PAL only works with Internet Explorer (IE)

<mark>Anytime you get a new computer, take an upgrade or you are experiencing problems with PAL, please be sure the following browser settings are set.</mark>
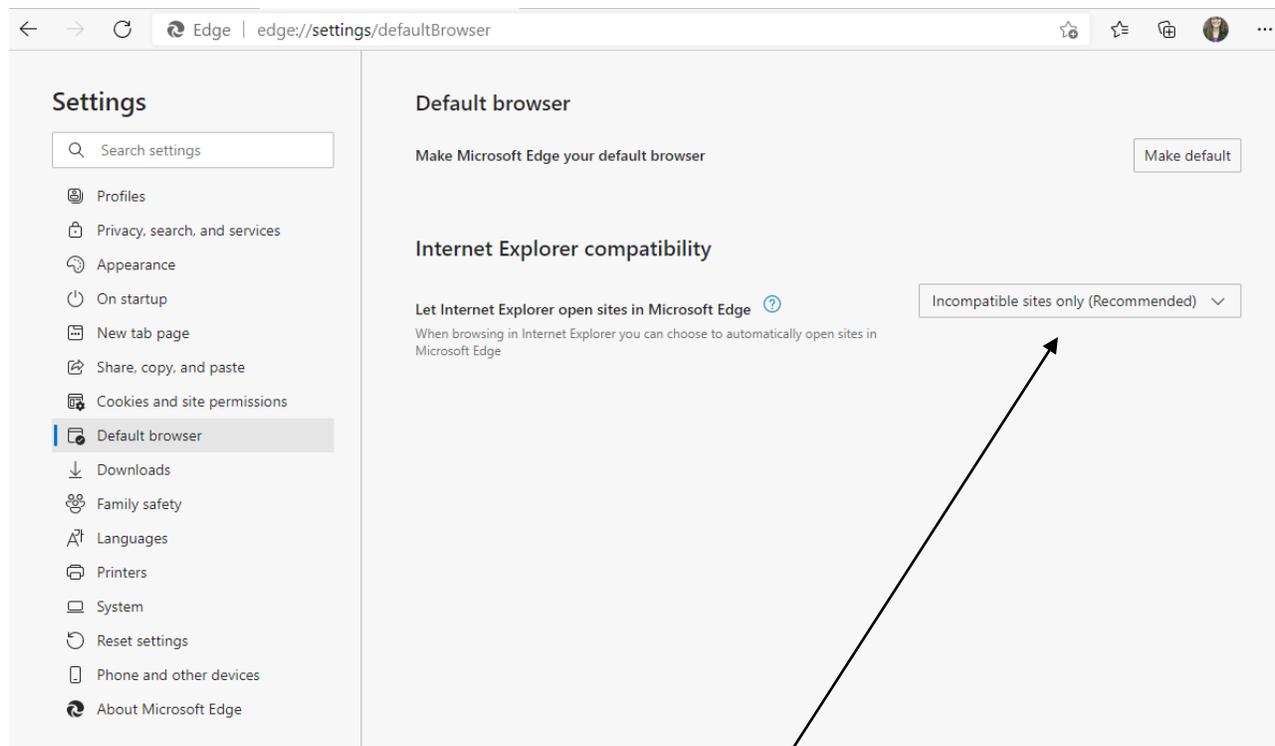
To identify your browser please look in the upper right corner

If the (…) are not present in the right corner skip the next section and begin with: **Instructions for adding Partners Mutual and Penn National to Pop-Up Blocker**

