

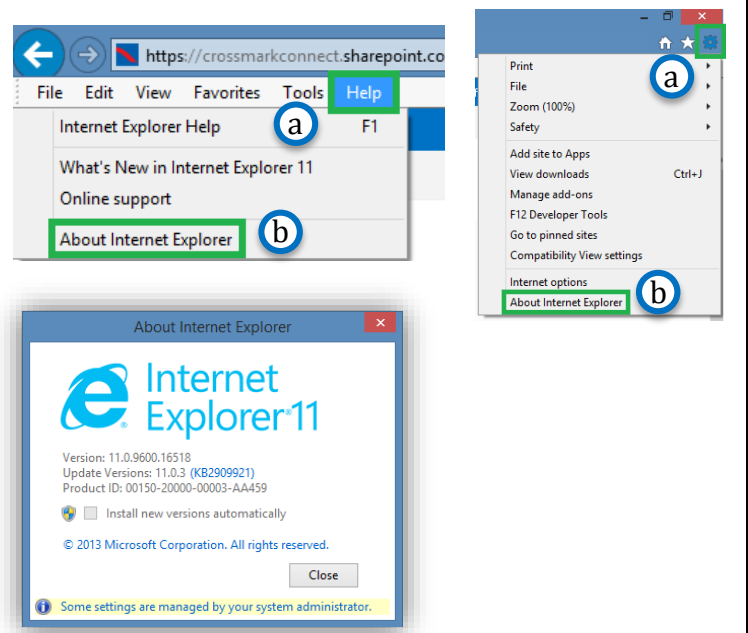


## Resolve Access to Partner Applications in CROSSMARKConnect For BYOD Devices

### Confirm Version of Internet Explorer

1. Open Internet Explorer and Navigate to:
  - a. Help (or gearbox in upper right)
  - b. About Internet Explorer

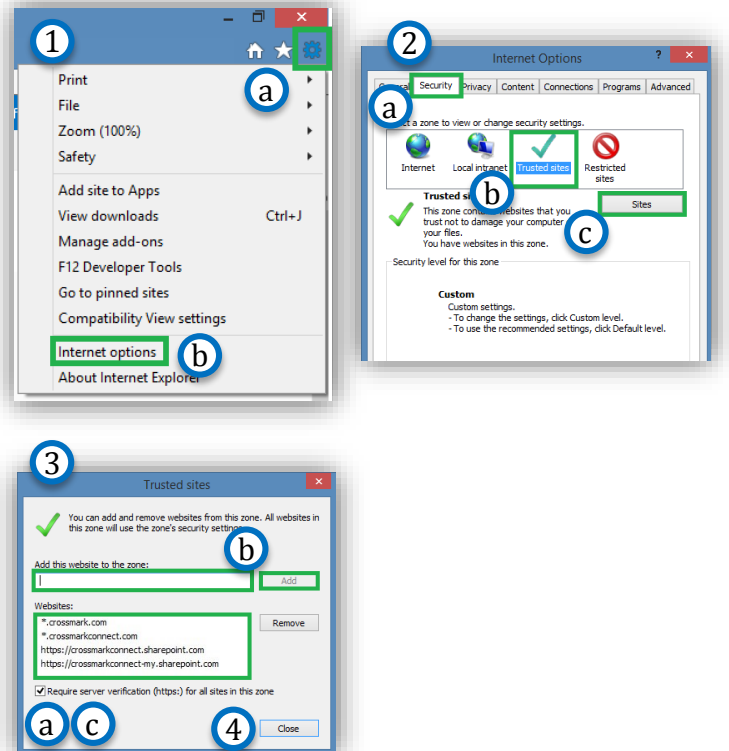
Only versions 10 and above are supported.



# Resolve Access to Partner Applications... in CROSSMARKConnect For BYOD Devices

## Add Trusted Sites

1. Open Internet Explorer and Navigate to:
  - a. Tools (gearbox in upper right)
  - b. Internet Options
2. From the Internet Options window:
  - a. Click on the "Security" tab
  - b. Click on "Trusted Sites"
  - c. Click on the "Sites" button
3. Add the Trusted Sites
  - a. Clear the checkbox next to "Require server verification..."
  - b. Enter each of the below items then click on the "Add" button
    - \*.crossmark.com
    - \*.crossmarkconnect.com
    - https://crossmarkconnect.sharepoint.com
    - https://crossmarkconnect-my.sharepoint.com
  - c. Select the checkbox next to "Require server verification..."
4. Click on the "Close" button



## Advanced Setting

1. From the Internet Options window:
  - a. Click on the "Advanced" tab
  - b. Scroll to the bottom
  - c. "Enable Integrated Windows Authentication" must be checked.
2. Click on the "OK" button

