Getting along with Detail in Web Order Entry.

Several things seem to be combining to cause issues, mainly a "freezing" of Web Order Entry while entering items.
Here are the best solutions to alleviate this issue.

1.   Verify that when you are done entering orders you click on the **"Log Off button"** in **PASSWEBOE**, never just close the window without logging off.

2.   When finished with the **Portal** click on the **"Log Off" button"**, never just close the window without logging off.

3.   Verify that your internet settings are set correctly. There are quite a few settings that also affect how your PC works with other sites and with **PM Email** from the portal. You will find the complete list starting on page 2. The most important settings for **WEBOE** are:
    A. "**Refresh every visit to page**" should be selected
    B. "**Nch.com**" and "**Partsmaster.com**" should be listed in your Compatibility View settings.

4. If you have already experienced the problem delete all of your Temporary Internet files and Stored Forms Data including passwords

5. Close all of your open browser windows, then reopen IE.
    "Note: after every Microsoft update you should double check these settings again"

"Never attempt to use Web Order entry over a cellular data connection that is less than full strength"
"Never attempt to use Web Order Entry while in motion (riding in a car, bus or train)".
"With the current security settings, a break in the connection between your machine and ours will close the connection between your system and ours"

For pricing we recommend that you use the iTouch we provided to you or your iPhone or iPad which is much faster.
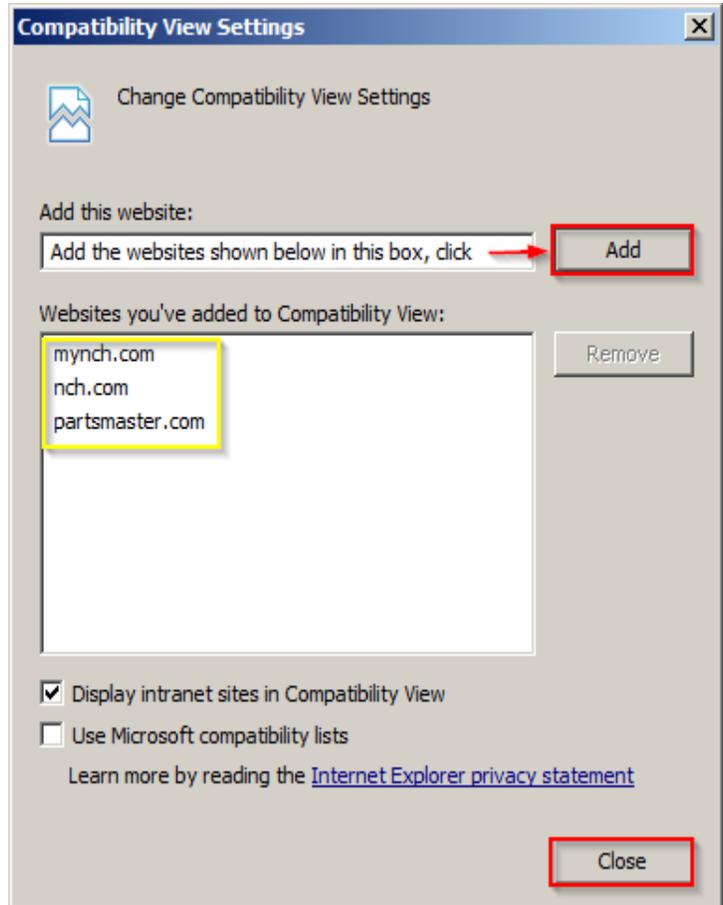
 If remote order entry is required we recommend you purchase an iPad and use the mobile order entry application "**PMSOE**"
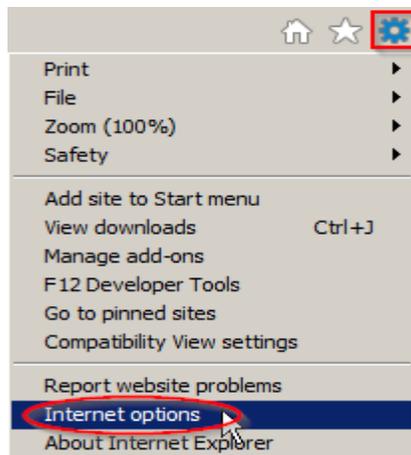
Settings for Internet Explorer 11.

