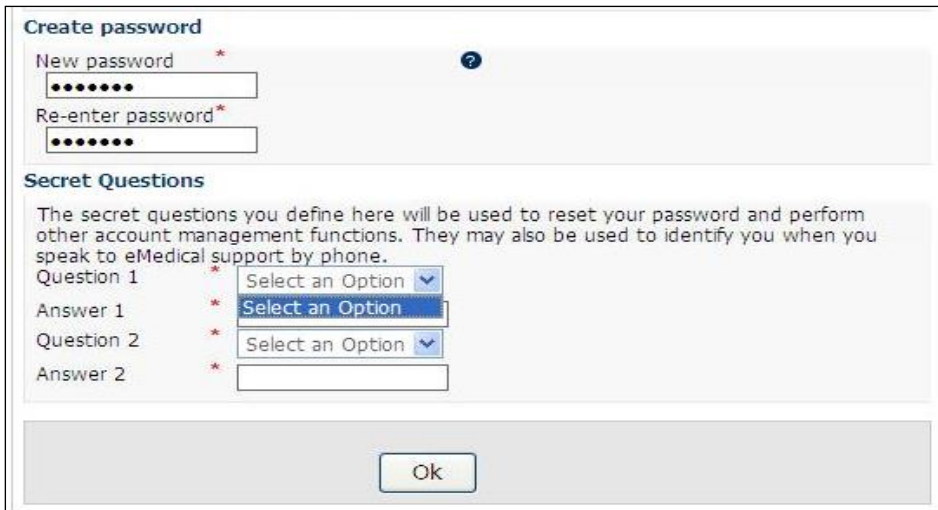


# Tip Sheet: Cannot See Security Questions – Cannot View Drop Down Menu

If you are unable to see the options in a drop down menu in eMedical (as per the example below), there may be a problem with your internet browser settings.



**Create password**

New password \*  
.....

Re-enter password \*  
.....

**Secret Questions**

The secret questions you define here will be used to reset your password and perform other account management functions. They may also be used to identify you when you speak to eMedical support by phone.

Question 1 \*  
Select an Option

Answer 1 \*  
Select an Option

Question 2 \*  
Select an Option

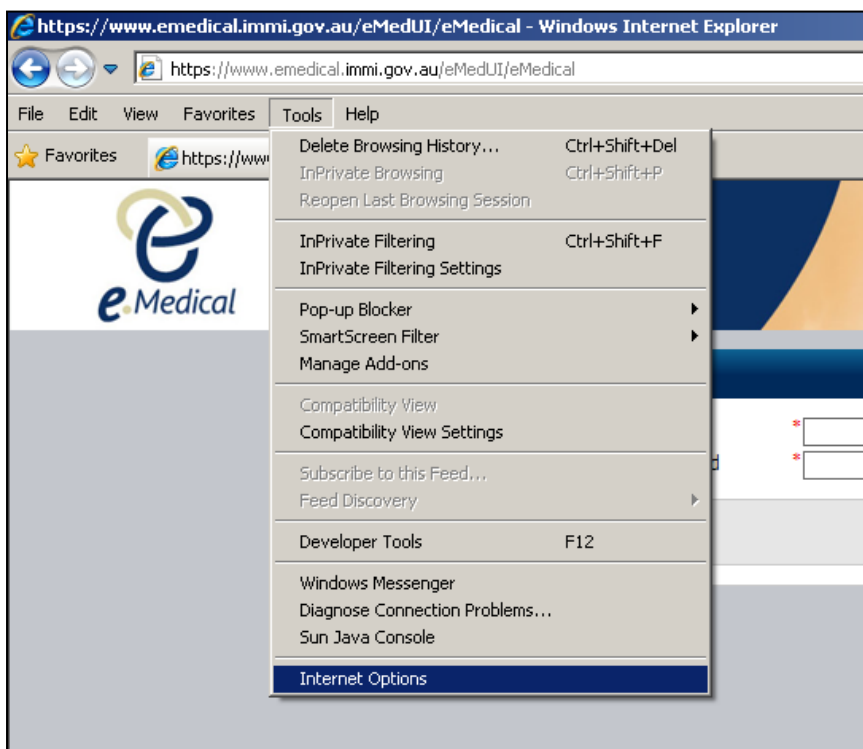
Answer 2 \*

Ok

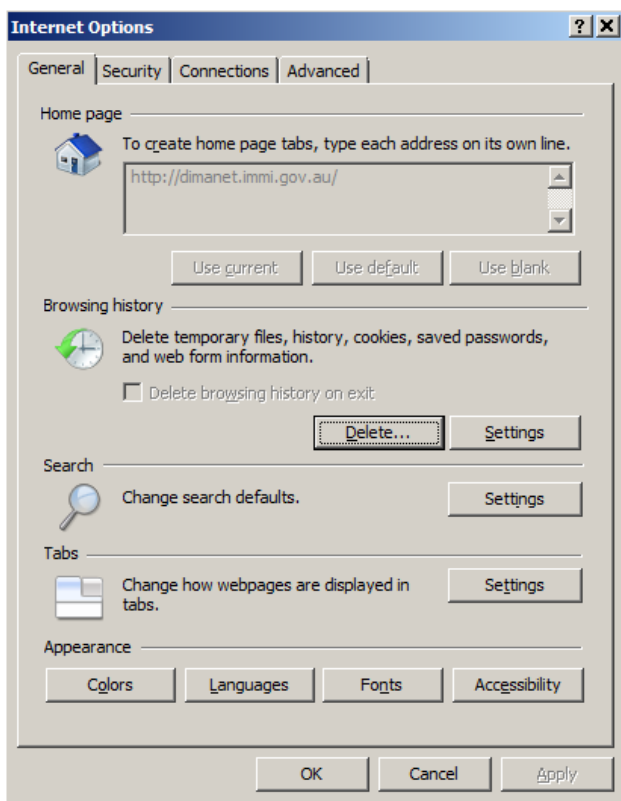
To address this issue, please follow the instructions below to delete all the browsing cookies and temporary internet files, clear your cache and ensure that 'active scripting' in your internet browsers is enabled:

