



System Requirements, Known Issues and Solutions

Acceptable Browser Versions

Windows Versions

Microsoft Internet Explorer 5.5 (SP2), 6

Netscape 7.0, 7.1, 7.2

Mozilla 1.5, 1.6, 1.7

Mac Versions

Microsoft Internet Explorer 5.1 (OS X 10.1), 5.2 (OS X 10.2)

Netscape 7.0, 7.1, 7.2

Mozilla 1.5, 1.6, 1.7 (OS X)

You can check the version of your browser by following the steps below:

1. Open your browser
2. From the browser menu bar, select Help
3. Select About. If there are several, choose the one about your browser. A screen or dialog box will appear that shows your browser name and version.

It is possible that the version number that your browser displays will be longer than the numbers in the table above so you should only use the first 2 numbers separated by a point as a comparison (i.e. you should read 1.7.3.444 as version 1.7)

If you need to install a new browser or upgrade your existing browser, you can download one from the following sites:

Microsoft IE <http://www.microsoft.com/windows/ie/downloads/default.mspx>

Mozilla Firefox <http://www.mozilla.org/>

AOL Users

We advise that AOL based-browsers not be used to access *MatchWise*. AOL-based browsers have been found to be partially incompatible with *MatchWise*, and can cause many errors when using some of the tools. If you are having problems and determine that nothing else may be causing it, then this may be the cause.

If you currently use AOL as your ISP and normally use an AOL browser, we would recommend the following steps:

1. Download and install one of the browsers mentioned above.
2. Connect to the Internet as usual with AOL.
3. Minimise or close your AOL browser window (but do not log-out of your AOL account).
4. Launch the alternative browser. (This will use your AOL account to connect with).
5. Navigate to www.matchwise.com using the alternative browser and log-in to *MatchWise*.
6. Perform all *MatchWise* related work in the alternative browser.
7. Disconnect as normal when you have finished using *MatchWise*

Other Known Issues

SpyWare

Two particularly bad spyware programs that have been causing considerable problems are **FunWebProducts** (email emoticons and iWon.com) and **PeoplePal**. *MatchWise* email will not work with these programs installed. Most people don't even know they have them on their system. They got them from visiting certain websites.

FunWebProducts Removal Solution:

1. From your computer's Start button, select "Settings", then select "Control Panel".
2. Double-click on the "Add/Remove Programs" icon.
3. Look for "Search Assistant - My Web Search" and if it exists click "Remove".
4. Look for "My Web Search Bar" and if it exists click "Remove".
5. Look for "My Web Search" and if it exists click "Remove".
6. Look for "My Way Speedbar" and if it exists click "Remove".
7. Reboot your computer.
8. Next, open My Computer, Drive C, and double-click on the Program Files folder.
9. Delete the folders for: FunWebProducts and MyWebSearch

Pop-up Blockers Preventing Actions (enable for www.matchwise.com)

A pop-up blocker prevents (usually) unwanted pop-up windows appearing when you visit websites. Pop-up blockers work in the background while you browse the internet, automatically closing unrequested windows that may be unwanted advertisements. *MatchWise* displays a lot of information in pop-up windows such as discussion postings, quiz windows, and photo upload links, and so will not operate properly unless pop-up blocking is disabled.

Affected sections of *MatchWise*: photo uploading, emailing, notices, registration

Solution:

Pop-up blocking functions are included in some anti-virus, internet security, personal firewall, and browser programmes (such as the Google search toolbar). Some of these programmes will allow you to set *MatchWise* as an "allowed" site which will permit pop-ups from *MatchWise* but will still block all other pop-ups. Some programmes may not offer this facility and will need to be disabled during your *MatchWise* session. You will need to consult the instructions for your software to

Examples of programs that include pop-up blocking functions include the following (although this list is not exhaustive):

- * Norton Internet Security
- * Zone Alarm Pro
- * Google Toolbar
- * Yahoo! Toolbar
- * MSN Toolbar
- * Safari Browser
- * Mozilla Browser
- * Netscape Browser
- * Microsoft Windows XP, Service Pack 2

Javascript not enabled

Javascript is a scripting language which is embedded in webpages to allow a page to be updated dynamically. Javascript is used extensively in *MatchWise* to open information windows, and for some page updating and navigation.

Affected sections of MatchWise: almost every section

Solution:

For Internet Explorer 6.x

1. Select Tools then choose Internet Options.
2. Select the Security tab.
3. Click the Custom Level button.
4. Scroll down to Scripting, and enable Active Scripting and Scripting of Java Applets.
5. Click OK. The Internet Options screen appears.
6. Click OK.

For IE 5.2

1. From the menu bar select Explorer then choose Preferences
2. Select the arrow next to Web Browser to expand the options
3. Select Java
4. Under Java Options select the option Enable Java
5. Click OK

For IE 5.1

1. From the menu bar select Edit then choose Preferences
2. Select the arrow next to Web Browser to expand the options
3. Select Java
4. Under Java Options select the option Enable Java
5. Click OK

For Netscape

1. From the Edit menu, select Preferences
2. In the left-hand pane, click the arrow next to Advanced, and select Scripts & Plug-ins
3. Under Enable JavaScript for, make sure the Navigator checkbox is selected.

