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From: Batson, Dan [DBATSON@@fujifilm.com]

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
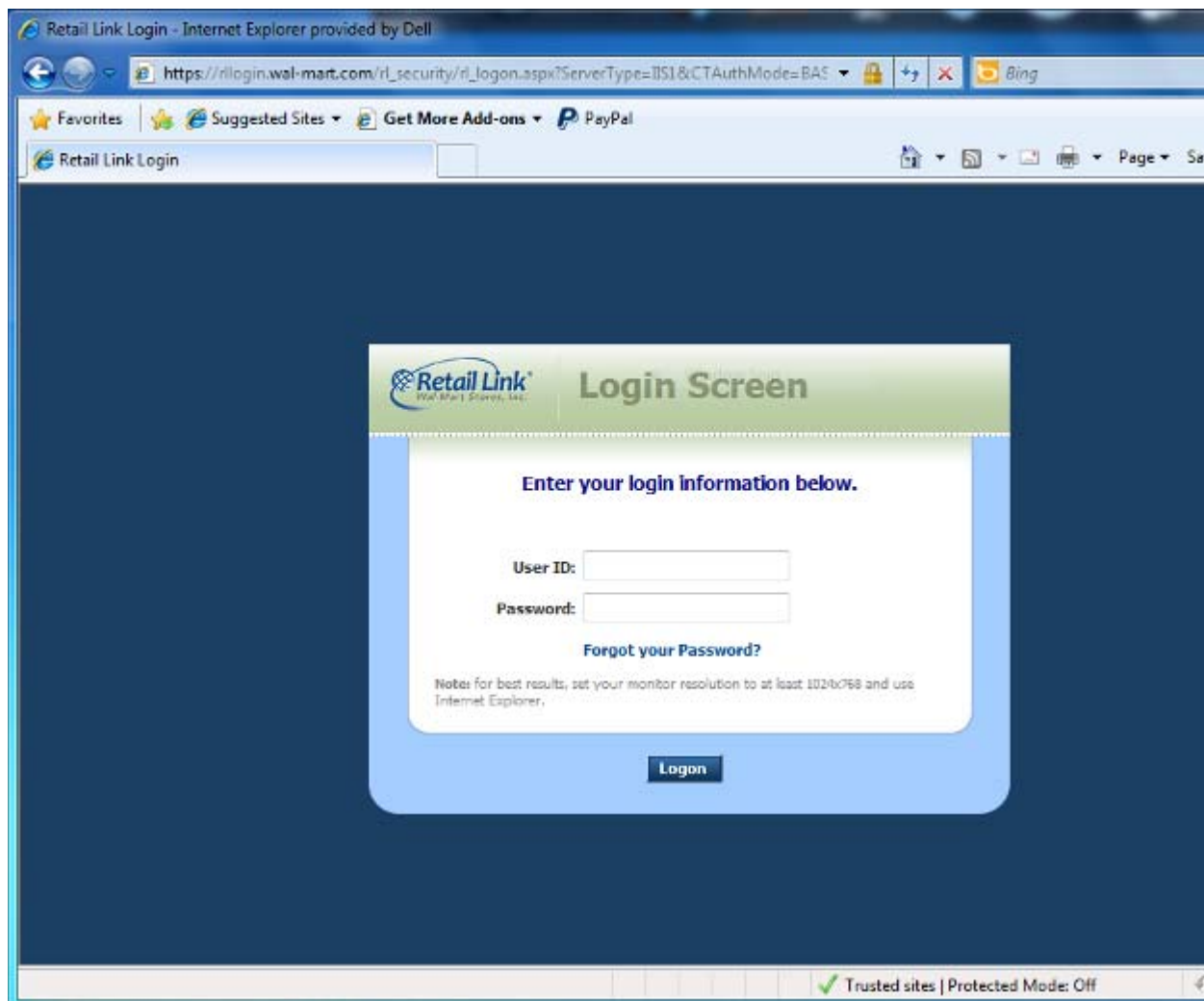
Good afternoon,

