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Sent: Wednesday, July 21, 2010 1:27 PM

To: RLinkHelp@wal-mart.com; rlfeedback@wal-mart.com; OfficersAndPC@nwaRLUG.org; Mandi Hawkins

Subject: Steps to get IE 8 to work with Retail Link

Good afternoon,

I have great news! After spending some time on the phone this morning with Sharon Coles (Supervisor of the Retail Link Help Desk), we were able to figure out what was going on with IE 8 not allowing sign-in to the site. I have already told Sharon I would share this with our RLUG's and the Walmart Retail Link Help Desk. Mandi, can you please forward this email to all RLUG Leaders for me?

Internet Explorer 8 was basically presenting the Retail Link Sign-In screen and when you entered your User ID and Password, it would act as though it was logging in and then pop right back to the normal sign-in screen again as though you hadn't entered your User ID and Password.

<u>The problem is **not** IE 8 or Windows 7</u> (that's the system we are running on the nwaRLUG laptop). Nor is it a problem with 32-bit or 64-bit versions of IE 8, as both now work perfectly.

The issue is with the IE Security Settings. Below are screen shots of what you need to do in order to resolve the issue.

The screenshot below shows how the Retail Link website should be a "Trusted Site" with "Protected Mode" off. I had already placed <u>https://retaillink.wal-mart.com</u> in my Trusted Sites zone, but notice the login screen actually has a slightly different web address: <u>https://rllogin.wal-mart.com</u>.

Retail Link Login - Internet Explorer provided by D	ell			and the second second	
🕒 💬 = 👩 https://rllogin.wal-mart.com/rl_se	curity/rl_logon.aspx?ServerT	ype=IIS1&CTAuthMode=	BAS 🔻 🔒 👍 🗶 🕻	🧕 Bing	
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8	Retail Link Lo	gin Screen			
	Enter you	r login information t	elow.		
			A De baseden		
	User ID:	Ĵ			
	Password:				
	For	ot your Password?			
	Note: for best results, set you Internet Explorer.	ur monitor resolution to at least	102/6/768 and use		
		Logon		9/	
			V Trusted sites Prote	ected Mode: Off	4

You need to go to TOOLS > INTERNET OPTIONS > SECURITY tab and then click on TRUSTED SITES. Make sure the security level for those sites is set to MEDIUM as shown below. Next, click on the SITES button.

Internet Options ? X					
General Security Privacy Content Connections Programs Advanced					
Select a zone to view or change security settings.					
🕘 🔩 🗸 🚫					
Internet Local intranet Trusted sites Restricted sites					
Trusted sites Sites					
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.					
Security level for this zone					
Allowed levels for this zone: All					
Medium Prompts before downloading potentially unsafe content Unsigned ActiveX controls will not be downloaded					
Enable Protected Mode (requires restarting Internet Explorer)					
Custom level Default level					
Reset all zones to default level					
OK Cancel Apply					

Once in the TRUESTED SITES list, be sure to add BOTH of the website addresses exactly as below. Once added, click the CLOSE button on the window and then click APPLY on the main INTERNET OPTIONS window. After that, you can close the Internet Options window.



Once you perform the above steps, be sure to close out of all IE windows and then reopen the application. You should find that Retail Link works now with your IE 8.

Another piece of great news... The Retail Link Search function works perfectly in IE 8.

Thank you,



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