(…) Indicates the system is using the Edge Browser
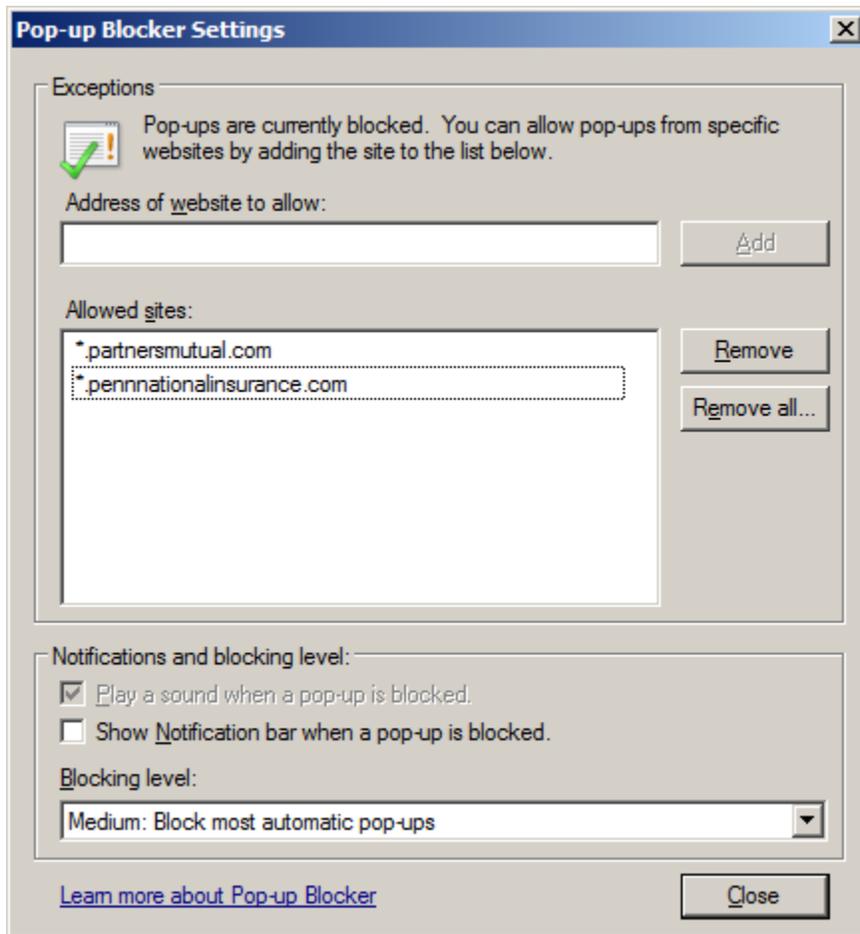**Instructions to prevent the browser from being redirected from Internet Explorer to Edge:**
1. Click the (…) and click 'Settings'.
2. Click 'Default Browser'

3. Under Internet Explorer Compatibility click:
"Incompatible sites only (recommended)"
4. Select 'Never' from the dropdown.
5. Close and restart Browser for changes to take effect.

Instructions for adding Partners Mutual and Penn National to Pop-Up Blocker
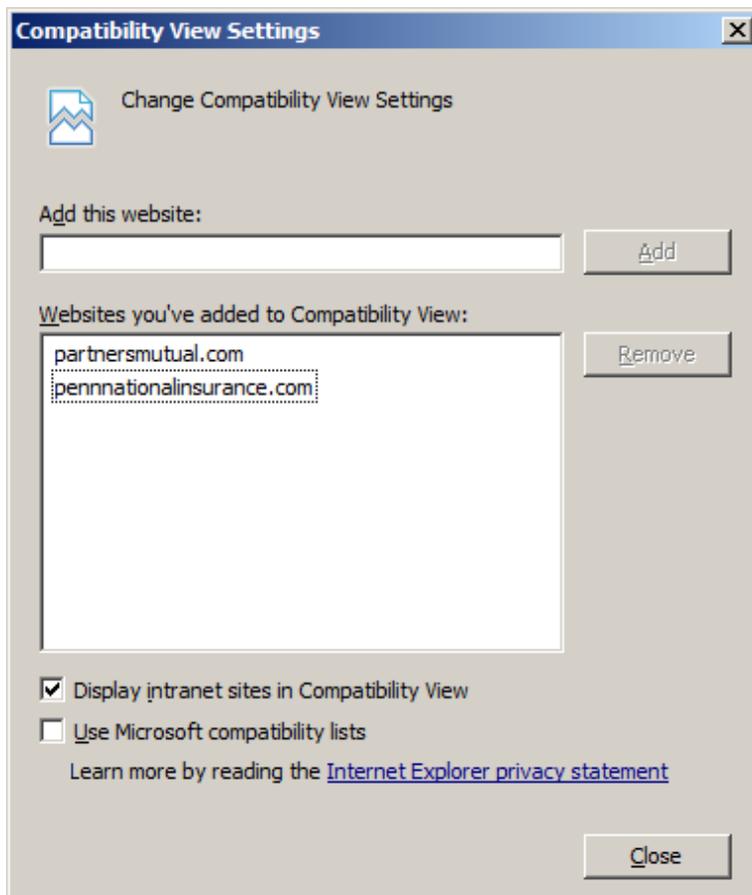
1. Open Internet Explorer.
2. Go to "Tools" menu option. If you can't find the "Tools" menu option you can also get to it by pressing the "ALT" key and "T" key on the keyboard at the same time. [ALT + T]
3. Under "Tools", find and click on the "Pop-Up Blocker" option. If it's off, you're done
4. If ON, select the Pop-Up Blocker settings option and compare to the view below. If
   *.Partersmutual.com in not in the Allowed sites box, add
   *.partnersmutual.com to the address of websites to allow box and click the "Add" button then do the same for
   *.pennnationalinsurance.com. Both will now be in the allowed site section.