Find the **gear icon** in the upper right and click on it. Then choose "**Compatibility View Settings**".
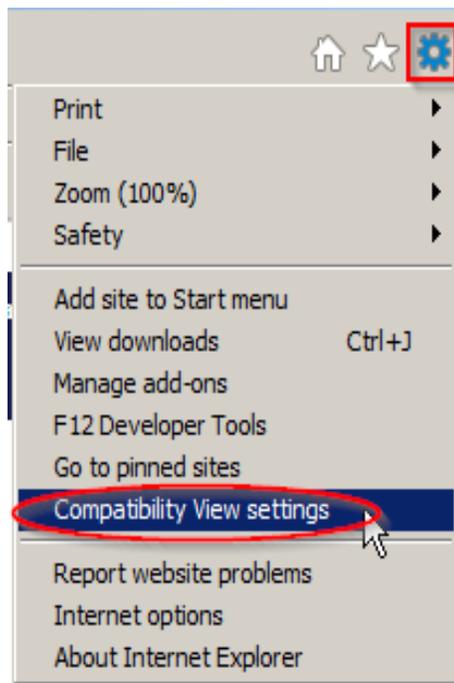
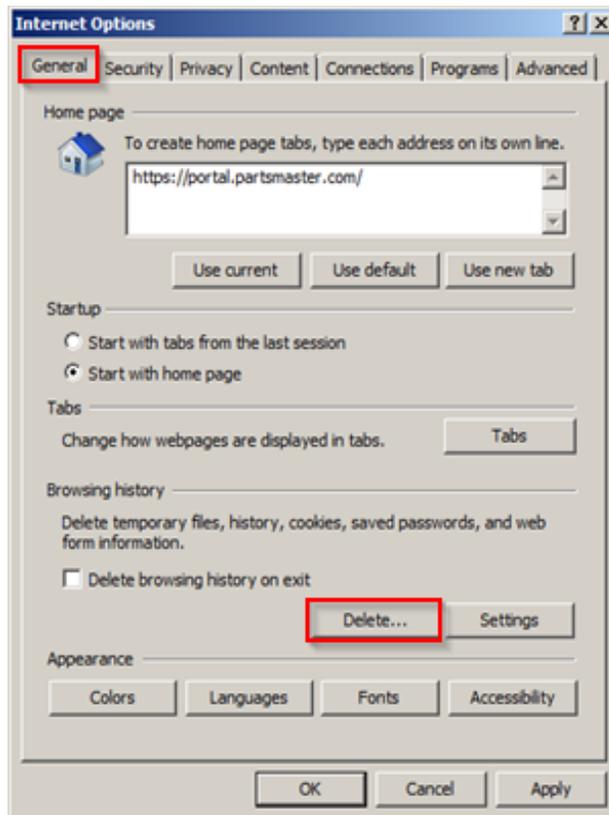Add the websites as shown below, when done click "**Close**"

