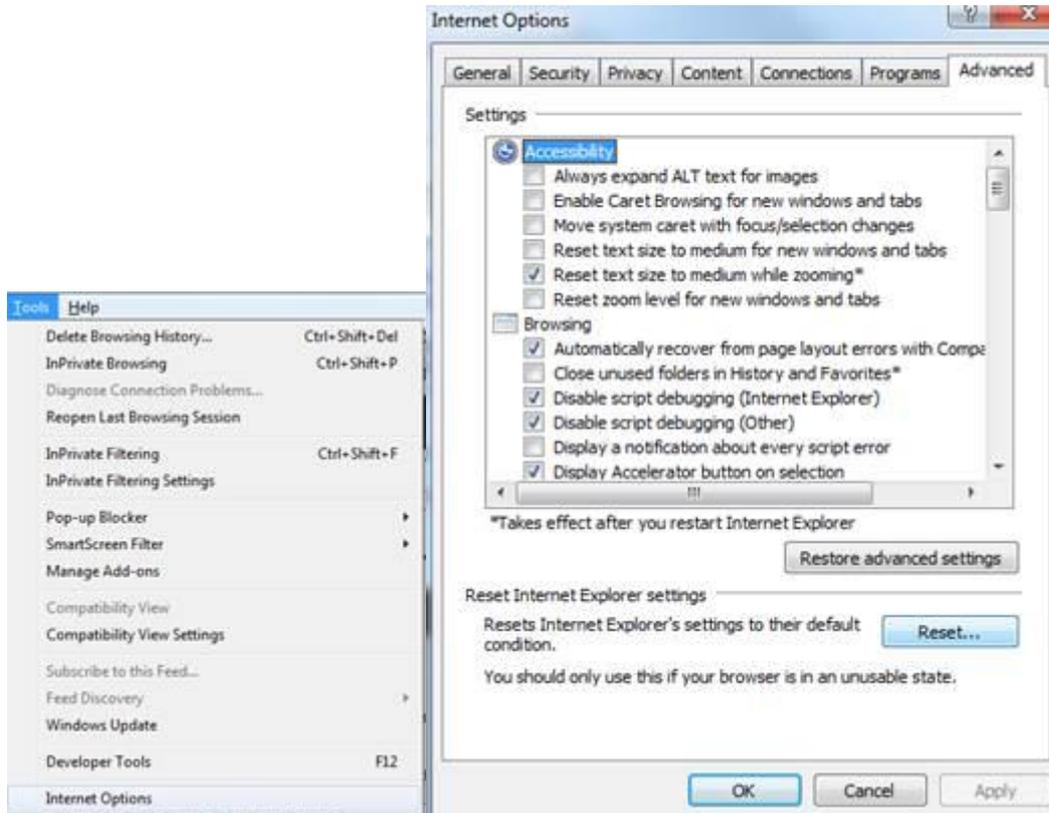


STEP1 Reset IE

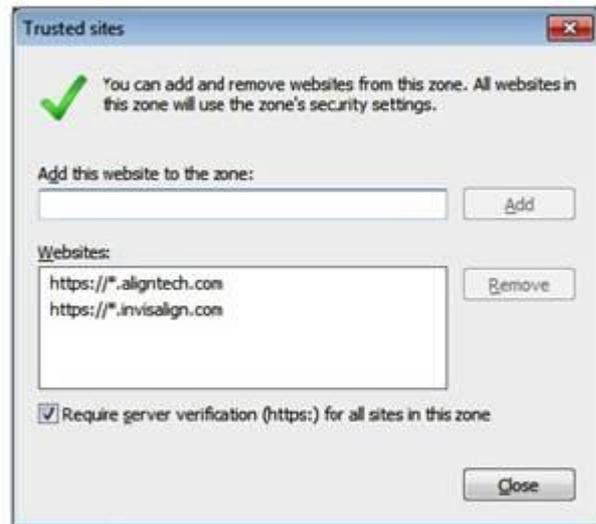
Tools >>> Advanced >>> Reset



STEP2 add secure site to IE:

(Add the Invisalign-Servers to the “Trusted sites” and adjust the settings for this zone)

