


## DOWNLOADING CLASS ROSTERS: TROUBLESHOOTING FOR INTERNET EXPLORER

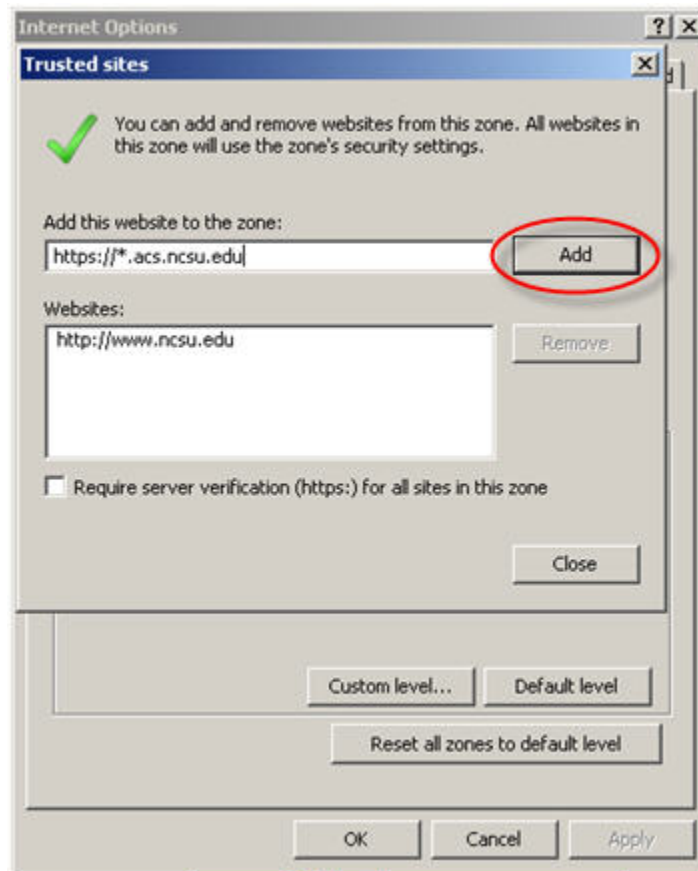
If you have clicked the grid or Excel icon (  ) on your class roster and it does not download properly, here's what you can do:

- First, try clearing the browser history or cache. Directions available at <http://www.ncsu.edu/registrar/faq/cache.html>.
- You may need to adjust the **Security** settings on your Internet browser.
  - On the menu bar of your Internet browser, go to Tools > Internet Options. Click the Security tab. Then click **Sites**.

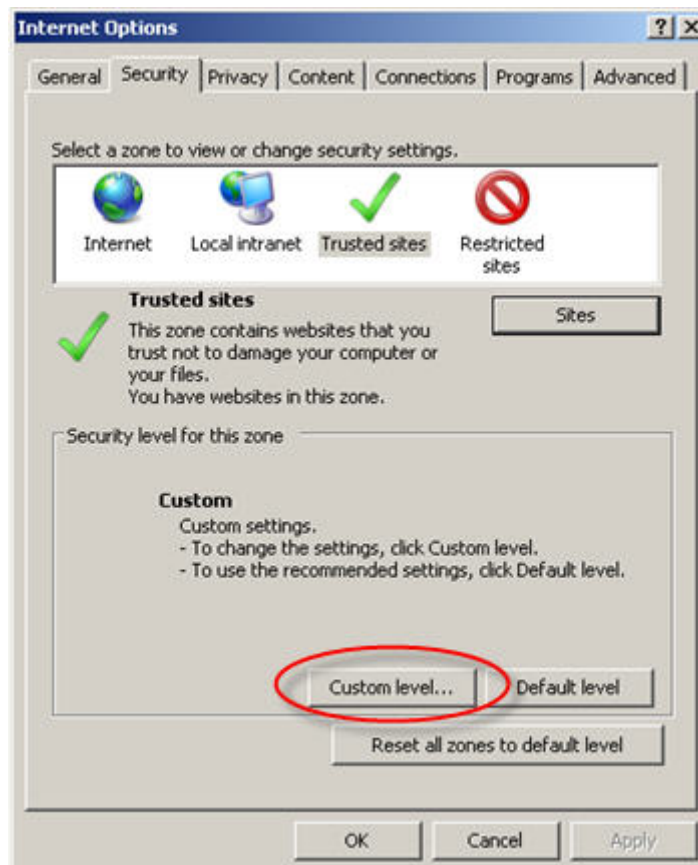


- The “Trusted Sites” box will appear. Type in the following link under the “Add this website to the zone:” [https://\\*.acs.ncsu.edu](https://*.acs.ncsu.edu)

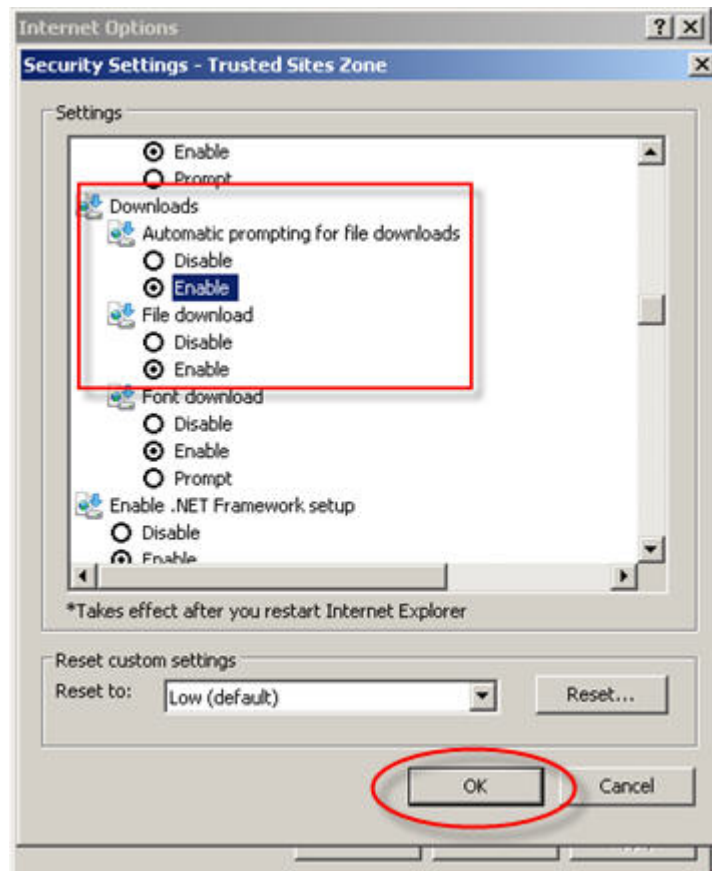
Then, click **Add**.



- Click Close. Then, back on the **Security** tab, click **Custom level**.



- The “Security Settings – Trusted Sites Zone” menu will appear. Scroll down to **Downloads**. Make sure that “Automatic prompting for file downloads” and “File download” are both **Enabled**.



- When you are finished, click OK. And then OK again to exit the Internet Options menu. **NOTE:** Changes take effect after you restart Internet Explorer.
- It's also possible your computer may not be set up correctly to open Excel documents. You can see instructions at the following link: <http://support.microsoft.com/kb/162059>.