it again. You can add exceptions to your antivirus software to avoid conflicts with your other software.
 - View the Google tool below. You will be asked to identify the antivirus software you have, and how to set it for Gmail: <http://mail.google.com/support/bin/answer.py?answer=8774>
10. Uninstall and reinstall Internet Explorer.
11. If you still cannot access the link, please contact your provider consultant.