

Thursday, July 31, 2014 9:04 AM

**From:** Carolina Bruschi;

**Subject:** RE: Online claims system is giving you a problem

I am sorry to hear that the online claims system is giving you a problem.

This is generally a computer compatibility issue which can be resolved with the following:

Help with Compatibility Issues:

1. Open [www.nysif.com](http://www.nysif.com)
2. On the menu bar click on TOOLS
3. Click on COMPATIBILITY VIEW SETTINGS
4. Look for the field "ADD THIS WEBSITE"
5. ADD [nysif.com](http://nysif.com) to this field
6. Click the ADD button to add it the list
7. Close and save the changes

If you have questions, please contact me, and if I am not available you may contact Jennifer at

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Thank you  
Carolina