Pop-up Blocker Settings

Exceptions

Pop-ups are currently blocked. You can allow pop-ups from specific websites by adding the site to the list below.

Address of website to allow:

[   ]   Add

Allowed sites:

*.partnersmutual.com
*.pennnationalinsurance.com

Remove
Remove all...

Notifications and blocking level:

☑ Play a sound when a pop-up is blocked.
☐ Show Notification bar when a pop-up is blocked.

Blocking level:

Medium: Block most automatic pop-ups ▼

Learn more about Pop-up Blocker   Close

When using Windows 10 we have found that replacing the "*." With 'WWW.' may be required depending upon your patch level.
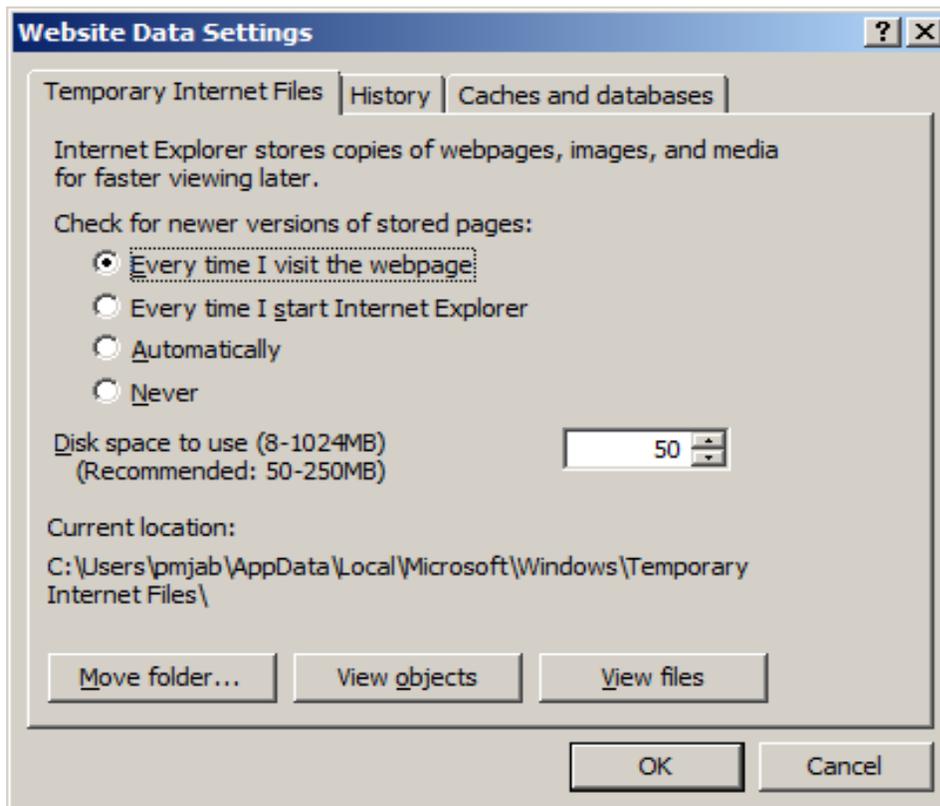
Instructions for adding Partners Mutual and Penn National to compatibility view

