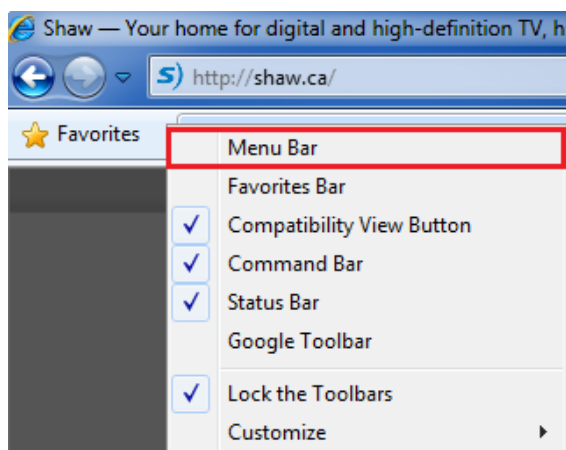
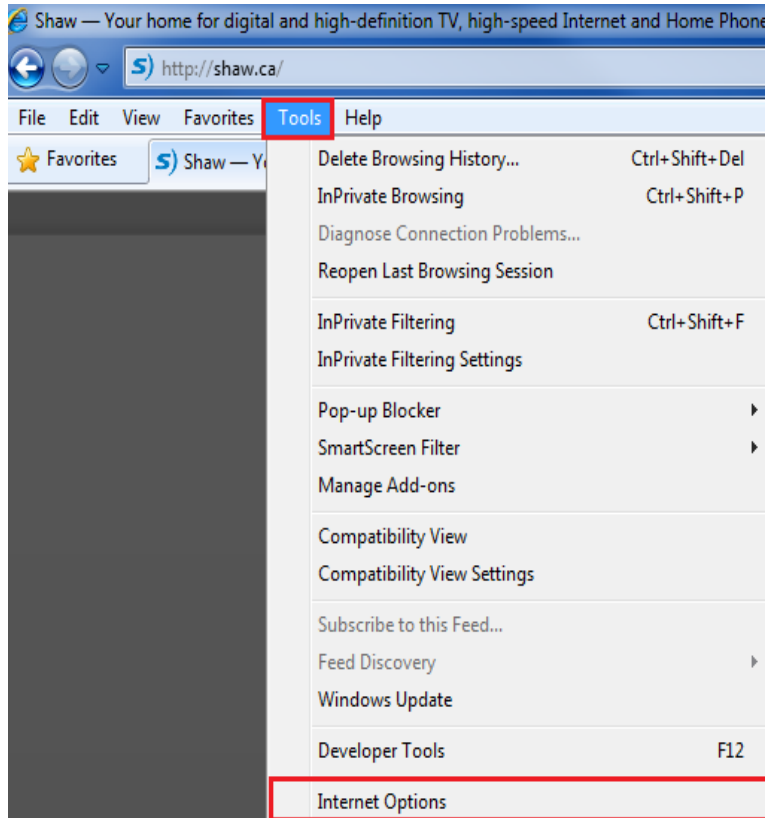


## Webmail 2.0 Troubleshooting Assistance

If you see a blank screen when you try to log in to Webmail 2.0, try the following:

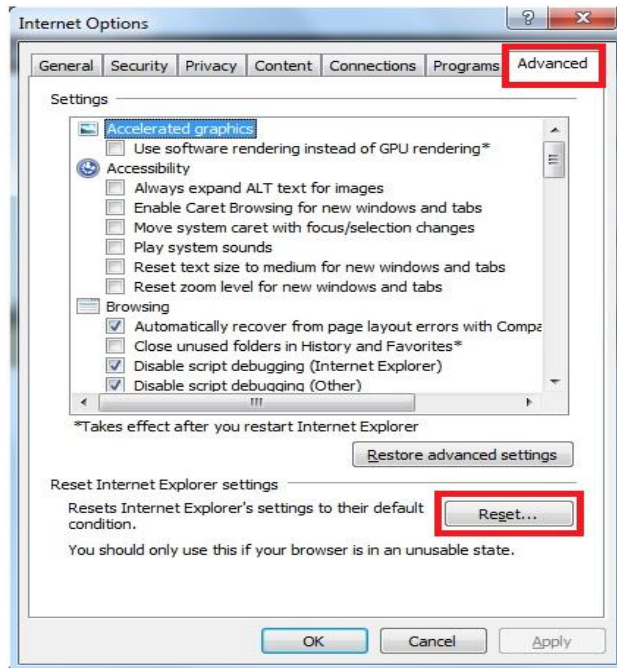
1. Select **Tools** located on the **Menu Bar** at the top of your Internet Explorer window.
2. Select **Internet Options** from the Tools menu.



### Note:

If you don't see the **Tools** option, right click directly below the address bar and select the Menu Bar. **Tools** will appear below the address bar, as shown above.

3. On the Internet Options window, select the **Advanced** tab.



4. Select **Reset** to open the Reset Internet Explorer Settings window.
5. Click inside the box next to **Delete personal settings** to add a check mark in the box.



6. Select **Reset** – warning, this will also remove all saved passwords.
7. Once complete, close the Reset Internet Explorer Settings window
8. Close Internet Explorer window.
9. Open new Internet Explorer window and log in to Webmail 2.0.

If you are still having problems accessing webmail 2.0 after you have followed the steps above, please [contact us](#).