Troubleshooting System Access or Connectivity Issues
TROUBLESHOOTING SYSTEM ACCESS OR CONNECTIVITY ISSUES

RECOMMENDED SETTINGS FOR TFPA AGENT WEB ACCESS USING INTERNET EXPLORER 9, 10, OR 11

1. Turn on Compatibility View
   a. Go to Tools->Compatibility View settings
   b. Type cgipdc.com and click Add.

2. Add the Agent Web as a Trusted Site
   a. Go to Tools->Internet Options and click on the Security tab.
b. Click on **Trusted Sites** and then click on **Sites**.

c. Type **https://cgipdc.com** and click **Add**.
3. Enable Security Protocols

a. Go to Tools->Internet Options and click on the Advanced tab.

b. Scroll down to the bottom of the Settings checklist.

c. Check the following:
   i. TLS 1.0
   ii. TLS 1.1
   iii. TLS 1.2

d. Click Apply and OK.
HOW TO VERIFY WHICH EDITION OR VERSION OF WINDOWS YOU HAVE:

1. Click on the **Start** menu button in the bottom left corner.

2. Right click on **Computer** or **My Computer** (it’s in the right portion of the menu).

3. Click **Properties**.

4. This should open up the **System** page which will display your Windows edition/version.
   a. This should work for Windows XP, Windows Vista, and Windows 7.

5. **If you have a Start Menu button, but do not see “Computer”,** this probably means that you have Windows 10, but you can check by:
   a. Click on the **Start** menu button
   b. Click on **Settings**
   c. Click **System**.
   d. Click **About**.
   e. Here you should see your Windows edition/version.

6. **If you do not have a Start menu button,** then you probably have Windows 8 or 8.1, but you can check by:
   a. Pointing in the lower right corner of the screen until the menus display.
   b. Click on **Settings**.
   c. Click **Change PC Settings**.
   d. Click **PC and devices**.
   e. Click **PC info**.

**Note:** Users with Windows XP and Windows Vista will only have the option to check TLS 1.0.
f. Look under the Windows section to see the Edition.

7. The Start Menu buttons also look different for different Windows Editions:

<table>
<thead>
<tr>
<th></th>
<th>XP</th>
<th>Vista</th>
<th>7</th>
<th>8</th>
<th>8.1</th>
<th>10</th>
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<tbody>
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<td><img src="image" alt="Windows" /></td>
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TECHNICAL ISSUES WITH WINDOWS 10 AND MICROSOFT EDGE

If Windows 10 or Microsoft Edge is installed and the Texas FAIR Plan website cannot be accessed, please follow the steps below.

1st Option

- a. Launch Microsoft Edge which is the blue “e” on bottom task bar

- b. Open https://www.texasfairplan.org

- c. Click on More Actions in upper right corner (the “...”)
d. Click on “Open With Internet Explorer” in drop down

![Image of Internet Explorer options]

- Open TFPA Home Page in new window
- The Compatibility Tool Bar should be available (Note* You are now in IE 11 and the usual steps such as ALT to display Menu Bar with Tools icon are now available in order to find Compatibility View Settings.

2nd Option

- On the main screen, right or left click on the “Windows” symbol in the lower left hand corner.

![Image of Windows symbol]
b. Choose “File Explorer”
c. Choose “This PC”
d. Choose “Local Disk (C-drive)”

e. Choose “Program Files”

f. Choose “Internet Explorer”
g. Drag and drop “iexplorer” application to the desktop as a short-cut.
h. “Internet Explorer” should be used to access the TFPA website.
**ERROR 500 MESSAGE WHEN LAUNCHING WEB BROWSER**

The correct way to access the Texas FAIR Plan Association Home Page is to open an Internet Explorer browser by clicking on the blue ‘E’ Internet Explorer icon from your desktop. After the browser opens, type the TFPA website address in the URL address bar at the top of the window (www.texasfairplan.org) and press Enter to go to the website.

The Texas FAIR Plan Association (TFPA) website can only be accessed using an Internet Explorer browser. Use of any other browser (i.e. Google Chrome, Mozilla Firefox) will result in an Error 500 message.

**WHAT VERSION OF INTERNET EXPLORER AM I USING?**

A compatibility problem between the Internet Explorer version that you are using and the TFPA website will prevent you from accessing our system. Before you can resolve the issue, you will need to determine the version of Internet Explorer that you are using. Here’s how:

1. From your desktop click on the blue “E” Internet Explorer icon to open an Internet Explorer browser.

2. Put your cursor in the middle of the opened browser and click ALT and the letter H. An Internet Explorer Help window will open.