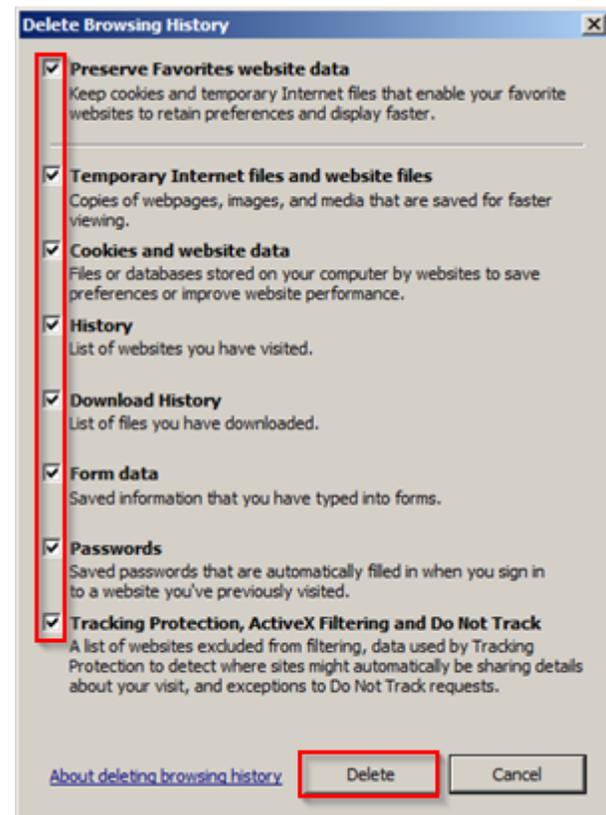Click on the **gear** again and choose "**Internet options**".
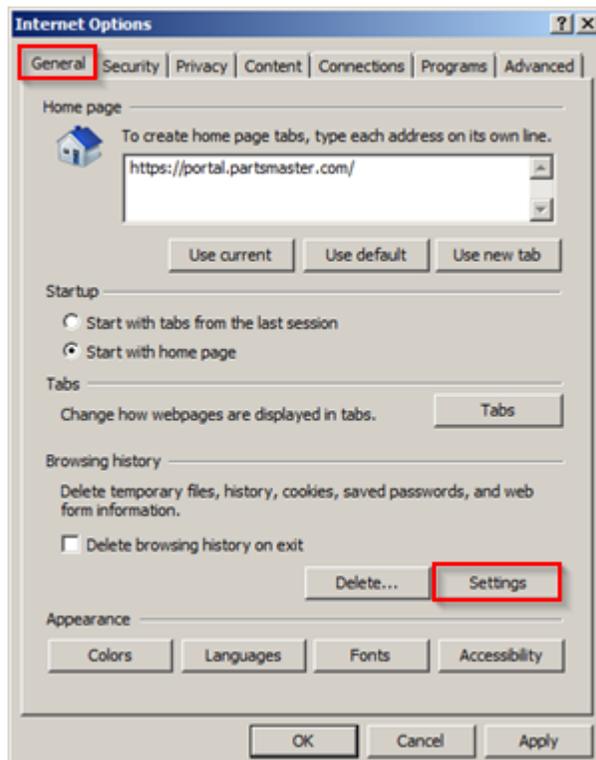
On the "**General**" tab,
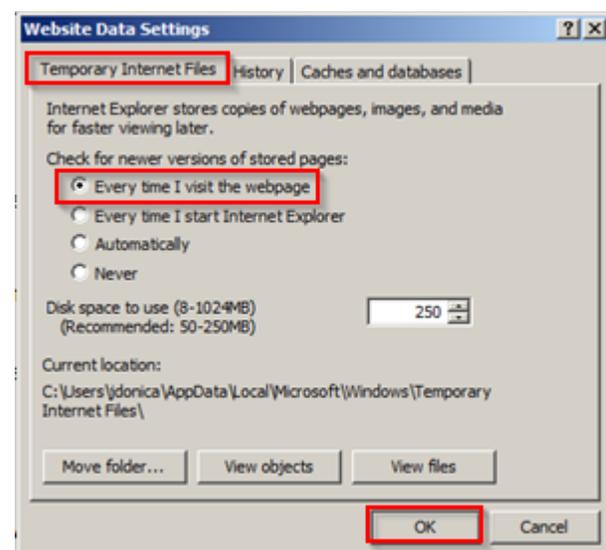
Click the **Delete** button under "**Browsing history**",

click on the "**Settings**" button under "**Browsing history**".

select everything in the list that comes up and click **Delete**.

