Browser Setup for

lendingQB®
by meridianlink®

Manual

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Optimal Settings for Internet Explorer

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

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.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.
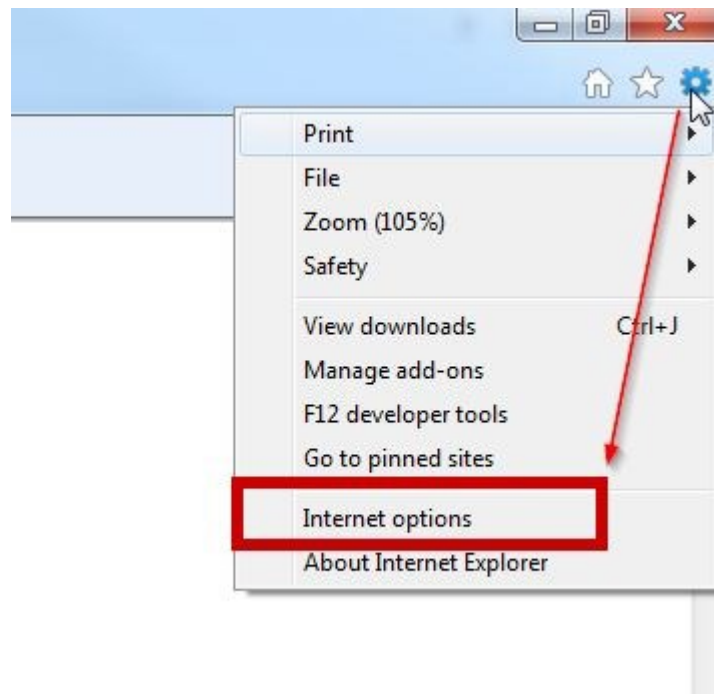
Figure 1: Opening the Internet Options area

3.Click on the 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.
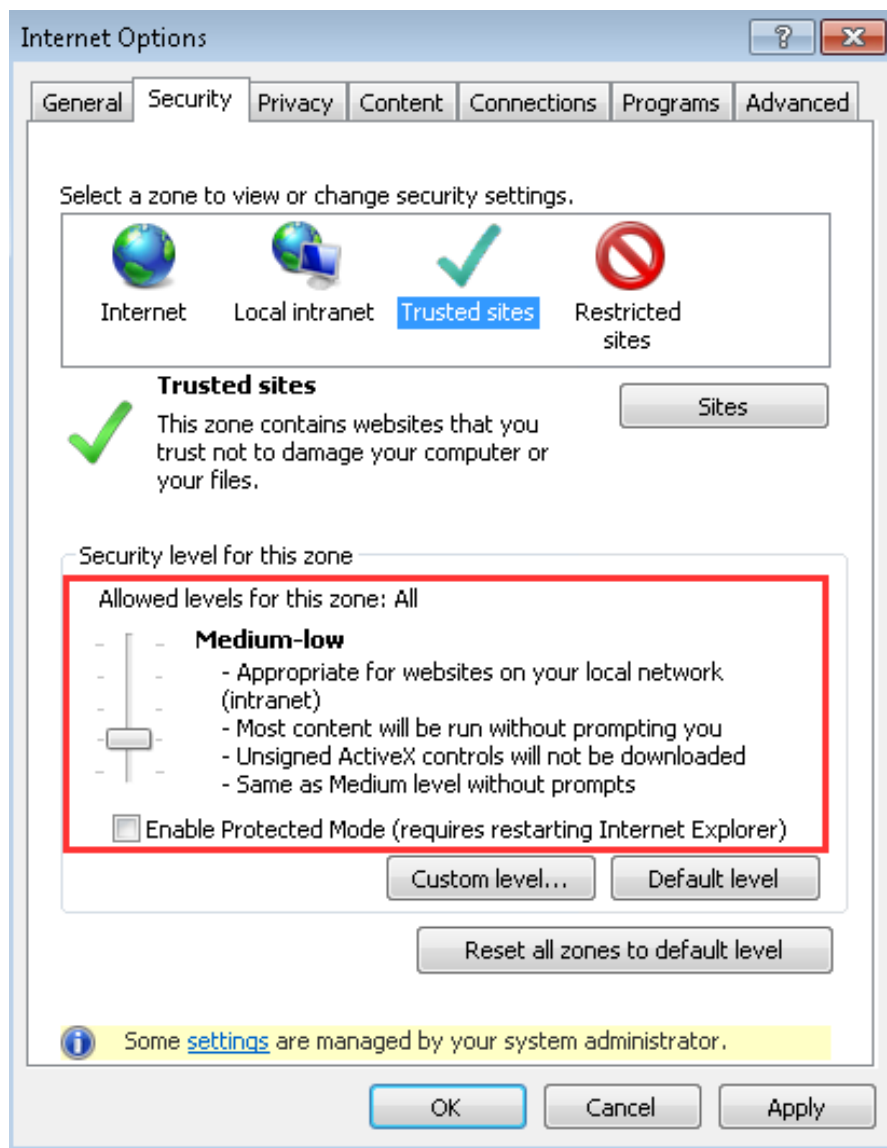
5.Click on Sites on the right side. This will open the Trusted sites list.
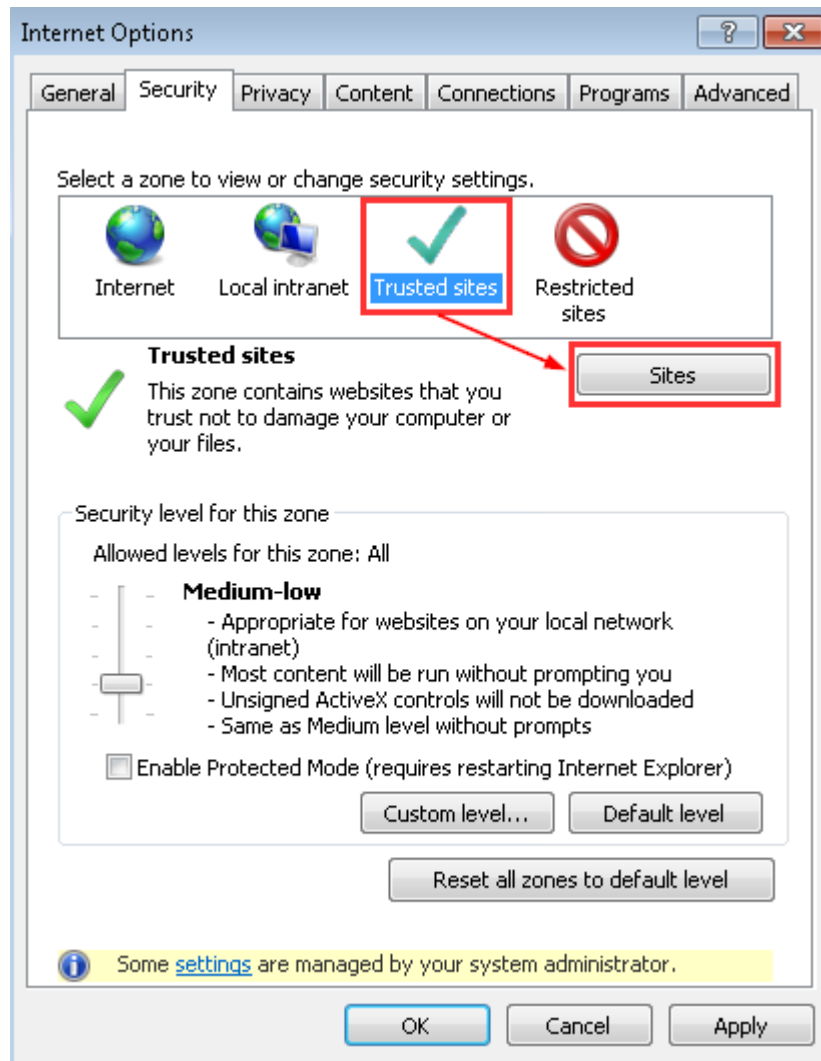
Figure 2: Selecting the Trusted sites zone

