

Dear Parent,

Thank you for using MyNutrikids.

The problem you are experiencing is known to us. We have been able to determine it is related to settings on your computer. It may be caused by settings in some security software you may be running (Norton, McAfee, etc.). There are also some browser settings that will cause this, please refer to the instructions below for assistance on changing your browser settings. If you follow these instructions and still experience the same problem, it is definitely caused by the computers security software.

If you are unable to resolve the issue with your security software, we suggest trying to use a different computer, which may not have these settings enabled.

In order to use MyNutrikids.com using Internet Explorer, you will need to set www.mynutrikids.com as a trusted website. If you feel comfortable changing this setting, follow these steps:

- 1) Open Internet Explorer
- 2) Go to Tools
- 3) Choose Internet Options
- 4) Go to the Privacy Tab
- 5) Click the 'Sites' Button (NOTE: If using Internet Explorer 6.0, it is the 'Edit' button under 'Web Sites'.)
- 6) In the 'Address of Website' field, type in "mynutrikids.com" without the quotations.
- 7) Click the 'Allow' Button, and then click "OK" twice to exit.

Also, in order to use MyNutrikids.com using Internet Explorer, you need to make sure you have Java enabled. If you feel comfortable changing this setting, follow these steps:

- 1) Go to the 'Tools Menu',
- 2) Check under 'Internet Options', to see if you have 'Java' or 'Javascript' enabled. There will be checkboxes, which if checked indicate the option is enabled.
- 3) If those are not checked, it could cause some issues using the website. If not enabled, enable them by checking the box.
- 4) If you find that they are already enabled, you may need to download the latest version of Java.

- 5) Running a web search (with Google, or Yahoo, etc.) for 'Java', should let you find the website to download this free software.

In order to utilize MyNutrikids using Firefox, please ensure that Java and cookies are enabled, and also that authenticated sessions are enabled. If you feel comfortable with this, you can check these settings by:

- 1) Go to Tools
- 2) Choose options
- 3) Go to the Content tab
- 4) In the content tab, you should see the options for enable JavaScript and enable Java.
- 5) Go to the Privacy tab
- 6) The accept cookies option is in the middle section of this page. Check this option.
- 7) Choose Settings from the Private Data section
- 8) Authenticated sessions is the last option on this tab.