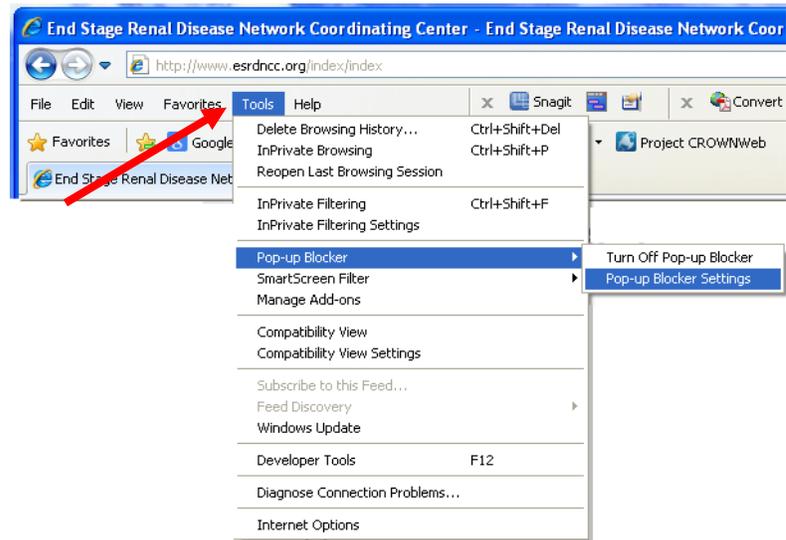


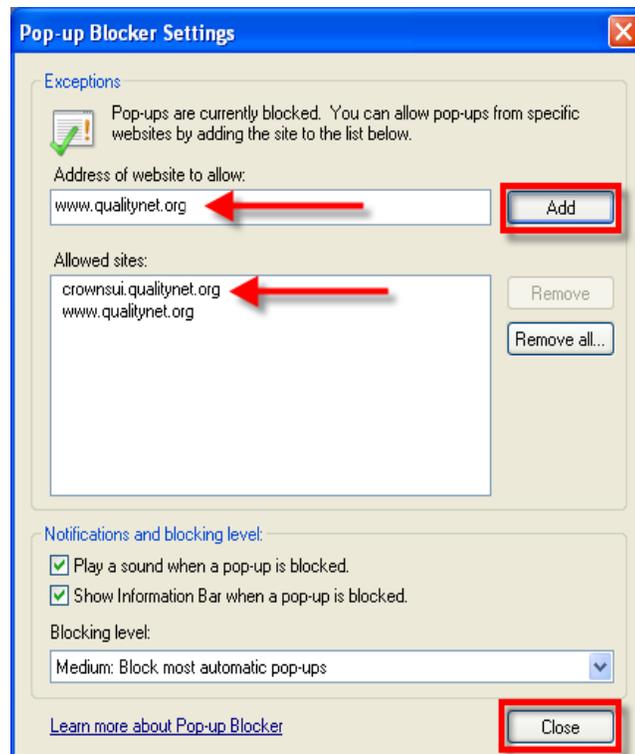
Troubleshoot Opening CMS-2744 Reports

If you are having trouble with opening any of the CMS-2744 Reports, add www.qualitynet.org to the list of allowed websites in your Internet Explorer pop-up blocker settings using the following instructions:

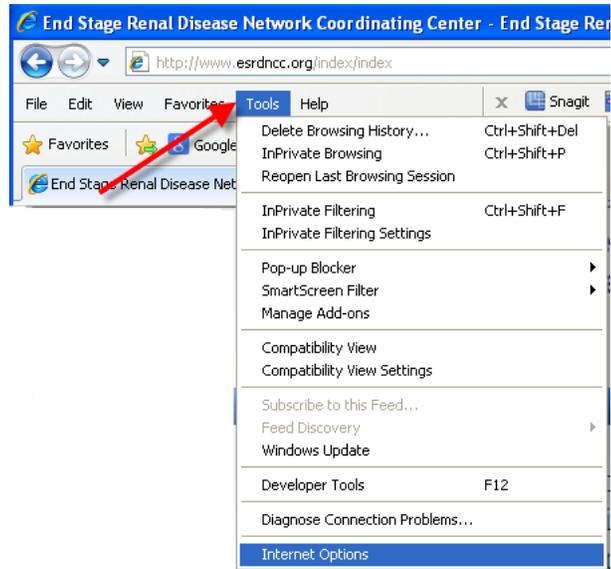
1. From your Internet browser, click on **Tools > Pop Up Blocker > Pop Up Blocker Settings**. The **Pop-up Blocker Settings** dialog window displays.