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

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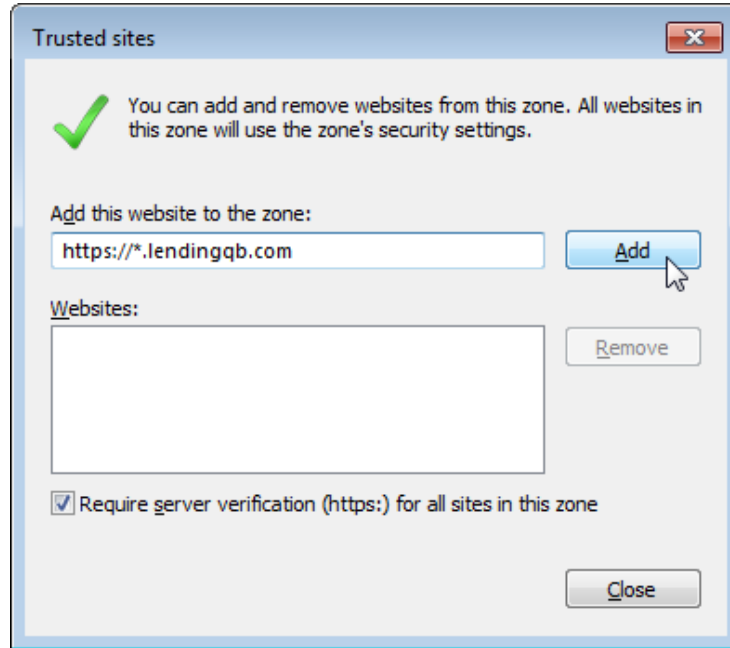
Figure 3: Entering the LendingQB website URL

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.
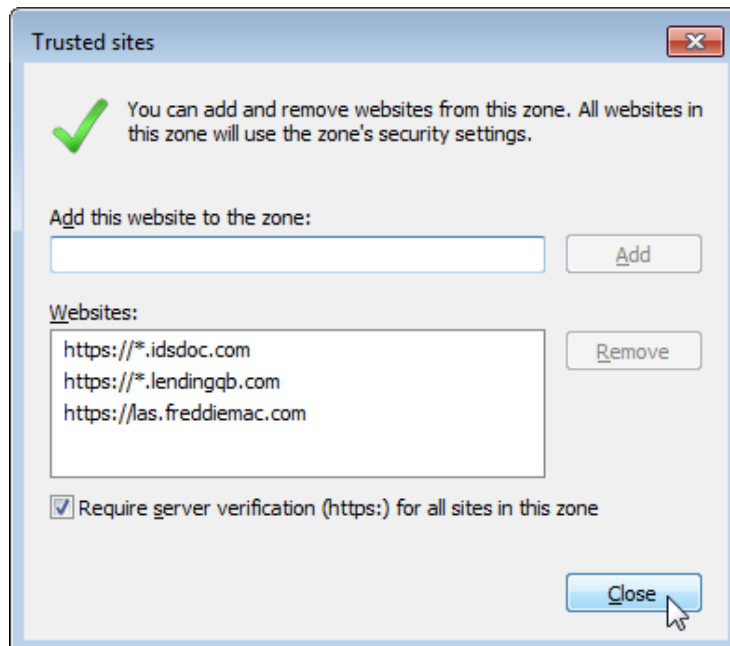
Figure 4: Confirming the successful addition

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:

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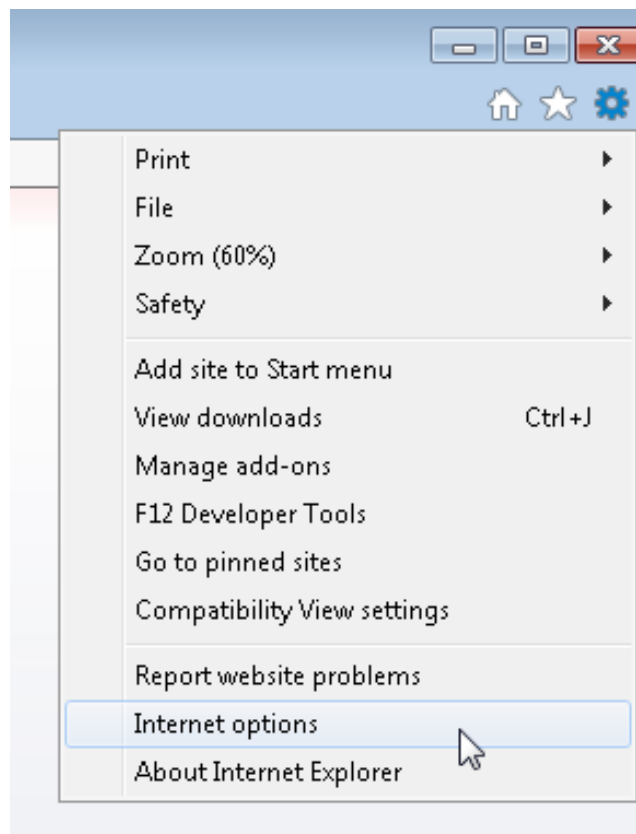
2. Under General tab, Browsing History section, press the Delete... button
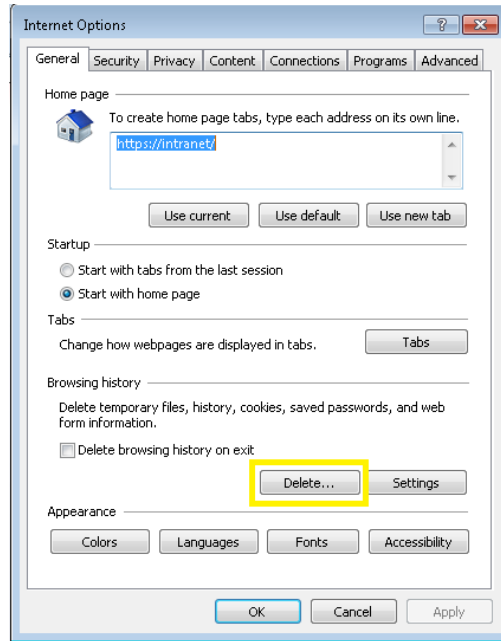
3.Mark the "Temporary Internet files" and "Cookies" check boxes.

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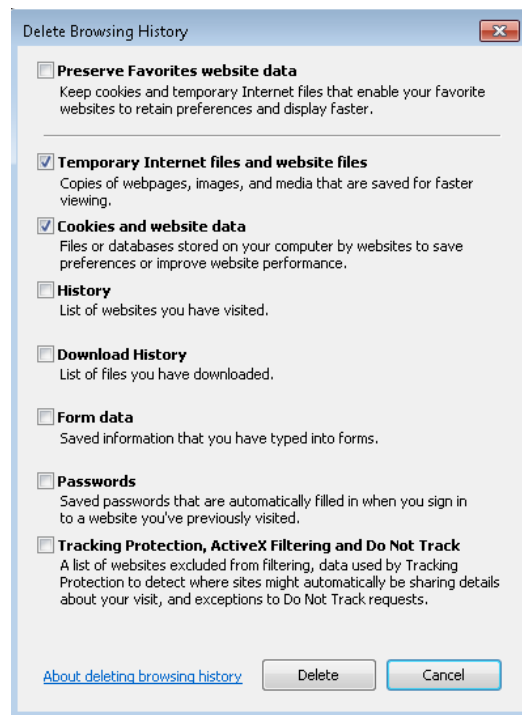
4. Click Delete

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

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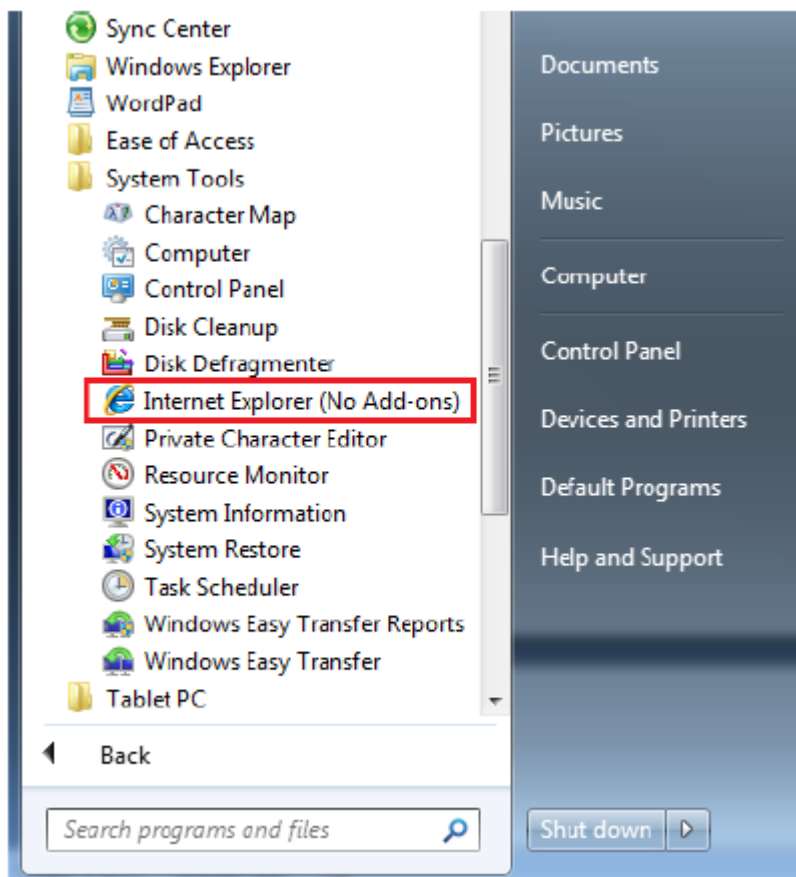
To disable certain add-ons:

