

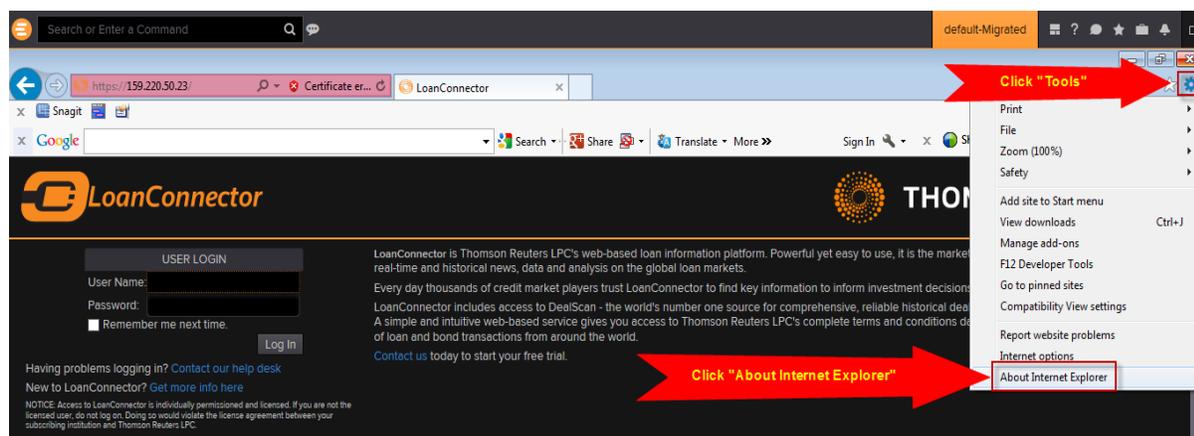
## LoanConnector and your internet browser

LoanConnector is tested and supported in major modern browsers like Google Chrome, Internet Explorer and Firefox. **Thomson Reuters LPC suggests that all users to use Google Chrome when accessing LoanConnector.** We also suggest that you continually upgrade your browser to the latest version to the latest version available. Below are ways to ensure you are running the latest version of any one of the three browsers mentioned above.

### Microsoft Internet Explorer

LoanConnector is currently supported in Internet Explorer version 9 or higher. **You must be using Internet Explorer 9 or a higher version of the browser to access LoanConnector.**

If you are using Internet Explorer and want to verify what browser version it is that you are currently using, simply go to **Tools > About Internet Explorer** to verify what version you are currently running:



A pop-up window should appear describing what version of Internet Explorer you are using. If available, you should click “Install new versions automatically”.



If you find that you are running a version less than Internet Explorer 9, you can download the most current Internet Explorer from Microsoft by accessing this link:

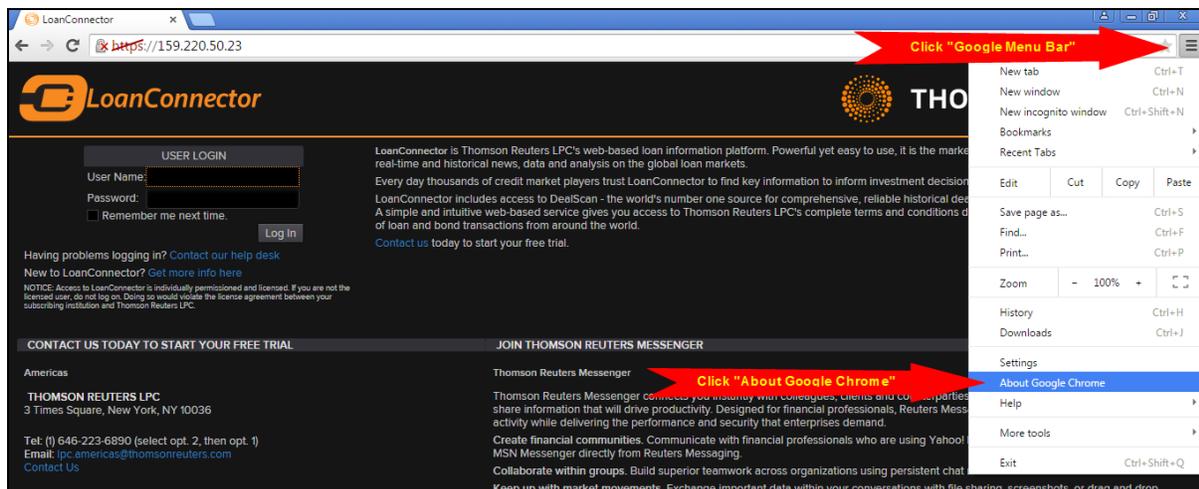
<http://windows.microsoft.com/en-us/internet-explorer/download-ie>

This page will guide you on how to upgrade your Internet Explorer browser.