1 Open Internet Explorer.
2 Go to "Tools" menu option. If you can't find the "Tools" menu option you can also get to it by pressing the "ALT" key and "T" key on the keyboard at the same time. [ALT + T]
3 Under "Tools", find and click on the "Compatibility View Settings" option. A new window should open.
4 "partnersmutual.com" and "pennnationalinsurance.com" should appear in the box labeled "Add this website" (if not, enter that value).
5 Click the "Add" button to add both "partnersmutual.com" and "pennnationalinsurance.com" to compatibility view list.
6 Click the "Close" button.
7 Now close down all the browser windows so changes take effect.
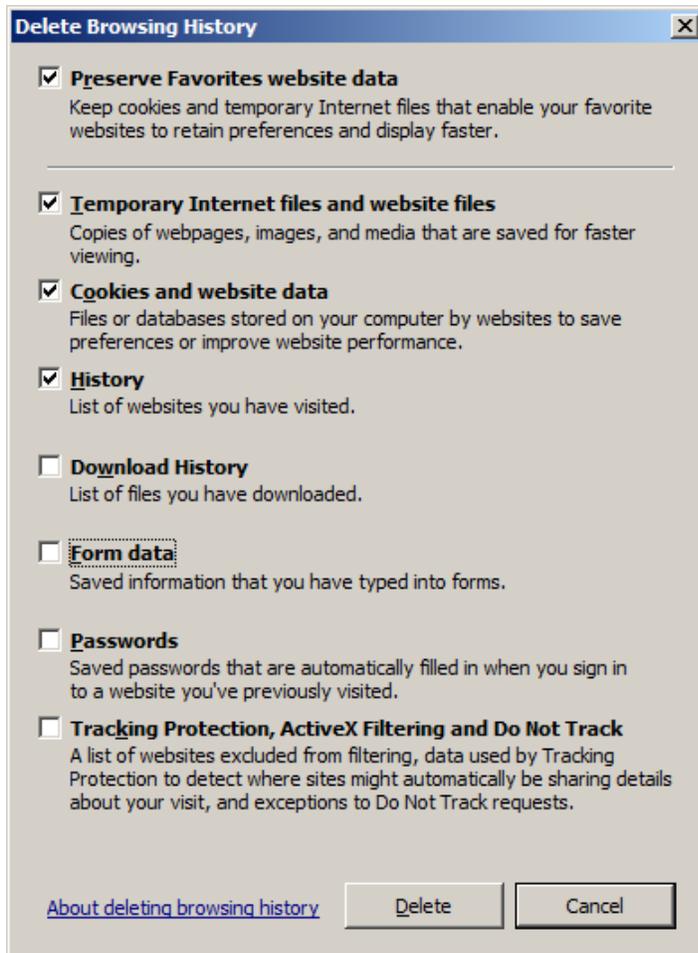
Instructions for turning off your browser cache

1. Open Internet Explorer.

2. Go to "Tools" menu option. If you can't find the "Tools" menu option you can also get to it by pressing the "ALT" key and "T" key on the keyboard at the same time. [ALT + T]

3. Under "Tools" go to Internet Options. A new window should open.

4. Under the "General" tab, there should be a section called "Browsing History". Under that section click the "Settings" button. This should open a new window.

5. Where it reads "Check for newer versions of stored pages", "Every time I visit the webpage" should be checked.

6. Update disk space to use to a value of 50 as shown below.

7. Click the "OK" button.

8. Then click "OK", again.

9. Now close down all the browser windows so changes take effect.

When we verify these three settings and the user is at least at Internet Explorer Version 9, they have been able to access the PAL system.

If an agent is getting a Penn Connect sign on request when accessing the personal auto portal, the resolution is to clear cookies.

From the Internet options dropdown of the tools menu, in the Browsing history section select the delete button and the following will display:

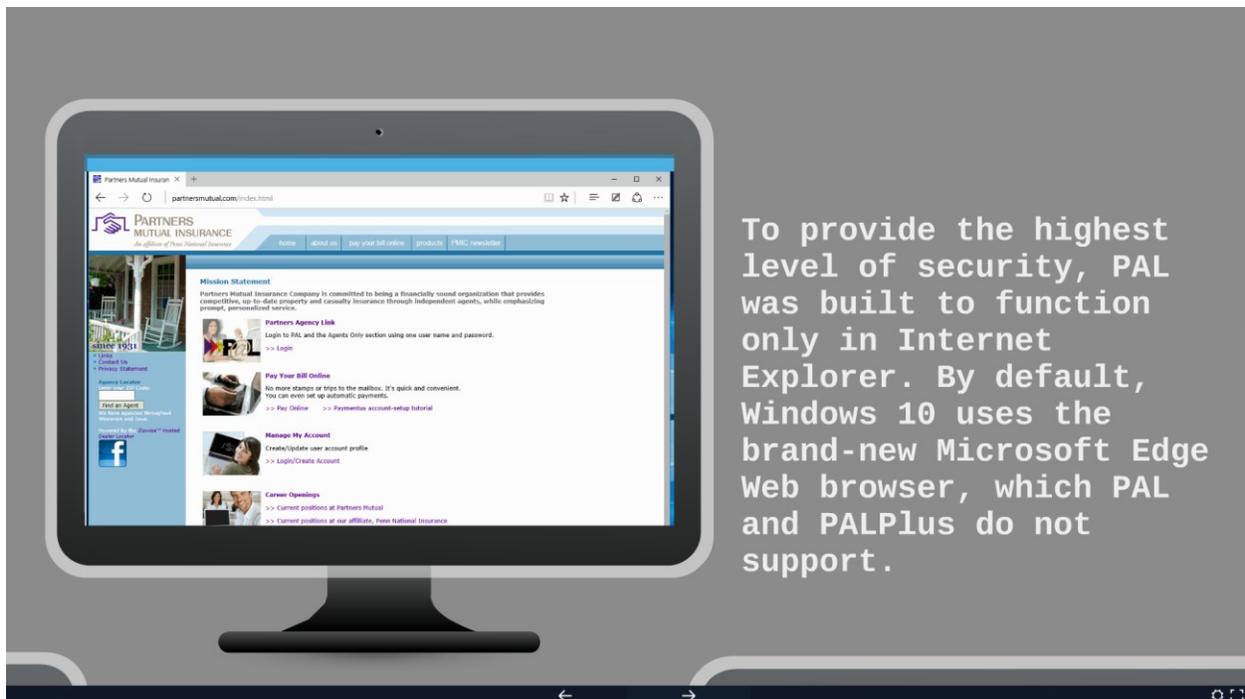Make sure the Cookies and website data is checked, plus any other box you're comfortable with.
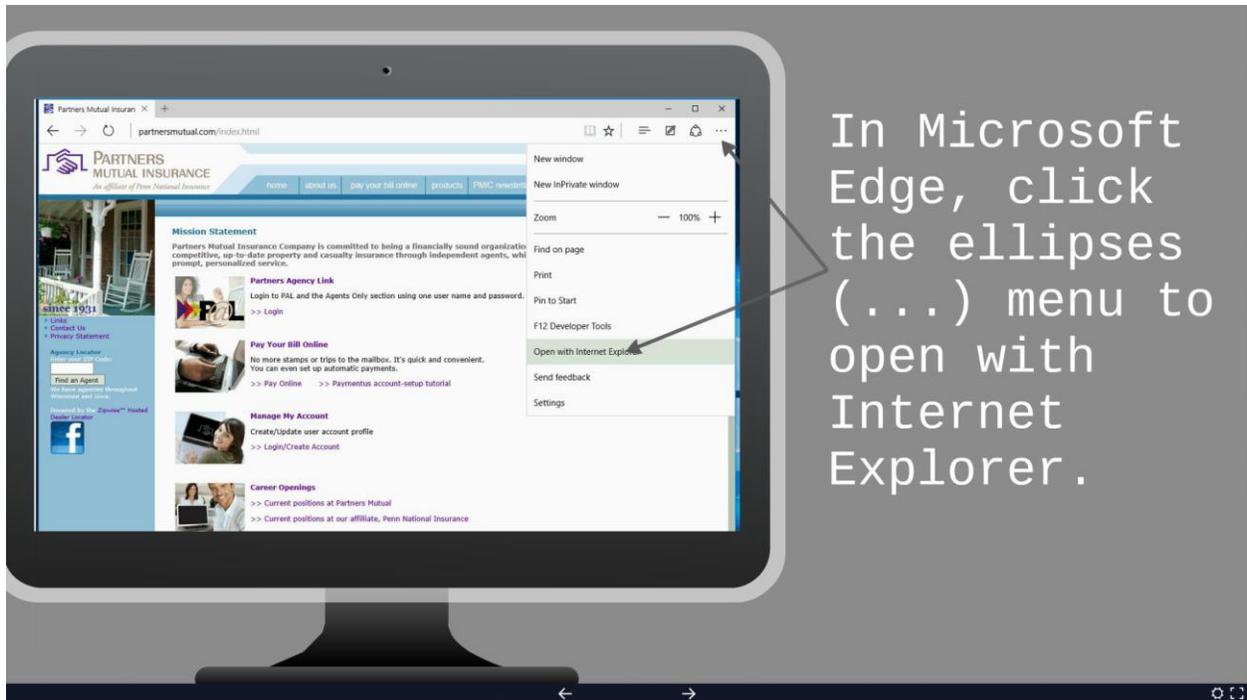
Windows 10

PAL not compatible with Windows 10 Web browser

PAL was designed to function only in Internet Explorer to provide the highest level of data security. With the release of Windows 10, we understand that many agents may be updating their systems, and Windows 10 automatically defaults to the brand-new Microsoft Edge Web browser, making it incompatible with PAL and PALPlus.

Here are some tips:

- **If you are in Microsoft Edge, use the ellipses (. . .) menu to open Internet Explorer.**

- **Launch Internet Explorer by typing "Internet Explorer" in the search box.**

- **Pin Internet Explorer to your taskbar.**

In Microsoft Edge, click the ellipses (...) menu to open with Internet Explorer.

Or launch by typing "Internet Explorer" in the Search box.

Pin Internet
Explorer to
your taskbar
for easy
access.