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

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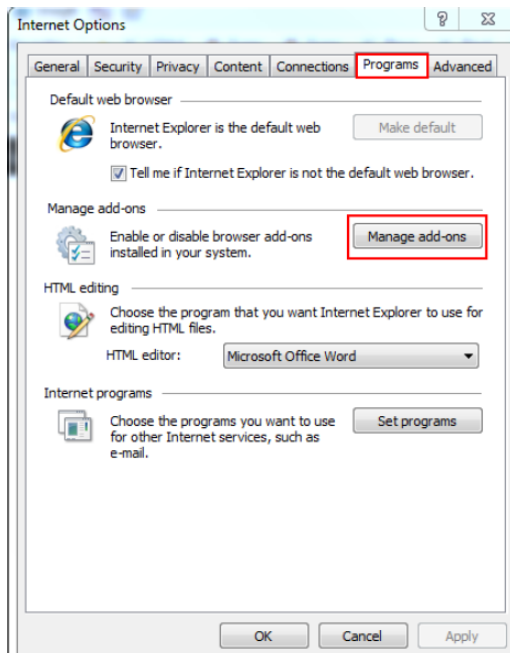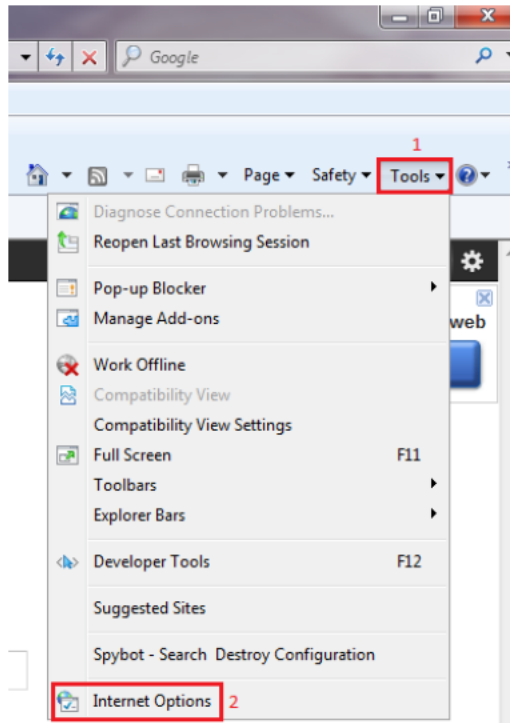
In the new window, select the add-ons you wish to disable and click disable.
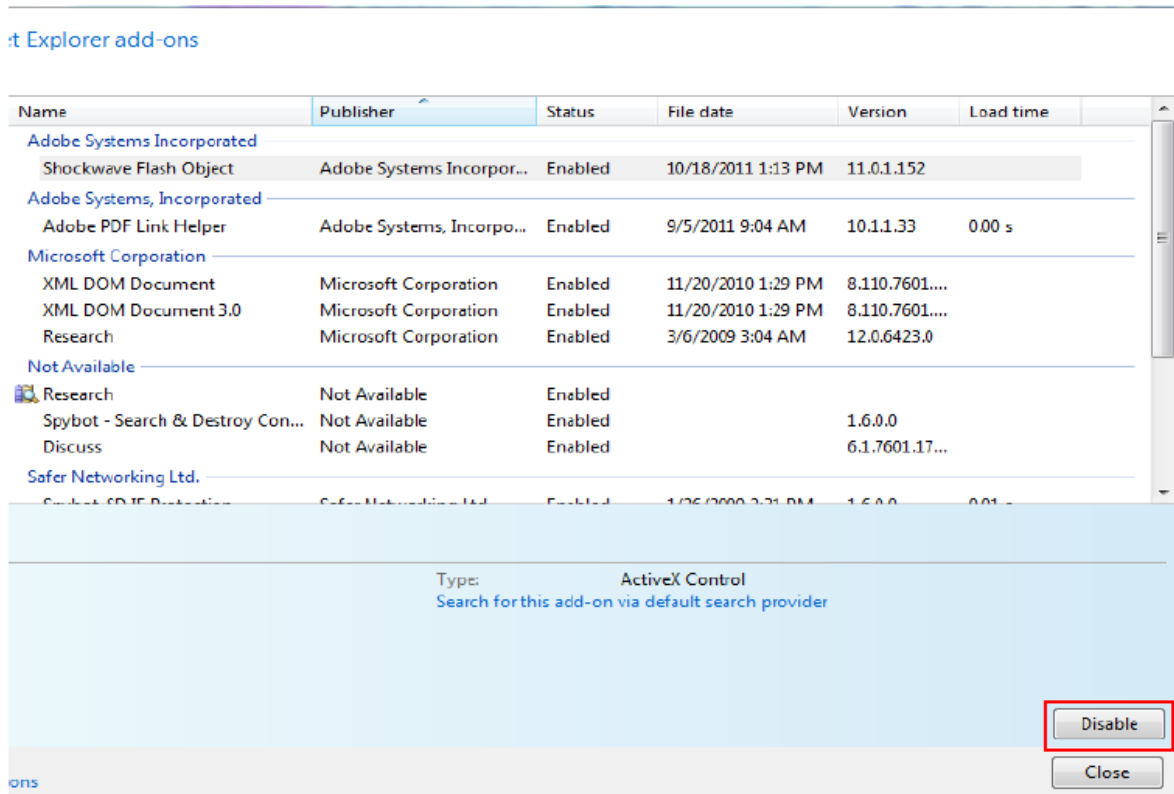
D. Disable graphics hardware from interfering with Internet Explorer:

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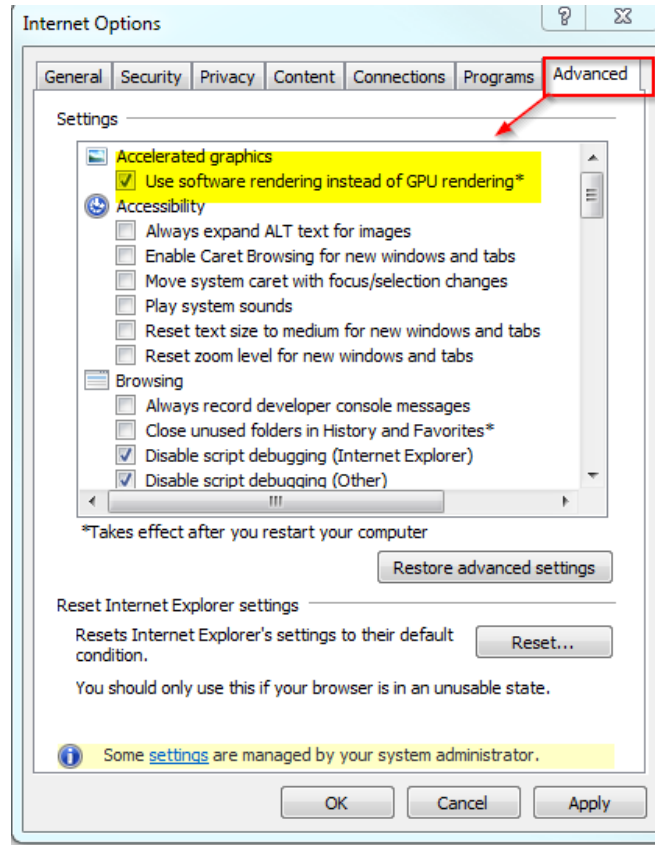
After completing these steps, you should no longer run into these issues.

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.

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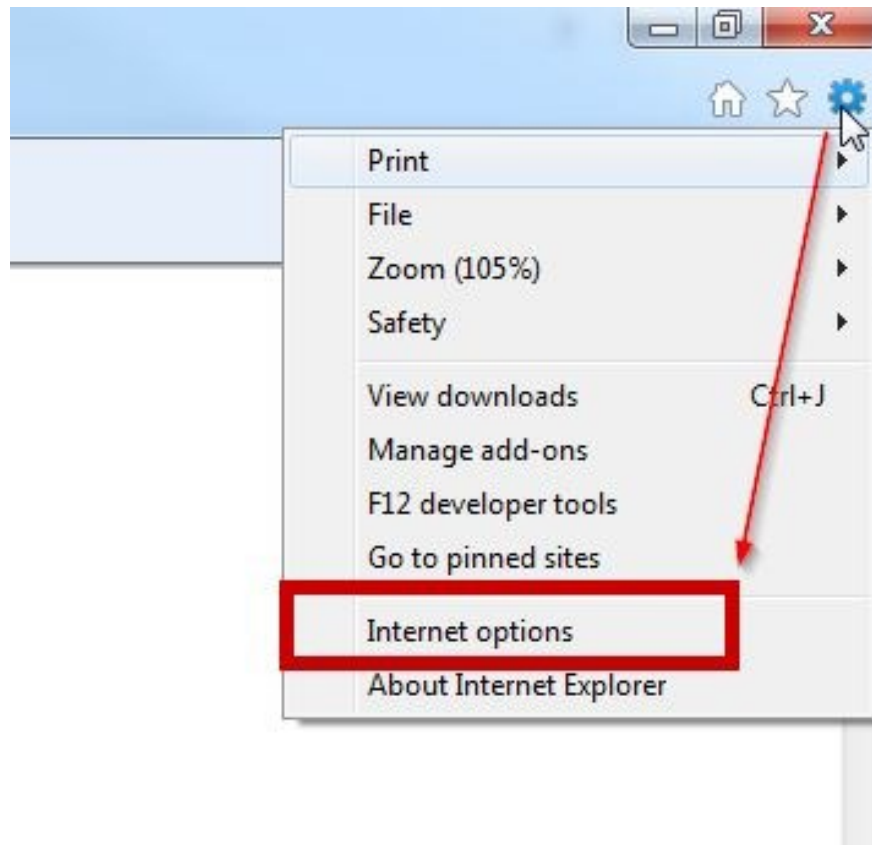
Figure 1: Opening the Internet Options area

