



Guide to opening your eContracting documents

If you are experiencing difficulty opening your eContracting documents, these options will help.

Option # 1:

Reset Internet Explorer by:

- Selecting Tools
- Then Internet Options
- Choose Advanced Tab and Restore Advanced Settings
- Then the Apply button

If this does not fix the problem, try Option #2.

Option # 2:

Update your file associations by following these steps:

- Open Windows Explorer
- Choose Tools, Folder Options
- Then choose the File Types tab
- Click the New button and enter the extension .vm (see screenshot)
- Click the Advanced button and select Adobe Acrobat Document from the drop-down menu
- Click OK

After you complete these steps, restart Internet Explorer.

If you are still unable to open your documents after completing these steps, please contact your provider consultant.

