Hosted PowerLender Browser Setup

This document covers some of the basics of setting up a browser to best work in the Hosted PowerLender environment. This only covers some of the more critical settings and there may be others that need to be tweaked depending on the configuration changes made on your browser. Note that the default settings of most browsers with the Sun Java Plug-in installed is all that should be necessary for the Hosted PowerLender site to work properly.

Sun Java Plug-in

The most frequent issue clients have with the Hosted PowerLender site is not having the Sun Java Plug-in installed or enabled properly. The easiest way to test this is by using your browser to access the following URL: https://java.com/en/download/installed.jsp. This will give you information on whether Java Plugin is working correctly or not. Figure 1 shows what to expect when Java is installed and working correctly. Figure 2 shows a browser where Java is not working correctly. If that happens, Java has a set of steps to follow below this that will help you get Java working properly with your browser. Some of these steps include installing Java if not installed, or enabling it in the browser if Java is not turned on.

Verified Java Version

Congratulations!

You have the recommended Java installed (Version 8 Update 121).

Figure 1

How do I test whether Java is working on my computer?

No working Java was detected on your system.
Install Java by clicking the button below.

Free Java Download

Figure 2

Other Browser Settings:

There are several other settings that are needed for Hosted PowerLender site to work properly in most environments. These settings include Compatibility View Mode, Trusted Sites, and allowing cookies and pop-ups. The instructions for modifying these settings below are for Internet Explorer 11. Please contact PowerLender Support (support@powerlender.com) for assistance with other browsers if necessary.
**Compatibility View Settings:**

Adding the Hosted PowerLender site URL to the browser’s Compatibility View Settings will force Internet Explorer to behave similar to other browsers and remove a couple of issues with file uploads and viewing reports that occasionally occur.

To modify this setting in Internet Explorer, select the **Tools** button and then select **Compatibility View settings** as shown in figure 3. Under **Add this website**, type **powerlender.com** in the box and click **Add** to add it to the list of websites as shown in Figure 4. Click **Close** to close out of the Compatibility View Settings.
**Trusted Sites:**

Adding the Hosted PowerLender site URL to the browser’s Trusted Sites will stop from applying some of the more strict security settings against it. This is not necessary with the default settings but if security settings have been turned up, it can help to ensure the Hosted PowerLender site works correctly.

To modify this setting in Internet Explorer, open **Internet Options**, select the **Security** tab, and click on the **Trusted Sites**. This will enable the Sites button as shown in figure 4. Click on the button and type `https://*.powerlender.com` in the box and click **Add** to add it to the Trusted Sites as shown in Figure 5. Click **Close** to close out of the Trusted Sites window and **OK** to close the Internet Options.

![Figure 4](image1)

![Figure 5](image2)
Allow Cookies:

Adding the Hosted PowerLender site URL to the Always Allow Cookies browser option will help ensure the login session does not have issues. Again, this should not be necessary with the default browser settings.

To modify this setting in Internet Explorer, open Internet Options, select the Privacy tab. The Sites button as shown in figure 6 will allow you to add the Hosted PowerLender site to always accept cookies. Click on the button and type powerlender.com in the box and click Allow to add it to the Domains as shown in figure 7. Click OK to close out of the Per Site Privacy Actions window and OK to close the Internet Options.
Allow Pop-ups:

Adding the Hosted PowerLender site URL to the sites allowed to display pop-ups will ensure that hidden windows are not blocked. This can be the printing window or certain report windows.

To modify this setting in Internet Explorer, open Internet Options, select the Privacy tab. The Settings button under Pop-up Blocker as shown in figure 5 will allow you to add the Hosted PowerLender site to always allow pop-ups. Click on the button and type powerLender.com in the box and click Add to add it to the allowed sites as shown in figure 8. Click Close to close out of the Pop-up Blocker Settings window and OK to close the Internet Options.

Figure 8