4. Under Allow scripts to or Allow webpages to, make sure these checkboxes are selected, if shown:
 - * Move or resize existing windows
 - * Move or resize existing windows
 - * Hide the status bar
 - * Change the status bar text
 - * Change images
 - * Create or change cookies
 - * Read cookies
5. Click OK

For Mozilla

1. From the Edit menu, select Preferences
2. In the left-hand pane, click the plus sign (+) next to Advanced, and select Scripts & Plug-ins
3. Under Enable JavaScript for, make sure the Navigator checkbox is selected.
4. Under Allow scripts to, make sure the following checkboxes are selected, if shown:
 - * Move or resize existing windows
 - * Move or resize existing windows
 - * Hide the status bar
 - * Change the status bar text
 - * Change images
 - * Create or change cookies
 - * Read cookies
5. Click OK

For MAC

1. From the Mozilla menu, select Preferences
2. In the left-hand pane, click the arrow next to Advanced, and select Scripts & Plug-ins
3. Under Enable JavaScript for, make sure the Navigator checkbox is selected
4. Click OK

For SAFARI

1. From the Safari menu, select Preferences
2. In the top pane, select Security
3. Next to Web Content, make sure the Enable Javascript checkbox is selected
4. Close the pop-up window.

Cookies not enabled

A cookie is a small file which a webpage can write to your machine when you visit a website. A cookie can store information about the options you have chosen while on the webpage which can be read back by the website when you next visit and it generally is used to keep your login alive throughout the time you wish to use MatchWise. It is not used to track your movements or in any way determine what other sites you may visit. *MatchWise* requires cookies to be enabled to be able to log in correctly.

Affected sections of MatchWise: almost every section. User will keep being logged out and cannot complete registration.

Solution:

For Internet Explorer 6.X

1. Select Tools then choose Internet Options
2. Select the Privacy tab
3. Enable Cookies:
 - * If using a default setting, move the slider to select any of the following privacy settings:
 - o Medium High
 - o Medium
 - o Low
 - o Accept all cookies
 - * If using a custom setting:
 - o Click the Advanced button
 - o Select Override automatic cookie handling
 - o Select Always allow session cookies
 - o Click OK to return to the Privacy Tab
4. Click Apply then OK

For Internet Explorer 5.X

1. Select Tools then choose Internet Options.
2. Select the Security tab.
3. Click the Custom Level button.
4. Scroll down to the Cookies section
5. Set Allow cookies that are stored on your computer to Enable
6. Set Allow per-session cookies to Enable
7. Click OK

For Netscape

1. Select Edit then choose Preferences
2. Click on the arrow next to Privacy & Security in the left-hand pane and then select Cookies
3. Select Enable cookies for the originating website only
4. Click OK

For MAC

1. From the Mozilla menu, select Preferences
2. In the left-hand pane, click the arrow next to Privacy & Security, then select Cookies
3. Select Enable cookies for the originating website only
4. In the left-hand pane, click the arrow next to Advanced, then select Scripts & Plug-ins
5. Under Allow scripts to, make sure the Create or Change Cookies and Read Cookies checkboxes are selected. Note: In some versions of the Mozilla browser, these settings do not appear. If you do not see these settings, proceed to Step 6.
6. Click OK

For Safari

1. From the Safari menu, select Preferences
2. In the top pane, select Security
3. Next to Accept Cookies, select either Always or Only from sites you navigate to.
4. Close the pop-up window.

Browser cache incorrectly set

The browser cache is a location on your computer where your browser stores some graphics and webpages from websites that you visit. This is done to speed up browsing as a page will load quicker if part of it is stored locally. *MatchWise* requires certain settings to be enabled for the cache as some of the pages it displays are generated dynamically. If the cache settings are wrong, you might get "out-of-date" pages displayed from your browser's cache rather than the pages from the *MatchWise* server.

Affected sections of MatchWise: mostly just photos not updating, but some pages will also not update if the back arrow is used, thereby causing confusion.

Solution:

1. Select Tools then choose Internet Options.
2. Select the General tab.
3. Under Temporary Internet Files, select Settings.
4. Select the Every Visit to the Page radio button.
5. Click OK.
6. Click OK.

INSTRUCTIONS FOR MAKING SURE YOU RECEIVE MATCHWISE EMAILS

AOL USERS Add our "From addresses": drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com, to your AOL address book:

1. Click the Mail menu and select Address Book.
2. Wait for the "Address Book" window to pop up, then click the Add button.
3. Wait for the "Address Card for New Contact" window to load.
4. Once loaded, cut and paste drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com into the "Other E-Mail" field.
5. Make our From address the "Primary E-Mail" address by checking the associated check box.
6. Click the Save button.