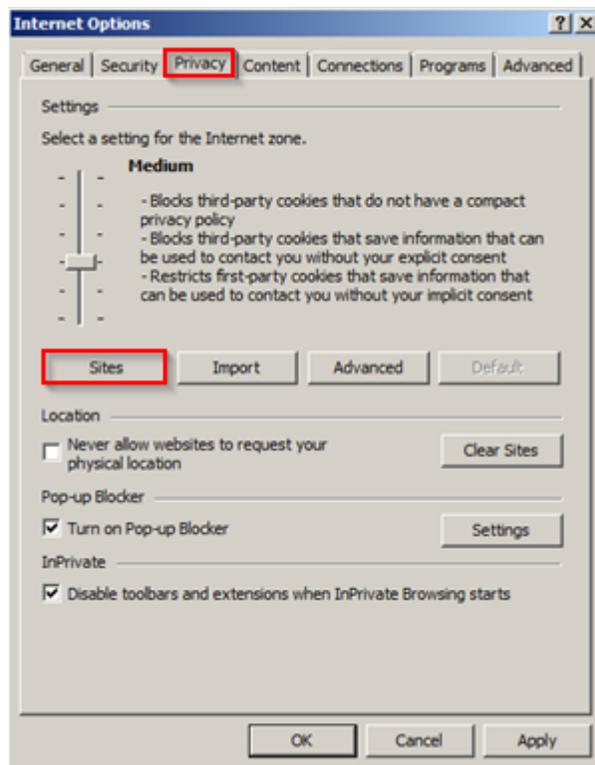From the "**Temporary Internet Files**" tab check the top setting and click **OK**.

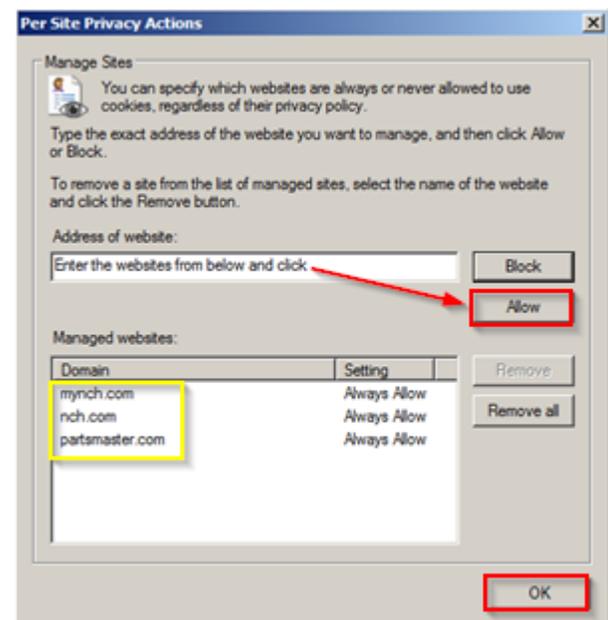Now navigate to the "**Security**" tab, Click on "**Trusted sites**" and click the "**Sites**" button.
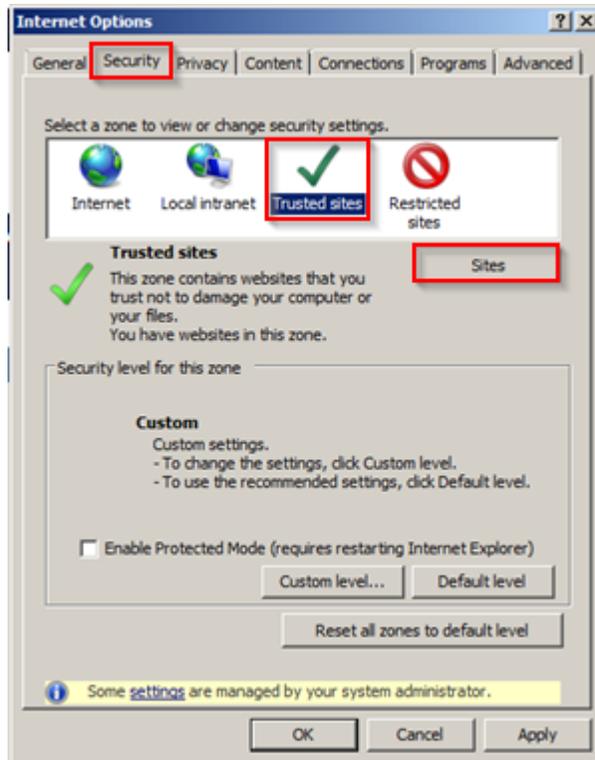
Add the sites listed and click "**Close**". (Note: sites must be in the **https://*** format)
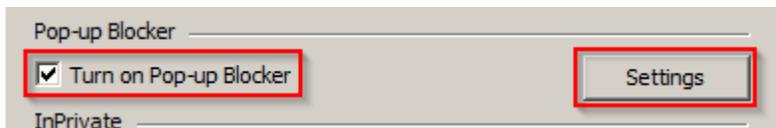
Navigate to the "**Privacy**" tab, click the "**Sites**" button.

