

Browser Setup for Iending@B_® by meridianlink[®]

Manual

Note: This is a business-to-business communication and is intended for licensed mortgage professionals only and is not intended to be distributed to the consumer or the general public.



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Optimal Settings for Internet Explorer

The optimal browser for LendingQB is Internet Explorer (Version 11) which you can <u>download here</u>. For information on required system settings for IE11, please see <u>this article</u>.

You will want to configure IE11 with the following settings:

A. Add LendingQB to your list of Trusted Sites:

There are some instances where your web browser's security setting will restrict some of the functionality of LendingQB. We recommend that you add the LendingQB website to Internet Explorer's Trusted Sites so you won't experience any unnecessary difficulties. Follow these steps to add LendingQB to your trusted sites.

1.0pen Internet Explorer.

2.Pull down the Tools menu (near the top of the window) and click on Internet Options [see Figure 1 below]. This will open the Internet Options area.



Figure 1: Opening the Internet Options area



3.Click on the Security tab at the top [see Figure 2 below].

4.Click on the Trusted sites icon (the green checkmark) to select the Trusted sites zone [see Figure 2 below]. We also suggest setting the Security level for this zone to Medium-Low. You can do this by moving the slider or clicking Default level.





5.Click on Sites on the right side. This will open the Trusted sites list.



Figure 2: Selecting the Trusted sites zone

6. In the box labeled "Add this website to the zone," please enter the following URLs:

- https://*.lendingqb.com
- https://*.freddiemac.com (for LP/LPA)
- https://*.fanniemae.com (only if using non-seamless DO/DU)

If you are using IDS, please add the following URL as well:

https://*.idsdoc.com



Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:
https://*.lendingqb.com
Websites:
<u>R</u> emove
Require server verification (https:) for all sites in this zone
Close

Figure 3: Entering the LendingQB website URL

7.After entering the URL, click Add on the right side of the screen [see Figure 3 above]. Please check the Websites list (as shown in Figure 4 below) to confirm that the correct URL was added.



Figure 4: Confirming the successful addition



8. Finally, click Close to close the Trusted sites list.

9. Click OK to close the Internet Options area.

After completing these steps, please close your Internet Explorer web browser and open a new Internet Explorer window to access LendingQB again.

B. Clear your temporary internet files:

Follow the steps below to clear your temporary Internet files and cookies:

1 Open Internet Explorer and locate the gear icon on the upper right portion the window. Click the gear and select Internet Options:

	. • 💌
	🟠 🛠 🗯
Print	+
File	
Zoom (60%)	+
Safety	+
Add site to Start menu	
View downloads	Ctrl +J
Manage add-ons	
F12 Developer Tools	
Go to pinned sites	
Compatibility View settings	
Report website problems	
Internet options	
About Internet Explorer	6



2. Under General tab, Browsing History section, press the Delete... button

Internet Options	? 🗙
General Security Privacy Content Connections Programs	Advanced
Home page	un line
https://intranet/	A A
Use current Use default Use ne	+ ew tab
Startup	
 Start with tabs from the last session Start with home page 	
Tabs	
Change how webpages are displayed in tabs.	iDS
Browsing history	
Delete temporary files, history, cookies, saved passwords, and form information.	i web
Delete browsing history on exit	
Delete Sett	ings
Appearance	
Colors Languages Fonts Acces	ssibility
OK Cancel	Apply

3.Mark the "Temporary Internet files" and "Cookies" check boxes.





- 4. Click Delete
- 5. Finally, restart your browser

C. Disable addons / run IE without addons:

To run IE without add-ons:

- 1. Click the Start menu button
- 2. Go the All Programs >> Accessories >> System Tools >> Internet Explorer (No Add-ons) OR

3. On the desktop of your computer, press "WINDOWS+R" and type in: "%ProgramFiles%\Internet Explorer\iexplore.exe" -extoff





To disable certain add-ons:

1. Go to Tools/Settings -> Internet Options -> Programs -> Manage Add-ons



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In the new window, select the add-ons you wish to disable and click disable.