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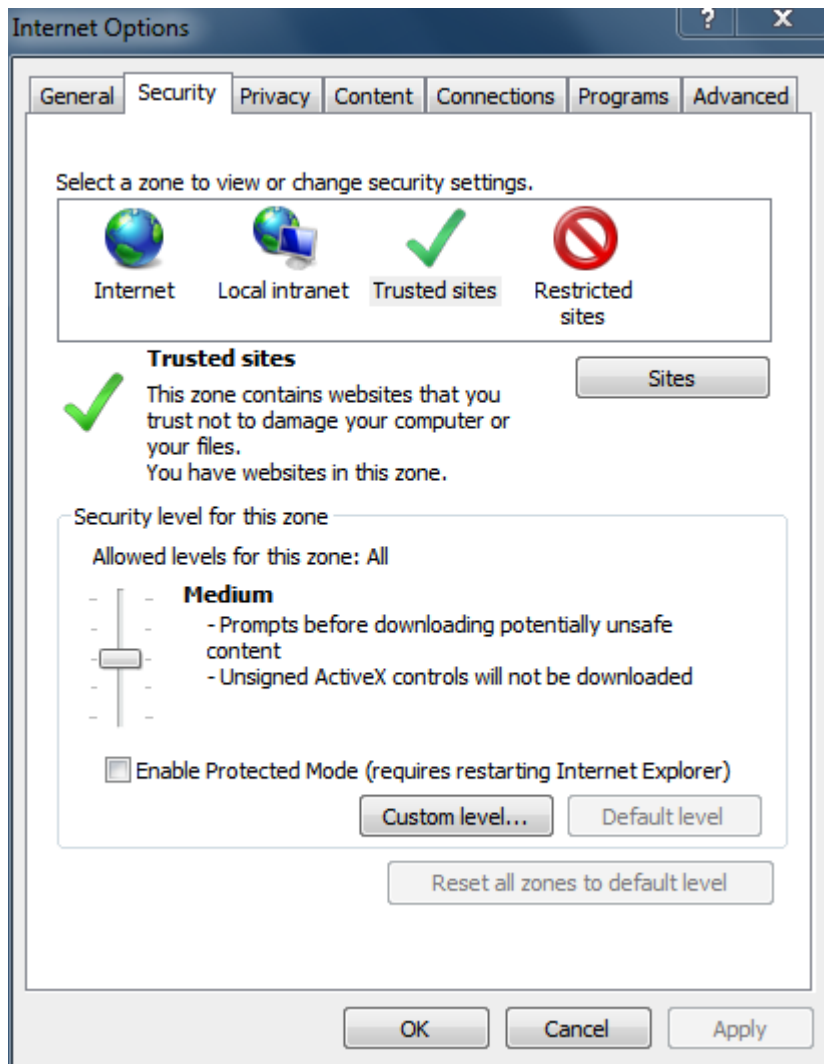
The problem is **not** IE 8 or Windows 7 (that's the system we are running on the nwaRLUG laptop). Nor is it a problem with 32-bit or 64-bit versions of IE 8, as both now work perfectly.

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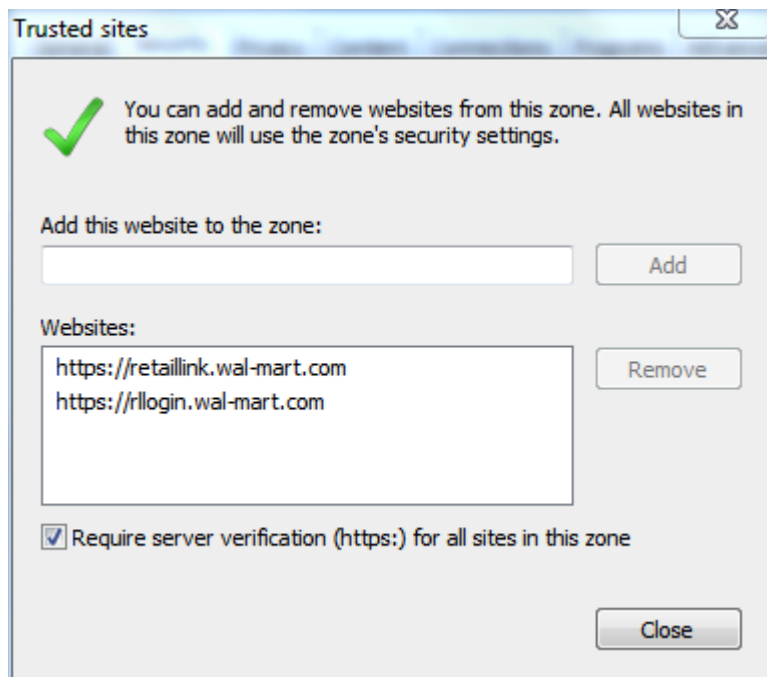

The screenshot below shows how the Retail Link website should be a "Trusted Site" with "Protected Mode" off. I had already placed https://retaillink.wal-mart.com in my Trusted Sites zone, but notice the login screen actually has a slightly different web address: https://rllogin.wal-mart.com.

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.

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,

Dan Batson

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