Add the websites listed below and click on "**Allow**". Click **OK** when done.

On the same tab if you have your "**Pop-up Blocker**" turned **on** click the "**Settings**" button. If off, leave it off.

Enter the websites listed and click "**Add**". (Note: you do not have to enter the *. at the beginning, ie. just type in partsmaster.com and click the Add button, it will fill in the rest for you.) When done click Close
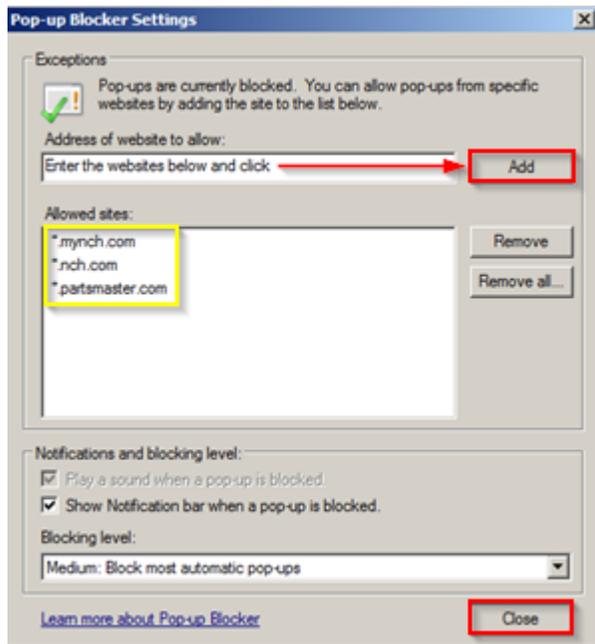
Now just click on the "**OK**" button and you are all done. Internet Explorer should work fine with Web Order Entry, PM email and everything Partsmaster.
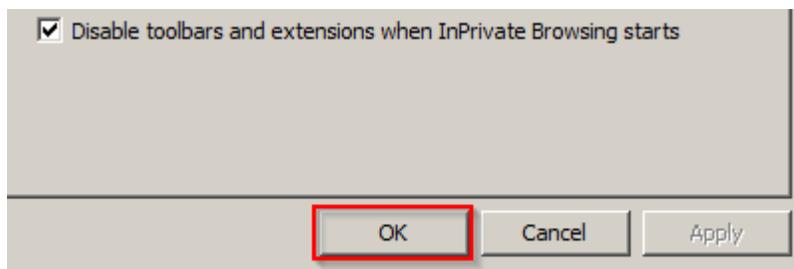
Please feel free to call me if you have any difficulty or if you would like for me to remote into your PC and make the settings changes for you.

John Donica
IT Analyst
O: 972.438.0463
John.Donica@nch.com