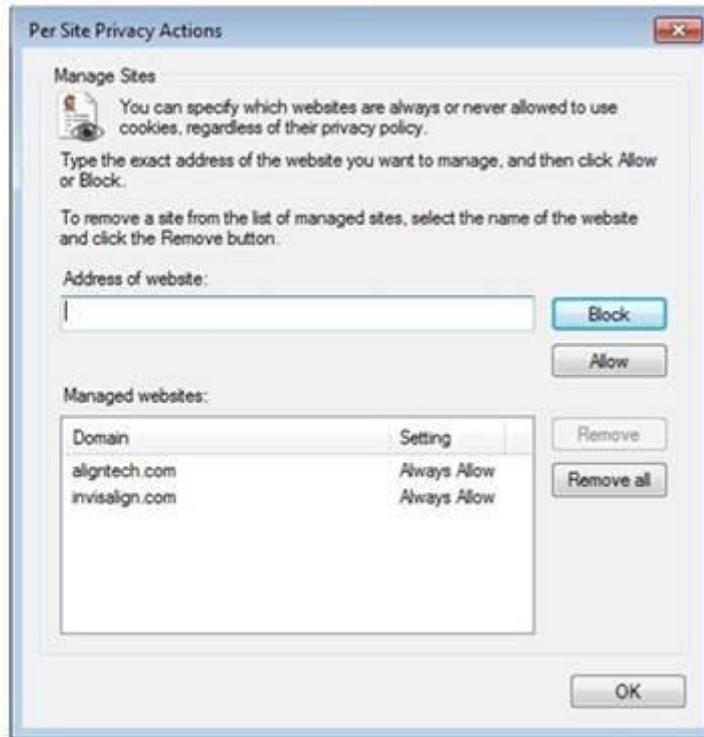
1. In the Menu bar of Internet Explorer go to Tools => Internet Options => Security
2. Select the “Trusted Sites” icon
3. Click on “Sites”
4. Type https://*.invisalign.com in the line under “Add this Web site to the zone”
5. Click on “Add”
6. Type https://*.aligntech.com in the line under “Add this Web site to the zone”
7. Click on “Add”
8. Click on “OK” or “Close”
9. Restart IE



STEP3: The Privacy-tab in Internet Options

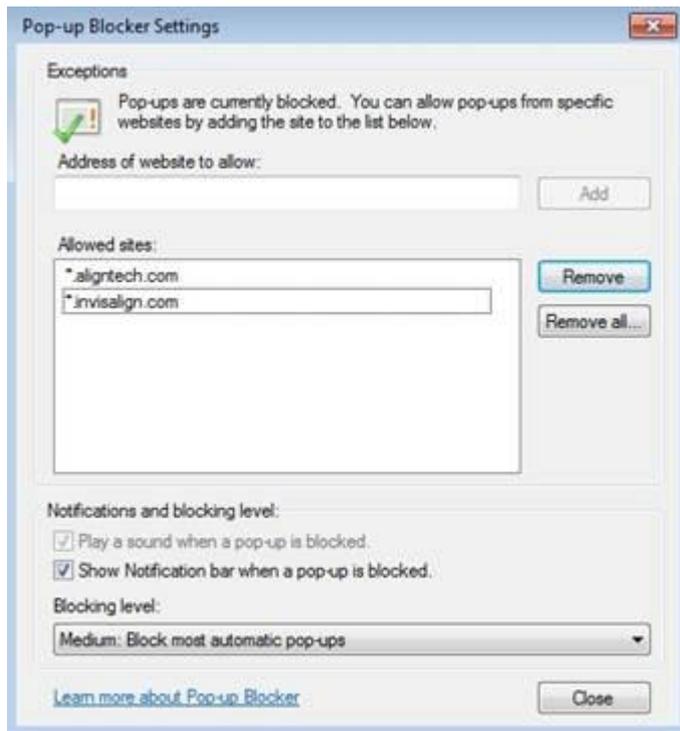
(Enable Cookies for the Invisalign website)

1. In the Menu bar of Internet Explorer go to Tools => Internet Options => Privacy
2. Make sure that the slider is not set to "Block All Cookies" and not set to "Accept All Cookies" (i.e. the slider is midway), because then the button "Sites..." is NOT active
3. Click on "Sites"
4. Type https://*.invisalign.com into the line under "Address of Web site:"
5. Click on "Allow"
6. Type https://*.aligntech.com into the line under "Address of Web site:"
7. Click on "Allow"
8. Click on "OK"



STEP4: Enable Pop-Ups for the Invisalign website

1. In the Menu bar of Internet Explorer go to Tools => Pop-up Blocker => Pop-up Blocker Settings
2. Type https://*.invisalign.com into the line under "Address of Web site to allow:"
3. Click on "Add"
4. Type https://*.aligntech.com into the line under "Address of Web site to allow:"
5. Click on "Add"
6. Click on close
7. Restart IE.



If further help is needed, please do not hesitate to ask.