

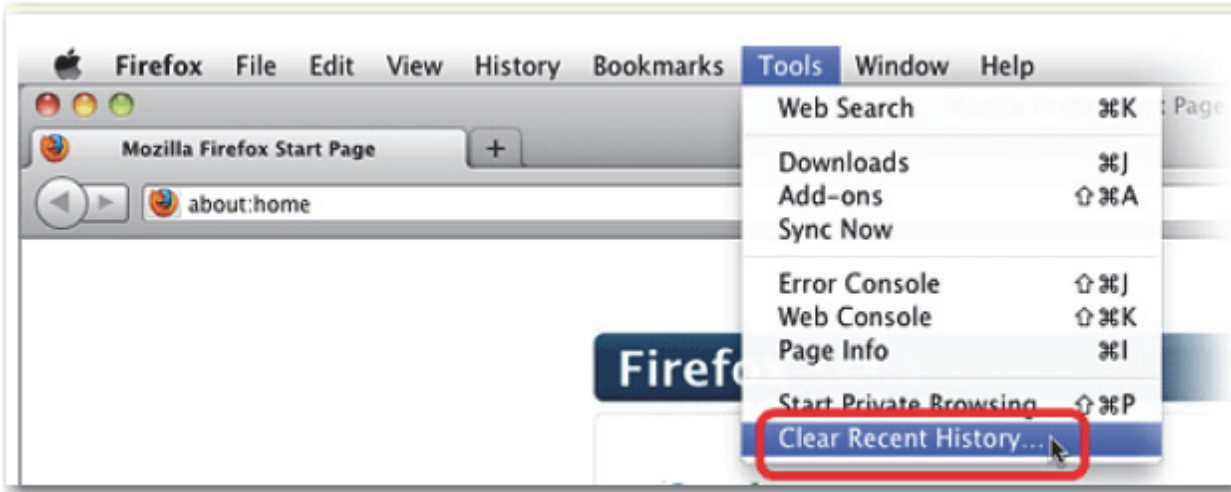
MAC WITH FIREFOX 8.0 OR HIGHER BROWSER MAINTENANCE

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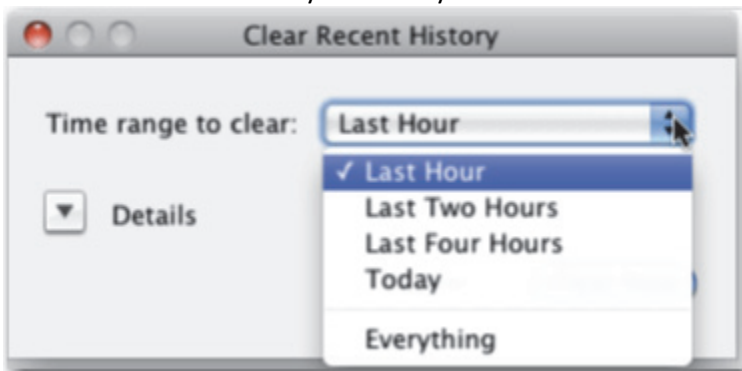
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CLEARING FIREFOX BROWSER TEMPORARY FILES

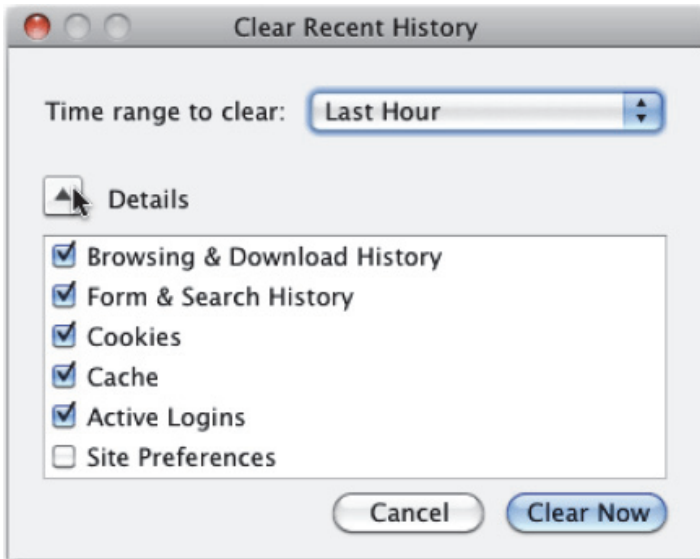
- On the menu bar, click the Tools menu, and select Clear Recent History...



