

Workstation Settings for CBISA™

In order to view the software correctly from your workstation and to insure proper functionality of the program, please check the following:

1. You may access the program through the most recent versions of **Internet Explorer, Safari, Chrome or Firefox**.
2. For opening CBISA reports "in a new window" you must allow "pop-ups" for this site. To allow pop-ups, access Internet Options from your browser tool bar or the Control Panel, click Privacy tab. If 'block pop-ups' is checked in Pop-up Blocker section, uncheck the box. You may need to click Settings and enter www.cbisaonline.com in 'enter address of web site to allow' box. Click Close. Click OK.
3. Make sure your screen resolution is set to a minimum of 1024 x 768, or the default resolution for widescreen monitors
4. Your workstation must have Adobe Acrobat Reader installed. (The free download application for viewing PDF files.)
5. The operating system of the workstation must be Windows XP or higher.
6. When you type your secure, unique, URL into the browser address, make sure you start with **https** (the **S** stands for secure and must be entered!) and include the www before cbisaonline.com.
7. To easily access CBISA, save your unique URL as a **favorite or bookmark** rather than a desktop icon.
8. Use the "**Remember me on this computer**" checkbox on your CBISA login page instead of the browser or operating system's "remember password" functionality.
9. If your system "times out" due to inactivity in the program, please wait at least 5 minutes before you try to log in again.

For any additional help, please contact the Support Desk at Lyon software at (419) 885-4593.