3. Click on About Internet Explorer for a description of the Windows Internet Explorer version that you are using.

**ERROR 500 MESSAGE /USING INTERNET EXPLORER 11**

If you are using Internet Explorer 11 as your browser and encounter an HTTPS 500 Error message:

1. Open an Internet Explorer browser, enter the URL address for the TFPA website (www.texasfairplan.org) and go to the TFPA Home Page.

2. If your menu bar (File, Edit, View, Favorites, Tools and Help) is not showing, you can open the menu bar by putting your cursor in the middle of the TFPA Home Page and pressing Alt on your keyboard.

   **Tip:** Touch screen users can use the on-screen keyboard of Windows by searching it from Search Charm. It contains the ‘Alt’ key.

3. Once the Menu bar is open, go to Tools and select Compatibility View settings. A pop-up window will open titled “Compatibility View Settings”. The TFPA web address will automatically show in the “Add this website” list.
4. Click **Add** to add texasfairplan.org to the compatibility view list.

5. Next type cgipdc.com in the address bar. Click **Add** to add cgipdc.com to the compatibility view list.

6. Click **Close**. The website will refresh and open in compatibility view mode for all URLs that are shown on the compatibility view list.

**INTERNET EXPLORER 10 / CANNOT SEE DROP-DOWN LIST**

If you login to the FAIR Plan quote system and are at “Breaking News” and you cannot see the drop-down list (Begin Quote, Access Existing Quote, etc.) when you put your cursor over the word “Producers”, this is usually an indication that the Internet Explorer Version that you are using is not compatible with our website. To allow your Internet Explorer browser to run in compatibility mode so that you can access our system, try one of the following:

**FIRST OPTION**

Look at the top of the Internet Explorer browser for this icon:

![Internet Explorer icon](image)

Click on the icon. This action will take you back to the TFPA Home Page and you will need to login again. You should be able to see and select items from the drop-down list now.

**SECOND OPTION**

1. Open up an Internet Explorer browser by clicking on the blue “E” **Internet Explorer icon** on your desktop.

2. Press the **Alt** key on your keyboard to bring up the top menu where you will see **Tools** or press the **F12** key on your keyboard to bring up **Tools**.

3. Choose **Tools > Developer Tools**.

4. Click **Browser** and then click on **Internet Explorer Version 7 or 8**.
CANNOT CLICK ON THE DROP-DOWN LIST

If, after you login to the Texas FAIR Plan website and are at “Breaking News”, you can see the drop-down list but you are unable to select any of the items in the drop-down list (Begin Quote, Access Existing Quote, etc.), re-size the window by clicking on the Maximize button found on the top right side of the window.

This will make the window smaller and you should be able to click on an item in the drop-down list. Once you have made your selection, you can change the window to full screen again by clicking on the Maximize button.

I AM AN AUTHORIZED PRODUCER AND CANNOT LOGIN TO THE AUTHORIZED PRODUCER SECTION

If you are getting a message that says “Invalid Producer ID or Password”, re-enter your Agent ID and Password (do not use any saved information). If you continue to get the error message, either you are using incorrect agency login information, or your agency has been inactivated by Texas FAIR Plan. Please contact the Texas FAIR Plan Agent Registrar for assistance at 512-505-2199.

I AM USING A “FAVORITE” IN ORDER TO ACCESS THE TEXAS FAIR PLAN WEBSITE AND MY SYSTEM IS LOCKING UP.

Occasionally a “Favorite” link will become defective. When this occurs, you will not be able to enter your login and your system may lockup, forcing you to re-boot. If this occurs, after you have re-booted, click the blue “E” Internet Explorer icon on your desktop. When the Internet Explorer browser opens, go to the URL web address bar, type www.texasfairplan.org and press Enter or click the green arrow to go to the TFPA website. At the TFPA Home Page, click Favorites. Be sure to delete your old TFPA “Favorite” and make the current web address your new “Favorite”.

I AM ATTEMPTING TO ENROLL AND MY COMPUTER IS GOING IN A LOOP AND WILL NOT OPEN THE PDF DOCUMENTS
1. Be sure your Pop-up Blocker is turned off. Select **Tools** from your Internet Explorer toolbar and then **Pop-Up Blocker** and check to be sure pop-ups are not blocked.

2. The FAIR Plan trusted site web address may need to be added to your computer’s trusted sites list. Go to **Tools>Internet Options>Security Tab>Trusted Sites**. Click on the gray button that says “Sites”. In the **Add this website to the zone** address bar, type **texasfairplan.org**. Click on **Add>Close>Okay**. Close the TFPA Home Page. Click on the blue ‘E’ Internet Explorer icon on your desktop and in the URL web address bar type **www.texasfairplan.org**. Click the green arrow to go to the TFPA Home Page. Click **Not Authorized Yet?** to begin the enrollment process.

For additional assistance with computer issues, please contact the TPFA Agent Registrar by calling 512-505-2199 or by email AgentServices@twia.org