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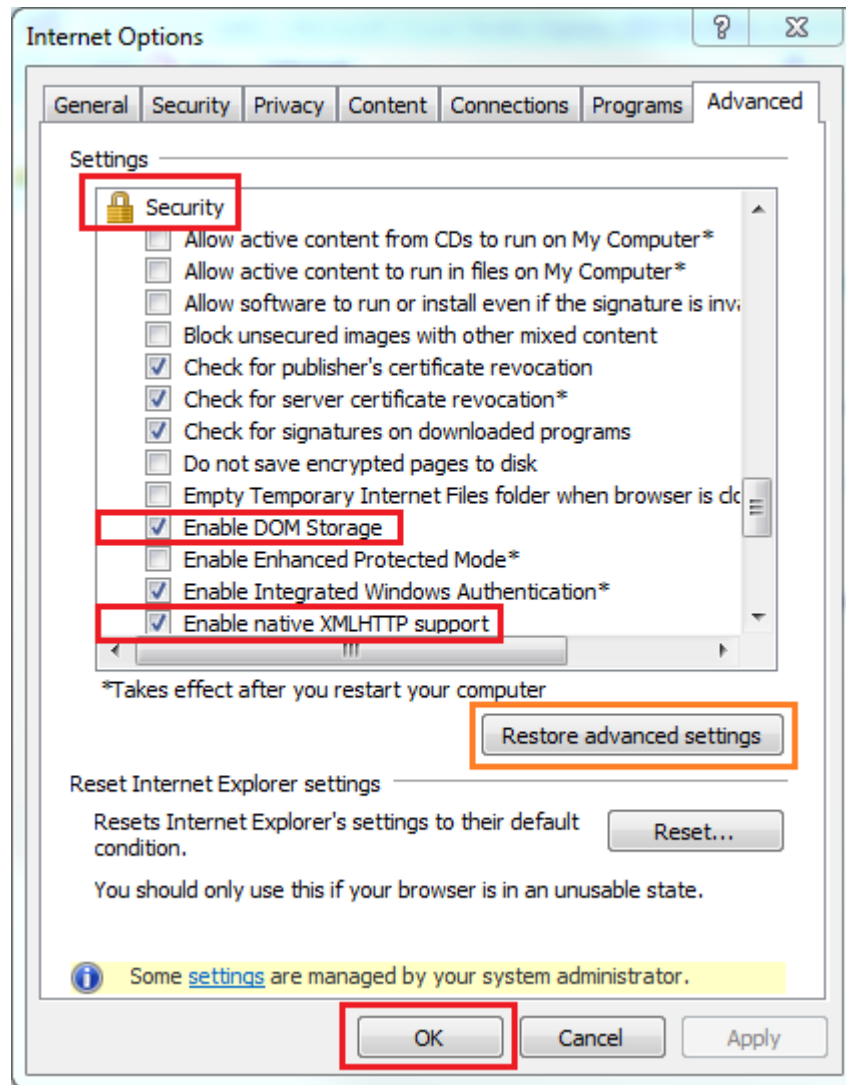
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After completing these steps, please close your Internet Explorer web browser and open a new Internet Explorer window to access LendingQB again.

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.
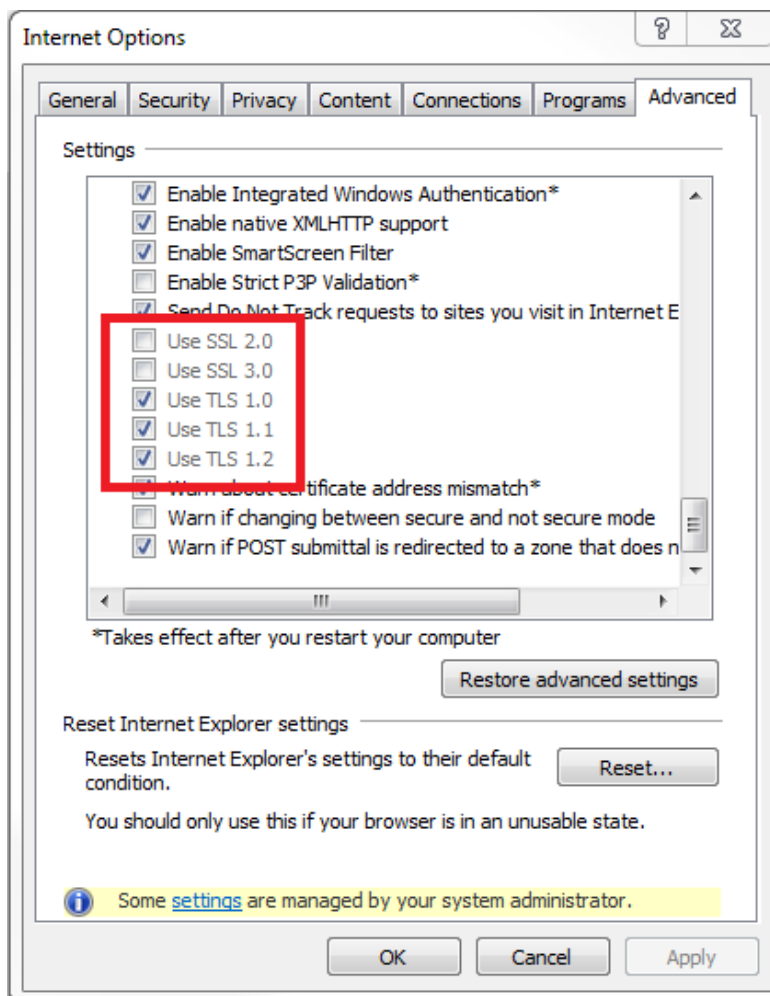
Optimal Settings for Firefox

We suggest keeping your Firefox browser up to date, you can find the newest version here. 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.