Existing MW Subscribers

If you are already a subscriber but our newsletter isn't getting through, our newsletter may be in your AOL Spam Folder. Please use your web mail to check your Spam Folder. If our newsletter is in your AOL Spam Folder, open our newsletter and click the This Is Not Spam button. Lastly, please add drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com onto your Address Book as outlined above.

Yahoo Users You will need to set up a filter to redirect our newsletter into your inbox:

1. Open your mailbox and click on Mail Options (upper right hand corner).
2. Select Filters (bottom left corner).
3. Click the Add link on the Filters page.
4. Update the "From header:" rule with the following 2 pieces of information: "contains" and drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com. This essentially allows the mail server to identify our newsletter based on the newsletter From address.
5. Click the Choose Folder pull down menu and select inbox.
6. Select the Add Filter button.

Existing Subscribers

If you are already a subscriber but our newsletter isn't getting through, check if the newsletter is in your Yahoo Bulk Folder. If our newsletter is there, open our newsletter and click the Not Spam button. Next, check to see if the newsletter's email address is in your "Blocked Addresses" list. If you see drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com on this list, select it and click the Remove Block button. Lastly, if you have not done so, please set up a filter as outlined above.

Hotmail Users Add our From address, drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com, to your Hotmail Safe List:

1. Open your mailbox and click "Options" (upper right hand corner).
2. Click the "Junk E-Mail Protection" link (top of page).
3. Select the "Safe List" link(2nd from bottom).
4. Copy and paste drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com into the dialog box titled "Type an address or domain".
5. Click the "Add" button next to the dialog box.

Existing Subscribers

If you are already a subscriber but our newsletter isn't getting through, make sure that the newsletter is not being sent to your Junk E-Mail Folder. If our newsletter is there, open the newsletter and click the Not Junk button. Next, check to see if the newsletter's email address is in your Blocked Senders list. If you see drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com on this list, select it and click the Remove button. Finally, if you have not

done so, add drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com into your Safe List as outlined above.

Gmail Users You will need to add our From address, drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com, to your Gmail Contacts List:

1. Click Contacts along the left side of any Gmail page.
2. Click Add Contact.
3. Copy and paste our From address, drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com into the primary email address dialog box.
4. Click Save.

Existing Subscribers

If you are already a subscriber but our newsletter isn't getting through, make sure that the newsletter has not been mistakenly marked as Spam:

1. Click Spam along the left side of any Gmail page.
2. Check mark the box next to our newsletter.
3. Click Not Spam button along the top.

Mozilla Thunderbird Users Add our From address, drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com, to your Thunderbird Address Book and configure your Junk Mail Controls to white list your address book.

Add our From address into your Personal Address Book:

1. Click the Address Book button.
2. Make sure the Personal Address Book is highlighted.
3. Click the New Card button. This will launch a New Card window that has 3 tabs: Contact, Address & Other.
4. Under the Contact tab, copy and paste our "From" address, drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com into the Email dialog box.
5. Click OK.

White list your Personal Address Book:

1. From the main drop down menu, select "Tools -> Junk Mail Controls..."
2. This will launch the Junk Mail Controls window that has two tabs: Settings and Adaptive Filter
3. Under the Settings tab, update the "White Lists" module by selecting Personal Address Book from the pull down menu and then check mark the box next to "Do not mark messages as junk mail".
4. Click OK.

Existing Subscribers

Initially, the automatic junk mail detection for incoming messages might not be very accurate and you should check your Junk folder to see our newsletter have been mistakenly detected as junk. To prevent this from happening in the future, you need to mark our newsletter as not junk. Do this by right-clicking on our newsletter and choose "Mark -> As Not Junk".

Netscape Mail Users Netscape Mail Web-Based Email has no filters and spam protection. Therefore, you can enjoy our newsletter without do anything further, because it will not be mistakenly filtered.

Outlook Users Add our From address, drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com, to your Safe Senders list:

1. On the Tools menu, click Options.
2. On the Preferences tab, click Junk E-mail.
3. On the Safe Senders tab, click Add.
4. In the Add address, copy and paste in our From address, drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com
Click OK.

Existing Subscribers

If the Junk E-Mail Filter accidentally catches our newsletter, you can simply add our From address, drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com, to the Safe Senders list, and no future e-mail from us will be inspected by the filter. The instructions are outlined above.

Others

If you use a Web mail system, spam blocker program or email application not listed above, the instructions for whitelisting our address will depend on the specific email program you are using. If you access the help files, instruction manual or customer support, there should be instructions on how to do this.

In most cases, just by adding our From address, drkevinleman@matchwise.com AND matchwise-mailer@matchwise.com, to your address book, safe list, white list or contact list will be sufficient.

Our newsletter should arrive in your inbox on a weekly basis. If our newsletter is not getting to your inbox, then we suggest checking your spam folder, bulk folder or junk folder. If you find our newsletter, then you will need to find a way to inform your mail application that it is not spam. Most likely the course of action is to select our newsletter and click on the Not Spam or Not Junk button, if available. For more information about your mail application, please visit the help section that is associated with your mail application.

www.matchwise.com