Name	Publisher	Status	File date	Version	Load time	
Adobe Systems Incorporated						
Shockwave Flash Object	Adobe Systems Incorpor	Enabled	10/18/2011 1:13 PM	11.0.1.152		
Adobe Systems, Incorporated						
Adobe PDF Link Helper	Adobe Systems, Incorpo	Enabled	9/5/2011 9:04 AM	10.1.1.33	0.00 s	
Microsoft Corporation						
XML DOM Document	Microsoft Corporation	Enabled	11/20/2010 1:29 PM	8.110.7601		
XML DOM Document 3.0	Microsoft Corporation	Enabled	11/20/2010 1:29 PM	8.110.7601		
Research	Microsoft Corporation	Enabled	3/6/2009 3:04 AM	12.0.6423.0		
Not Available						
🖏 Research	Not Available	Enabled				
Spybot - Search & Destroy Con	Not Available	Enabled		1.6.0.0		
Discuss	Not Available	Enabled		6.1.7601.17		
Safer Networking Ltd.						
Conduct CD IF Doute stime	C.f., 11.1	Facility of	1/26/2000 2.21 DM	1600	0.01 -	
	Type:	Acti	veX Control			
	Search for th	is add-on via d	lefault search provider			
					Disa	ble

D. Disable graphics hardware from interfering with Internet Explorer:

If your browser is frequently freezing and hanging, in addition to the screen turning black while you are trying to use LendingQB, your graphics hardware in your computer may be interfering with your Internet Explorer browser. To prevent this from occurring:

- 1. Open up Internet Options in your browser
- 2. Go to the Advanced tab
- 3. Mark the Use software rendering instead of GPU rendering* checkbox.
- 4. Click OK at the bottom.
- 5. Restart your browser

eneral	Security	Privacy	Content	Connections	Programs	Advan
Settina	s ———					
					<u> </u>	
	Accelerate	ed graphic	S	the state of contrast		
	Accessibili	ty	ndenng ins	stead of GPU re	indening .	=
	Alway	s expand	ALT text fo	or images		
	Enable	e Caret Br	owsing for	new windows a	and tabs	
	Move	system ca	ret with fo	cus/selection d	hanges	
	Play s	ystem sou	inds			
	Reset	text size	to medium	for new window	vs and tabs	
	Reset	zoom leve	el for new v	vindows and ta	bs	
		s record d	leveloper o	onsole messari	ec.	
	Close	unused fo	ders in His	tory and Favor	rites*	
 Disable script debugging (Internet Explorer) 						
	Disable	e script de	ebugging (C	Other)		Ψ.
. ₹ [III			- P
*Tal	ces effect a	after you	restart you	ir computer		
				Restore	advanced s	ettings
Reset I	nternet Ex	plorer set	tings			
Rese	ts Internet	t Explorer'	s settings t	to their default	Res	et
cond	ition.				- Kea	- uni
Yous	should only	use this i	f your brov	vser is in an un	usable state	2.
i) s	ome <u>settin</u>	<u>qs</u> are ma	naged by y	our system ad	ministrator.	

After completing these steps, you should no longer run into these issues.

E. Enable native XMLHTTP support, DOM Storage, and Restore Advanced Settings in IE:

To our knowledge, "Enable native XMLHTTP support" and "Enable DOM Storage" settings in Internet Explorer must be enabled for LendingQB to properly identify your browser. To enable these, please follow the steps below.

1.Open Internet Explorer.

2.Pull down the Tools menu (near the top of the window) and click on Internet Options [see Figure 1 below]. This will open the Internet Options area.





Figure 1: Opening the Internet Options area

- 3. Click on the Advanced tab at the top [see Figure 2 below].
- 4. Scroll down to the Security section of the Settings list [see Figure 2 below].
- 5. Check the box for the "Enable native XMLHTTP support" setting [see Figure 2 below].
- 6. Check the box for the "Enable DOM Storage" setting [see Figure 2 below].
- 7. Click the "OK" button [see Figure 2 below].

Internet Options	9	23
General Security Privacy Content Connections Programs	Advar	nced
Settings		-
Security Allow active content from CDs to run on My Computer* Allow active content to run in files on My Computer* Allow software to run or install even if the signature is Block unsecured images with other mixed content Check for publisher's certificate revocation Check for server certificate revocation* Check for signatures on downloaded programs Do not save encrypted pages to disk Empty Temporary Internet Files folder when browser is Chable DOM Storage Enable Enhanced Protected Mode*	s clc	
Enable Integrated Windows Authentication* Enable pative XMLHTTP support		-
	•	
*Takes effect after you restart your computer		
Restore advanced se	ttings	
Reset Internet Explorer settings		-
Resets Internet Explorer's settings to their default Reset condition.	t	
You should only use this if your browser is in an unusable state.		
Some <u>settings</u> are managed by your system administrator.		
OK Cancel	Арр	ly

After completing these steps, please close your Internet Explorer web browser and open a new Internet Explorer window to access LendingQB again.