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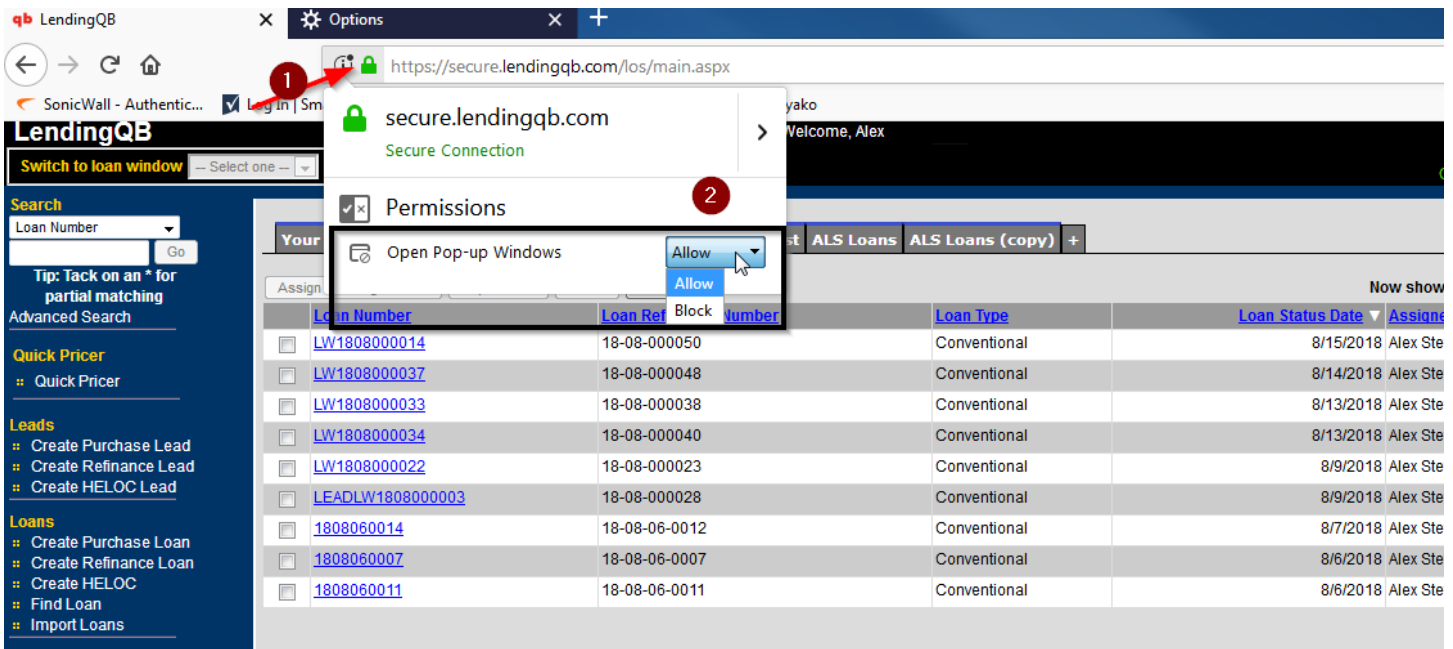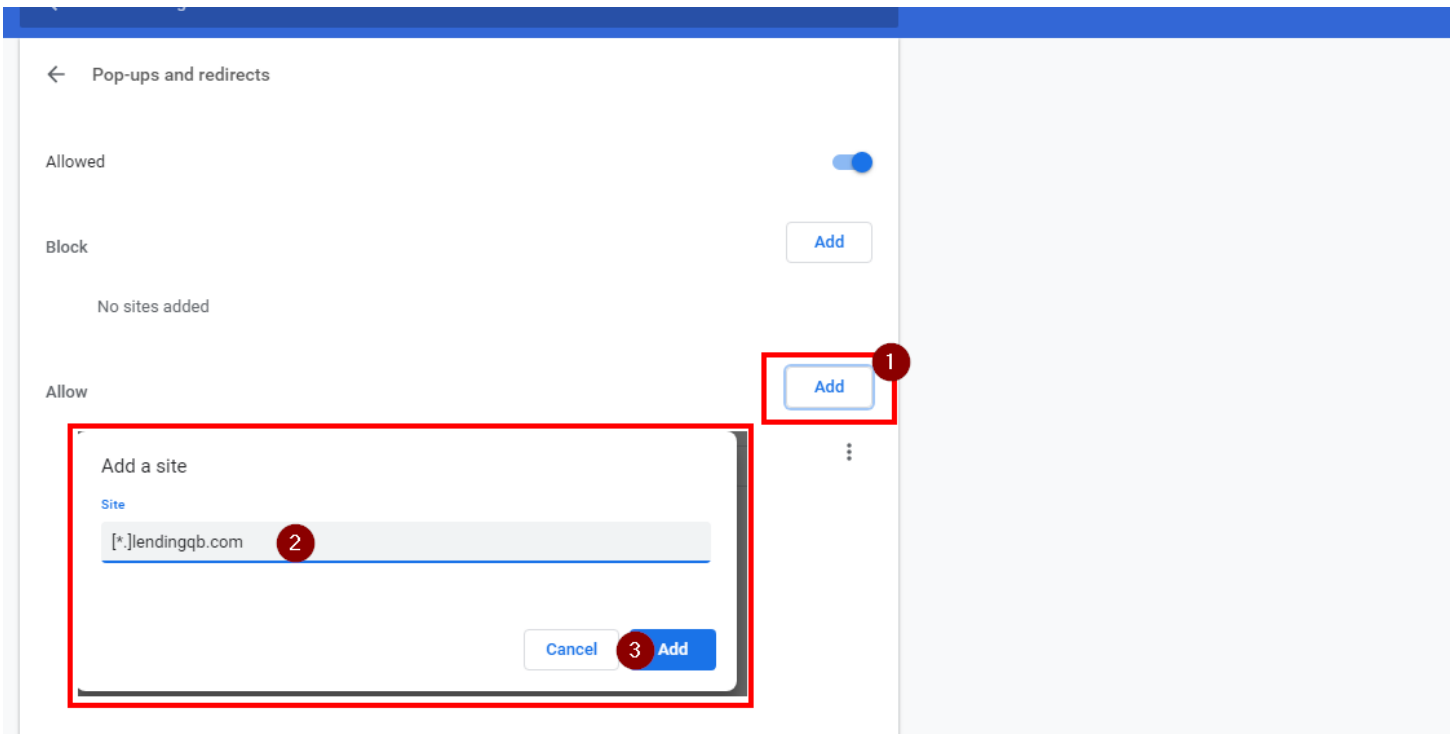
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Optimal Settings for Google Chrome

We suggest keeping Google Chrome up to date, you can find the newest version here. 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.

