Troubleshooting and General Info

1. Always use Internet Explorer to access Web Xtender (WX).
2. Be sure that you have selected the correct Application for the Document you need.
   a. You can double click or right click on the Application to select New Query. Review the document type list on the Query page to be sure that you are in the right Application.
3. Be sure that Internet Explorer is configured to work with WX.
   a. Active X Plug Ins are required. Allow them to install when prompted.
4. Whenever possible use the navigation tools given in WX to close pages and move from Query Results back to the Application List or back to a New Query in the same application.
5. When finished using WX be sure that you always log out using the Logout function in WX. This is located on the menu bar and toolbar. If you don’t use it then you may be locked out of the system for up to 15 minutes.