If the issue remains. Please repeat the steps above but also click "Restore advanced settings" prior to clicking Ok or Apply. We recommend consulting with your IT manager before proceeding with this option.



F. Disable SSL 2.0, 3.0 and Enable TLS 1.2:

You may run into a "This page can't be displayed error." If this occurs, you may need to disable SSL 2.0, 3.0 and enable TLS 1.2 in your Internet Explorer advanced settings. To do this:

- 1. Open up Internet Options in your browser
- 2. Go to the Advanced tab
- 3. Unmark the SSL 2.0 and SSL 3.0 checkboxes
- 4. Mark the Use TLS 1.2 checkbox.
- 5. Click OK at the bottom.
- 6. Restart your browser.

Internet Options	ୃ	23		
General Security Privacy Content Connections Programs	Adva	anced		
Settings		_		
 Enable Integrated Windows Authentication* Enable native XMLHTTP support Enable SmartScreen Filter Enable Strict P3P Validation* Seed Do Not Track requests to sites you visit in Internet E Use SSL 2.0 Use SSL 3.0 Use TLS 1.0 Use TLS 1.1 Use TLS 1.2 Warn about certificate address mismatch* Warn if changing between secure and not secure mode Warn if POST submittal is redirected to a zone that does n 				
<	Þ			
*Takes effect after you restart your computer				
Reset Internet Explorer settings Resets Internet Explorer's settings to their default condition.	setting set	s		
You should only use this if your browser is in an unusable state. Some <u>settings</u> are managed by your system administrator.				
OK Cancel	Ap	ply		

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Optimal Settings for Firefox

We suggest keeping your Firefox browser up to date, you can find the newest <u>version here</u>. You will need to configure the Firefox to the following settings:

Allow pop-ups for LendingQB:

While on the https://secure.lendingqb.com webpage

1. Click the Lock icon next to the URL

2. From the drop-down menu find permissions and verify that Open Pop-up Windows is set to allow on the drop-down menu.

3. Refresh the LendingQB page.





Optimal Settings for Google Chrome

We suggest keeping Google Chrome up to date, you can find the newest <u>version here</u>. You will need to configure Chrome to the following settings:

Allow pop-ups for LendingQB

Copy and paste chrome://settings/content/popups into the address bar on Chrome

- 1. Scroll down to the Allow list and click the Add button.
- 2. Copy and paste [*.]lendingqb.com into the add a site field that pops up.
- 3. Click Add to add the link in step 2 to your allow popup list.
- 4. Close out of Chrome and reopen to refresh.

Pop-ups and redirects			
lowed			
ock		Add	
No sites added			
low		Add	
Add a site		:	
Site			
[*.]lendingqb.com 2			
	Cancel 3 Add		
<u> </u>			



Allow Chrome to Save Downloads Without Prompting the Save Window

This will allow users to download and open forms using the "**Preview Selected Forms to Print and Email**" button from LendingQB's print list without prompting the user to save the file as a PDF first.

- 1. Copy and paste <u>chrome://settings/</u> into the address bar within Chrome to open the settings menu.
- 2. Scroll to the bottom of the settings menu and click Advanced and locate the Downloads section.
- 3. If a default save location for your downloads is not set, click change to select a default download folder.
- 4. Ensure that the setting "Ask Where to Save Each File Before Downloading" is turned off

ownloads	
Location C:\User\Downloads	3 Change
Ask where to save each file before downloading	4



Optimal Settings for Microsoft Edge

You will need to configure Edge to the following settings:

Allow Pop-Ups

Unfortunately, Edge doesn't have the capability to allow one website to generate pop-ups while blocking

- Note: Using the method below will disable pop-up blocking will allow all websites to generate pop-ups.
- 1. In the Edge browser click the settings button in the upper right corner. (it looks like three dots ...)
- 2. Within the new menu select Settings
- 3. In the settings menu look for View Advanced Settings and click on it to access a new menu.

, alex test!	SETTINGS 2
	A specific page or pages
	Open new tabs with Top sites Clear browsing data Choose what to clear
Nothing to show. Your pipeline is empty.	Reading E Reading view style Default Reading view font size Medium
	Advanced settings View advanced settings 3 About this app Microsoft Edge 20.10240.16384.0



4. Under the advanced settings menu look for the Block pop-ups toggle and make sure it is set to off.

