## **Technical Set up for Print Case Record**

For the **Print Case Record** functionality to operate correctly, the following Internet Explorer setting(s) must exist.

## NOTE: By default, Internet Explorer is already configured this way.

1. Left click on your computer Start button and select the Settings icon.



2. From the Settings window, Select Default Apps > Choose default apps by file type.



3. From the Choose default apps by file type screen, scroll to ".doc," left click the Word icon and select Word from the Choose an app screen.



4. Click the 'X' in the right-hand corner of the page to return to your desktop.

For the **Print Case Record** functionality to operate correctly, the following Internet Explorer setting(s) must exist.

- 1. Launch an Internet Explorer browser window.
- 2. From the Internet Explorer window select Tools and then Internet options.

| $\frown$  |      |      |           |       |                                     |                |  |  |
|---|------|------|-----------|-------|-------------------------------------|----------------|--|--|
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| File  | Edit | View | Favorites | Tools | Help                                |                |  |  |
|   |      |      |           | D     | elete browsing history              | Ctrl+Shift+Del |  |  |
|   |      |      |           | Ir    | Private Browsing                    | Ctrl+Shift+P   |  |  |
|   |      |      |           | т     | urn on Tracking Protection          |                |  |  |
|   |      |      |           | A     | ctiveX Filtering                    |                |  |  |
|   |      |      |           | F     | ix connection problems              |                |  |  |
|   |      |      |           | R     | eopen last browsing session         |                |  |  |
|   |      |      |           | A     | dd site to Apps                     |                |  |  |
|   |      |      |           | V     | iew downloads                       | Ctrl+J         |  |  |
|   |      |      |           | Р     | op-up Blocker                       | >              |  |  |
|   |      |      |           | v     | Vindows Defender SmartScreen Filter | >              |  |  |
|   |      |      |           | N     | 1anage media licenses               |                |  |  |
|   |      |      |           | N     | 1anage add-ons                      |                |  |  |
|   |      |      |           | C     | ompatibility View settings          |                |  |  |
|   |      |      |           | S     | ubscribe to this feed               |                |  |  |
|   |      |      |           | F     | eed discovery                       | >              |  |  |
|   |      |      |           | Р     | erformance dashboard                | Ctrl+Shift+U   |  |  |
|   |      |      |           | F     | 12 Developer Tools                  |                |  |  |
|   |      |      |           | C     | neNote Linked Notes                 |                |  |  |
|   |      |      |           | Ļ     | ync Click to Call                   |                |  |  |
|   |      |      |           | S     | end to OneNote                      |                |  |  |
|   |      |      |           | R     | eport website problems              |                |  |  |
|   |      |      |           | Ir    | nternet options                     |                |  |  |

3. From the Internet Options dialog box, select the Advanced tab.

| Internet Options ? X  |  |          |         |         |             |          |     |       |  |
|---|--|----------|---------|---------|-------------|----------|-----|-------|--|
|   | General  | Security | Privacy | Content | Connections | Programs | Adv | anced |  |
|   | Settings   |          |         |         |             |          |     |       |  |
| <ul> <li>Accelerated graphics</li> <li>Use software rendering instead of GPU rendering*</li> <li>Accessibility</li> <li>Always expand ALT text for images</li> <li>Enable Caret Browsing for new windows and tabs</li> <li>Move system caret with focus/selection changes</li> <li>Play system sounds</li> <li>Reset text size to medium for new windows and tabs</li> <li>Reset zoom level for new windows and tabs</li> <li>Browsing</li> <li>Always record developer console messages</li> <li>Close unused folders in History and Favorites*</li> <li>Disable script debugging (Internet Explorer)</li> </ul>   |  |          |         |         |             |          |     |       |  |
| The set of the se |  |          |         |         |             |          | >   |       |  |
| *Takes effect after you restart your computer Restore advanced settings   |  |          |         |         |             |          |     |       |  |
| Reset Internet Explorer settings  |  |          |         |         |             |          |     |       |  |
| Resets Internet Explorer's settings to their default Reset  |  |          |         |         |             |          |     |       |  |
| You should only use this if your browser is in an unusable state.   |  |          |         |         |             |          |     |       |  |
|   | Some <u>settings</u> are managed by your system administrator. |          |         |         |             |          |     |       |  |
|   |  |          |         | OK      | Ca          | ancel    | A   | pply  |  |

4. In the Setting list, scroll down to HTTP settings. Ensure that "Use HTTP 1.1," "Use HTTP 1.1 through proxy connections," and "Use HTTP2" checkboxes are checked (**if not checked, please check them, apply the changes, and click the OK button.**)

| Internet Options  | ?   | $\times$ |  |  |  |  |  |  |  |
|---|-----|----------|--|--|--|--|--|--|--|
| General Security Privacy Content Connections Programs   | Adv | anced    |  |  |  |  |  |  |  |
| Settings  |     |          |  |  |  |  |  |  |  |
| Use most recent order when switching tabs with Ctrl+Tab         ✓ Use Passive FTP (for firewall and DSL modem compatibility)         ✓ Use smooth scrolling         ✓ Use smooth scrolling         ✓ Use HTTP 1.1         ✓ Use HTTP 1.1 through proxy connections         ✓ Use HTTP2         International*         Always show encoded addresses         Send IDN server names for Intranet URLs         ✓ Send UTF-8 query strings for Intranet URLs         ✓ Send UTF-8 query strings for non-Intranet URLs |     |          |  |  |  |  |  |  |  |
| *Takes effect after you restart your computer   |     |          |  |  |  |  |  |  |  |
| Restore advanced settings   |     |          |  |  |  |  |  |  |  |
| Reset Internet Explorer settings  |     |          |  |  |  |  |  |  |  |
| Resets Internet Explorer's settings to their default Reset  |     |          |  |  |  |  |  |  |  |
| You should only use this if your browser is in an unusable state.   |     |          |  |  |  |  |  |  |  |
| OK Cancel   | A   | oply     |  |  |  |  |  |  |  |