- Select how much history you want to clear by clicking the drop-down menu next to **Time range to clear** to choose how much of your history Firefox will clear

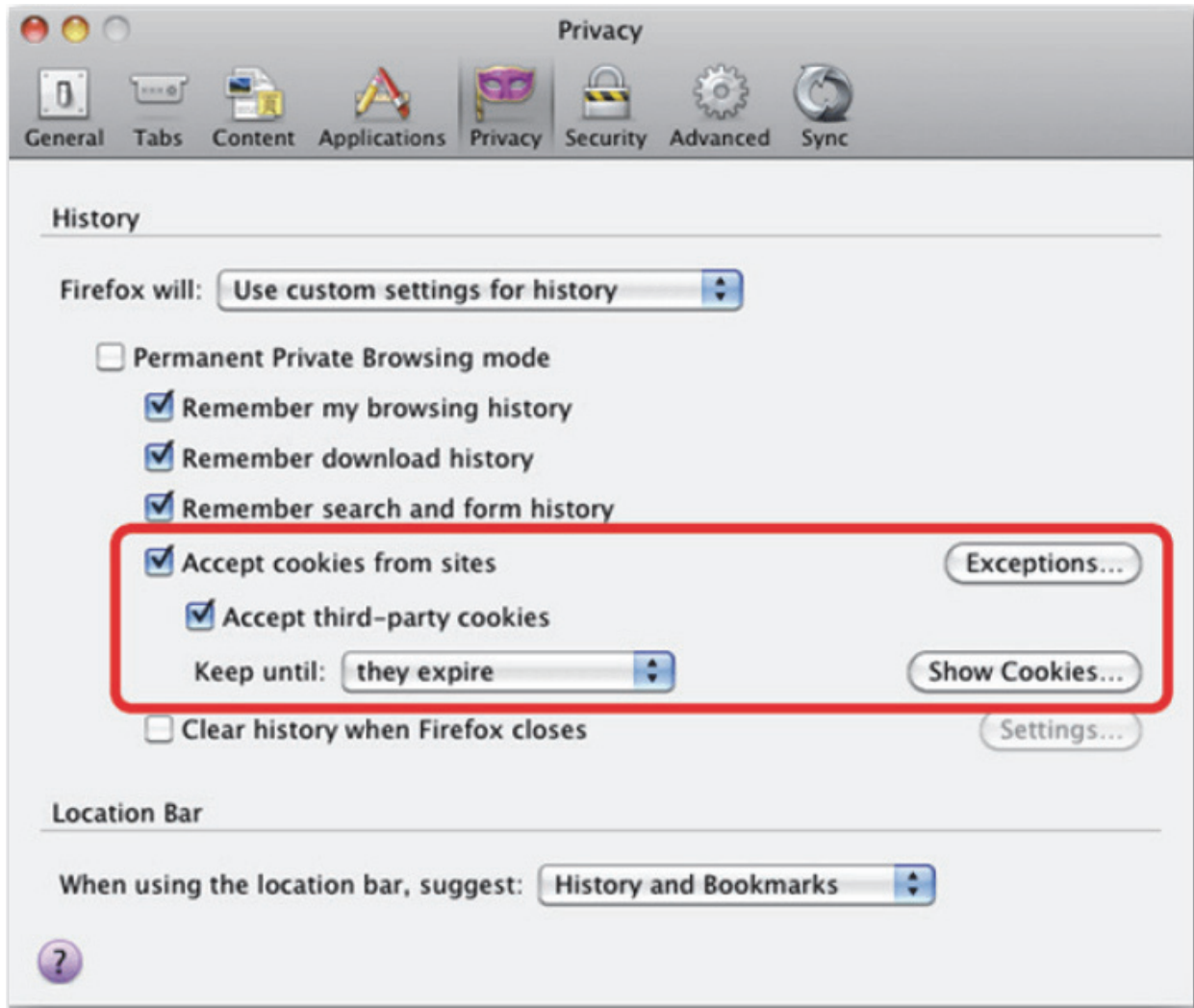


- Next, click the arrow next to **Details** to select exactly what information you wish to clear
- Click the "Clear Now" button