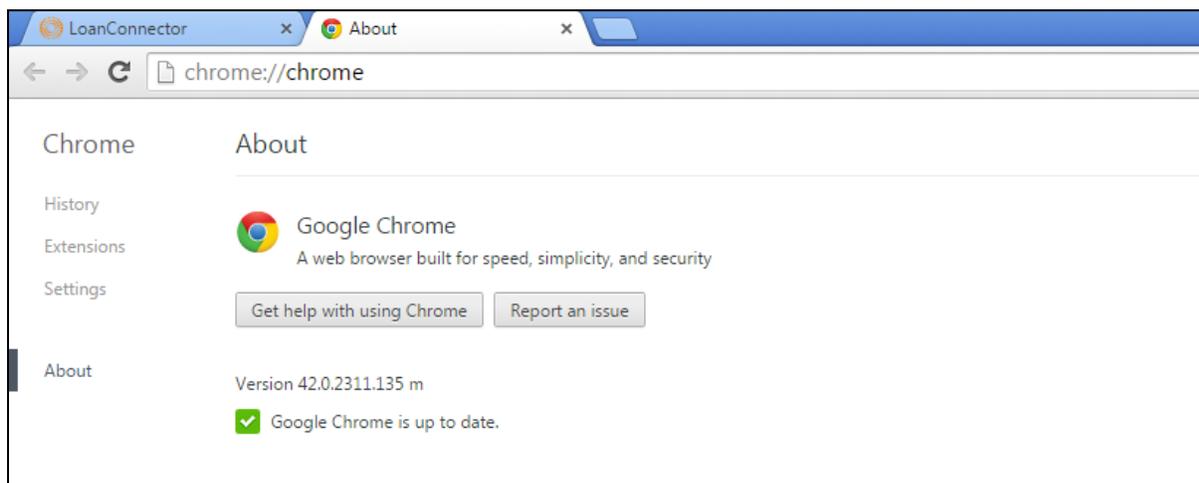
## Google Chrome

**LoanConnector is currently supported in Google Chrome version 20 or higher.**

If you are using Google Chrome, you can ensure you are using the most current version by clicking the **Google Menu Bar** and accessing **“About Google Chrome”**:



Clicking **“About Google Chrome”** will open the following page and it will notify you that Google Chrome is up to date or that an advanced version is available. Most likely it will automatically update the browser to the latest version:

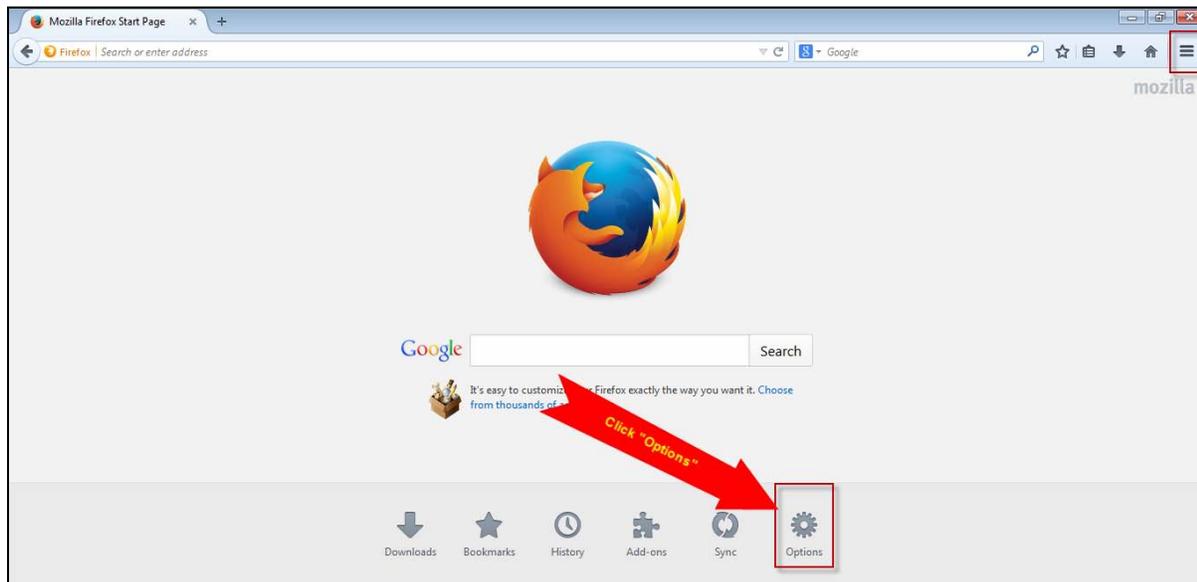


## Mozilla Firefox

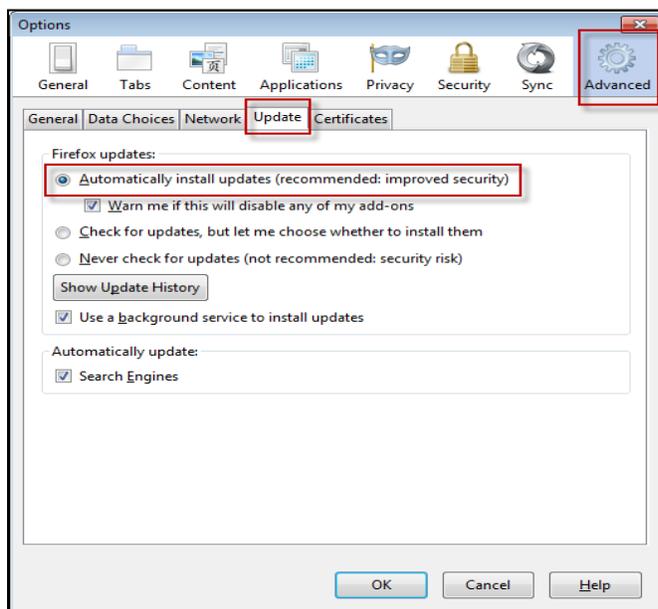
**LoanConnector is currently supported in Mozilla Firefox version 13 or higher.**

If you use Firefox as your browser, it will either automatically update to the latest version or ask you if you want to install the latest version.

If you want to ensure you automatically update your browser, simply go to the Firefox home page and select **Options > Advanced > Update** and select **“Automatically install updates”** as seen below:



Once opened, click on **Advanced > Update** and select **“Automatically install updates”**:



# LoanConnector Screen Resolution

The recommended screen resolution for LoanConnector is 1366 x 768. The minimum screen resolution is 1024 x 768

## To change your screen resolution

1. Open Screen Resolution by clicking the **Start** button , clicking **Control Panel**, and then, under **Appearance and Personalization**, clicking **Adjust screen resolution**.
2. Click the drop-down list next to **Resolution**, move the slider to the resolution you want, and then click **Apply**.
3. Click **Keep** to use the new resolution, or click **Revert** to go back to the previous resolution.

## Native resolution

LCD monitors, including laptop screens, typically run best at their **native resolution**. You don't have to set your monitor to run at this resolution, but it's usually recommended in order to ensure you see the sharpest text and images possible. LCD monitors generally come in two shapes: a standard proportion of width to height of 4:3, or a widescreen ratio of 16:9 or 16:10. A widescreen monitor has both a wider shape and resolution than a standard ratio monitor.

If you're unsure of your monitor's native resolution, check the product manual or go to the manufacturer's website. Here are typical resolutions for some popular screen sizes:

- 19-inch screen (standard ratio): 1280 x 1024 pixels
- 20-inch screen (standard ratio): 1600 x 1200 pixels
- 22-inch screen (widescreen): 1680 x 1050 pixels
- 24-inch screen (widescreen): 1900 x 1200 pixels

For more information, see [getting the best display on your monitor](#).

### Notes

- When you change the screen resolution, it affects all users who log on to the computer.
- When you set your monitor to a screen resolution that it won't support, the screen will go black for a few seconds while the monitor reverts back to the original resolution.