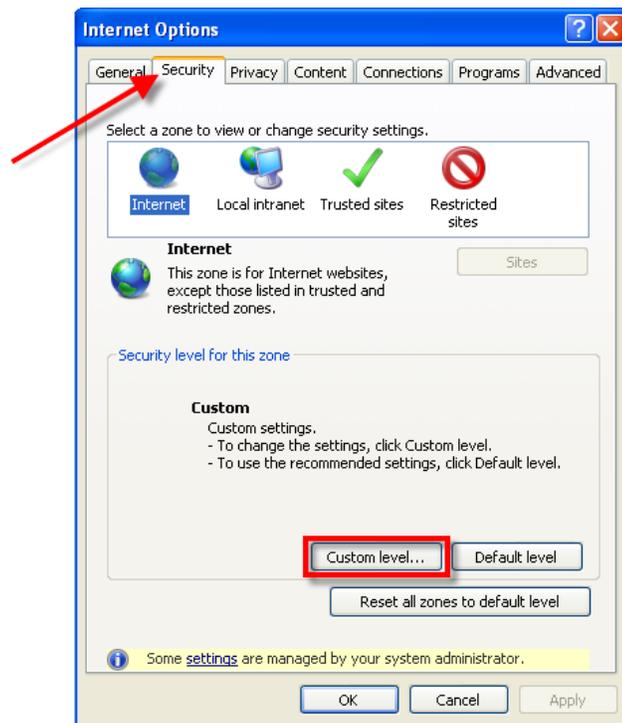
2. In the **Address of website to allow** text box, type *www.qualitynet.org*.
3. Click the **Add** button.
4. Repeat Steps 2 and 3 to add *crownsui.qualitynet.org* to the **Allowed sites** section.
5. Click **Close**.



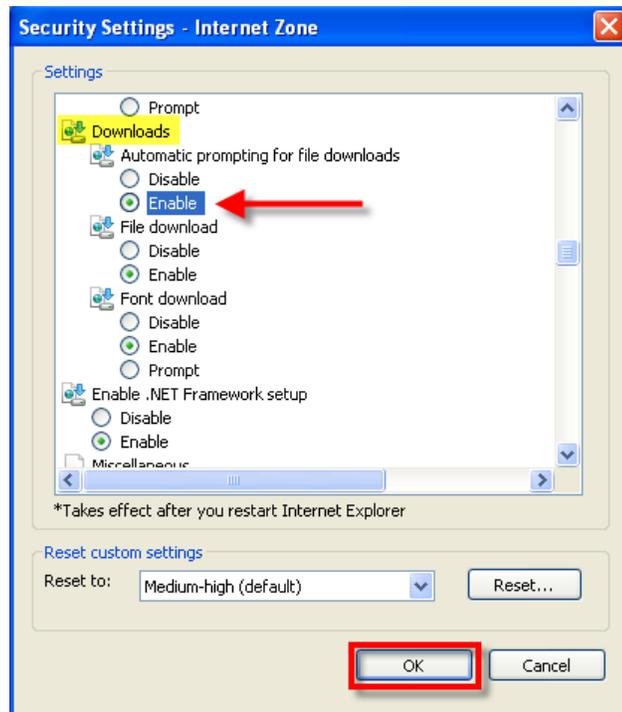
6. Enable **Prompting of Downloads** in Internet Explorer by going to: **Tools > Internet Options**. The **Internet Options** dialog window displays.



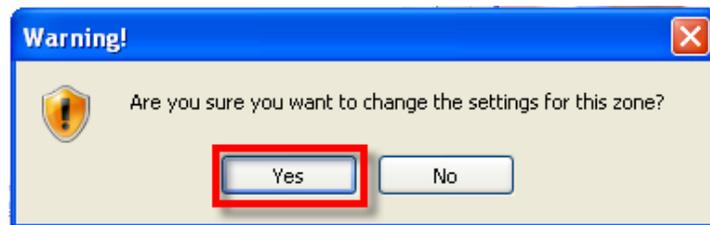
7. Click the **Security Tab**, then click the **Custom Level...** button. The **Security Settings** dialog window displays.



8. Scroll down to **Downloads**. Under **Automatic prompting for file downloads** click the **Enable** radio button.
9. Click **OK**.



10. A **Warning!** dialog window displays confirming you want to change the settings. Click **Yes**.



11. Click **OK** to close the **Internet Options** dialog window.