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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 chrome://settings/ 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

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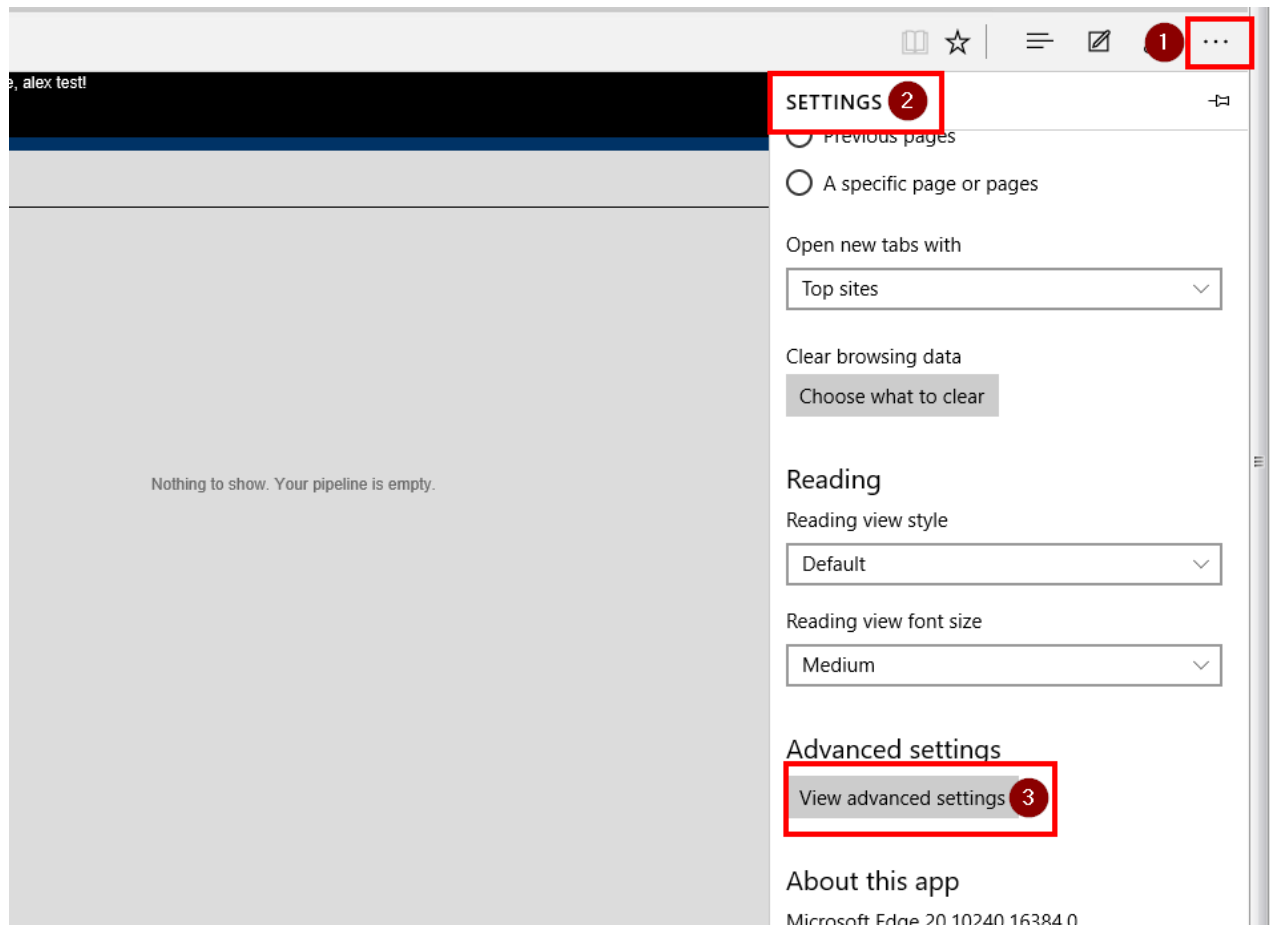Page: 17
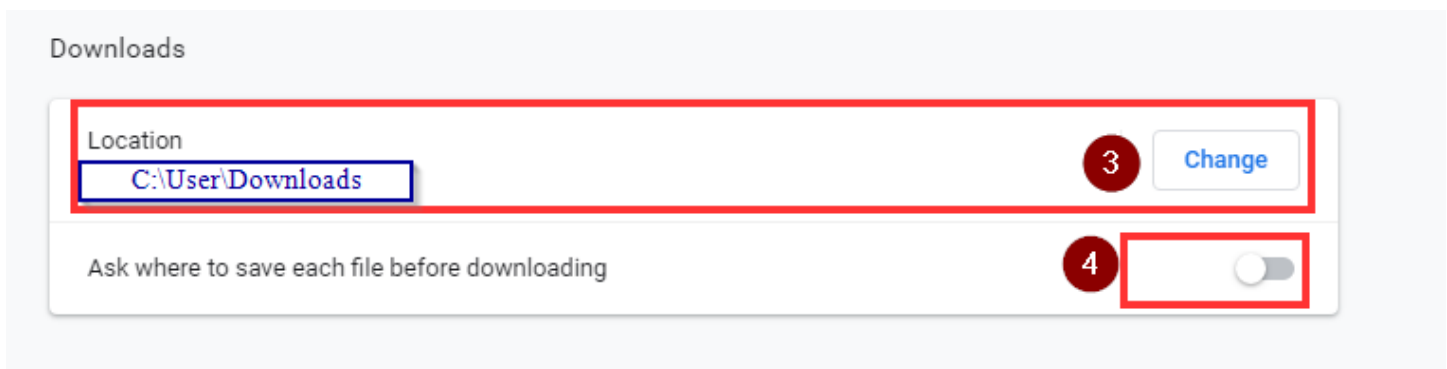
Optimal Settings for Microsoft Edge

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.

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

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