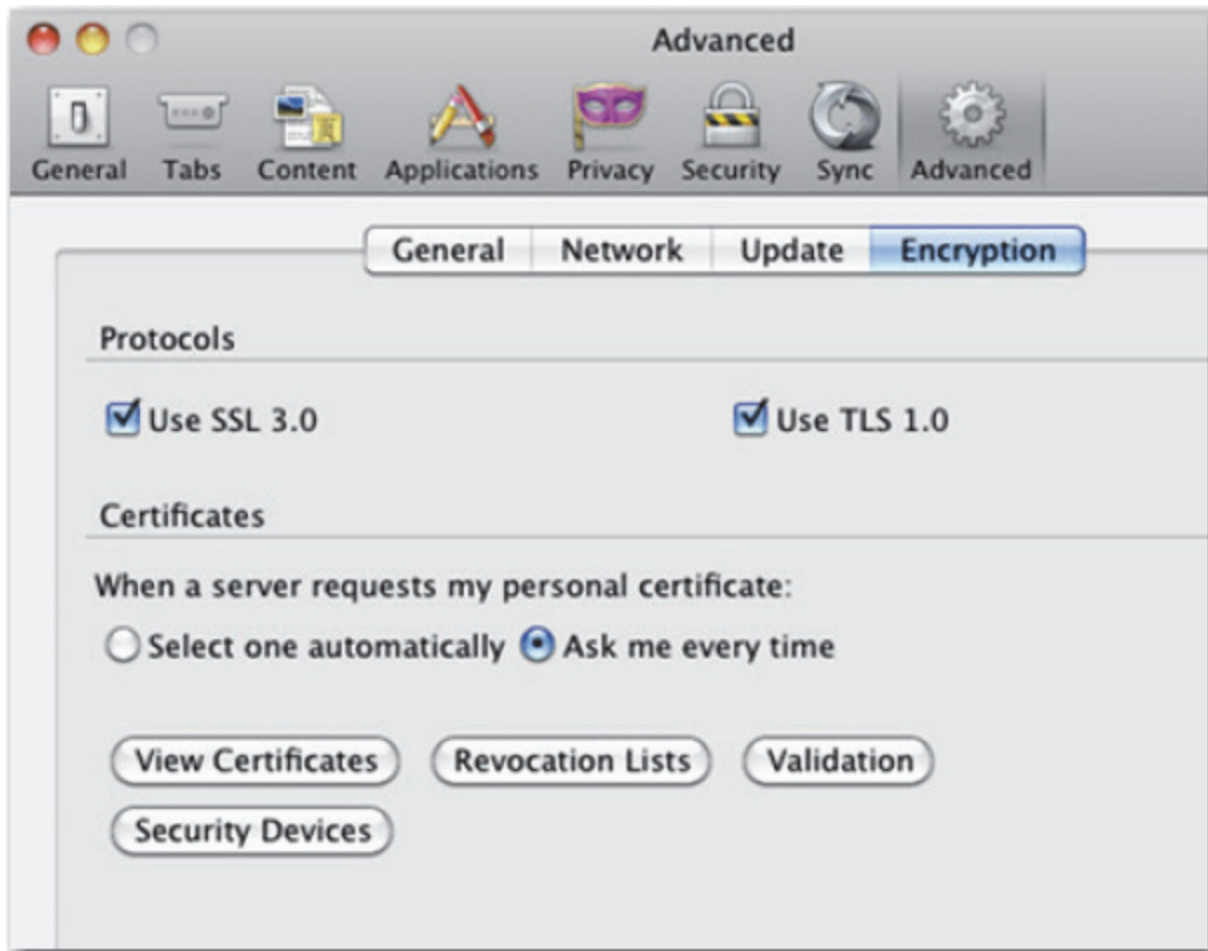


COOKIE/SECURITY SETTINGS

- Open Firefox and go to www.paypal.com (this will make sure there are no issues with the Paypal website (there should not be any)).
- Go to Firefox (by the apple button at the top of the page, minimize to view it if necessary) and click on preferences
- Click on the privacy icon (see below) Please make sure is it set like the following picture
- Click on exceptions and then enter the following two websites one at a time (include the asterisk)
 - *.nipr.com and click allow
 - *.naic.org and click allow
- Click on the Advanced icon and the encryption tab and make sure it is set like the following



- Click on the Advanced Icon and the Encryption tab and make sure it is set like the following
 - Use SSL 3.0
 - Use TLS 1.0



- Click the red X in the upper right to close the screen
- Close Firefox (click on Firefox and then quit Firefox)
- Reopen Firefox and retry your application