**Step 1.** With the internet browser window open go to **Tools**

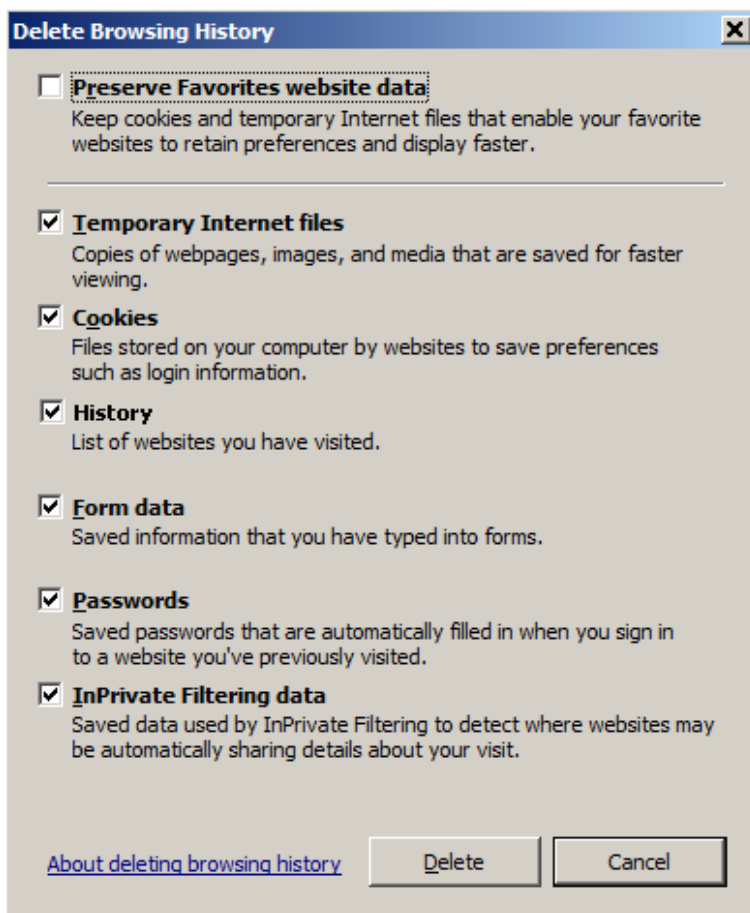
**Step 2.** Select **Internet Options**



**Step 3.** Under **General** > **Browsing history** press the **Delete** button

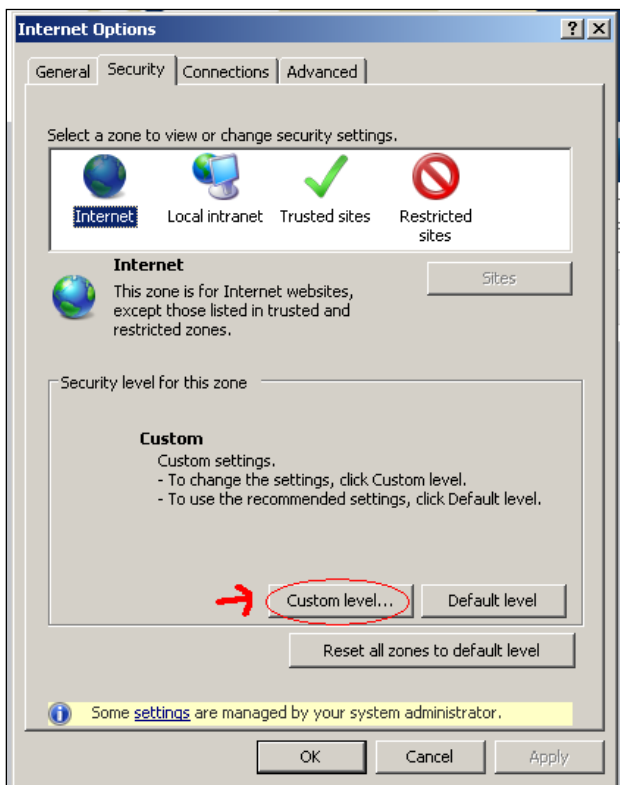


**Step 4.** Ensure that at least the **Temporary Internet files** and **Cookies** boxes are checked then press the **Delete** button



**Step 5.** Now select the **Security** tab within the **Internet Options** window

**Step 6.** Press the **Custom level** button



**Step 7.** Scroll down the list to '**Scripting**' and **Enable**, by selecting the dot into the circle next to **Enable**, the setting for **Active Scripting**, then press the **OK** button

**Step 8.** A warning may appear asking you if you want to change this setting. Press the **Yes** button

**Step 9.** Press the **OK** button on the **Internet Options** window and then try **clicking on the link in your email** again to open to eMedical Account Activation page

