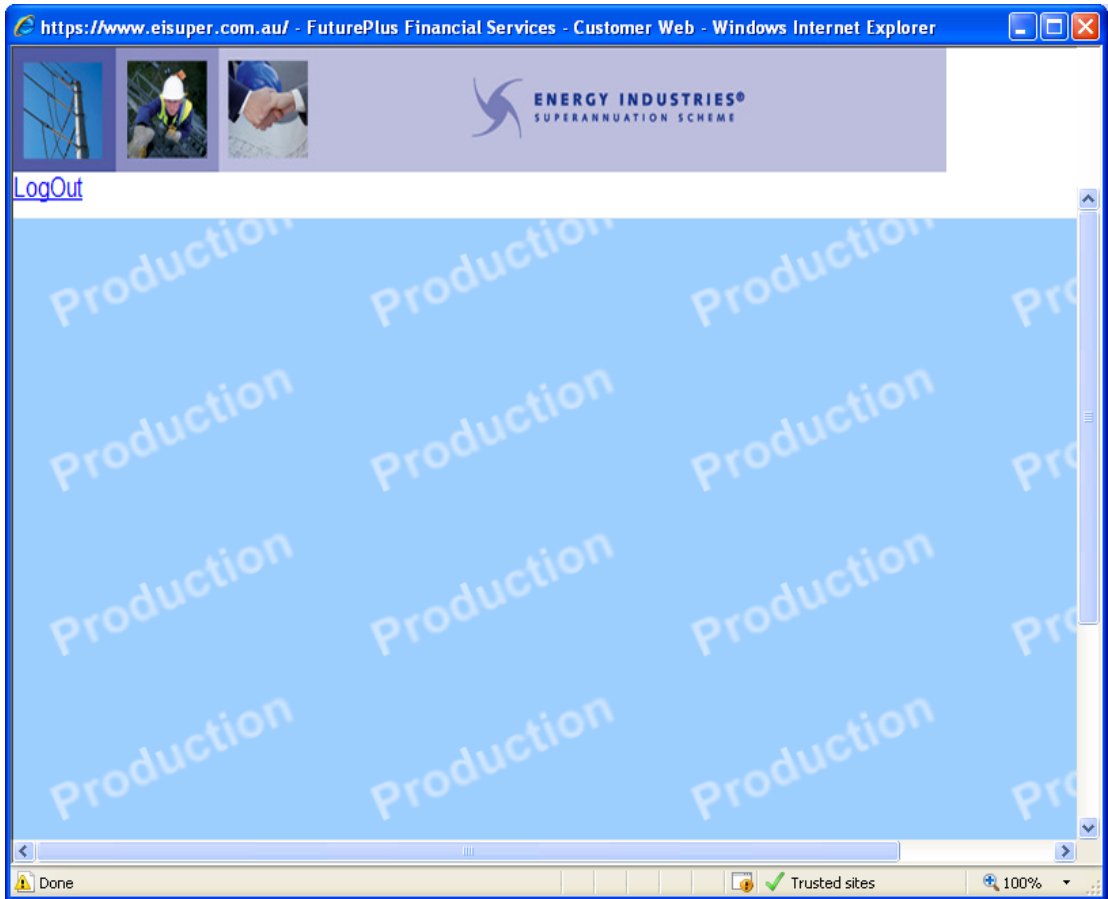
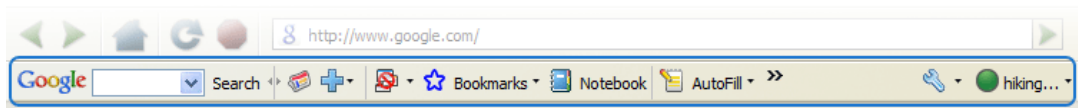


Member Issues Accessing Scheme Websites

There has been a recent issue identified when some members try and access the Member Login area of their scheme's website. Instead of receiving the normal Login page, they just receive a blue screen with the word Production written on it (see picture below)



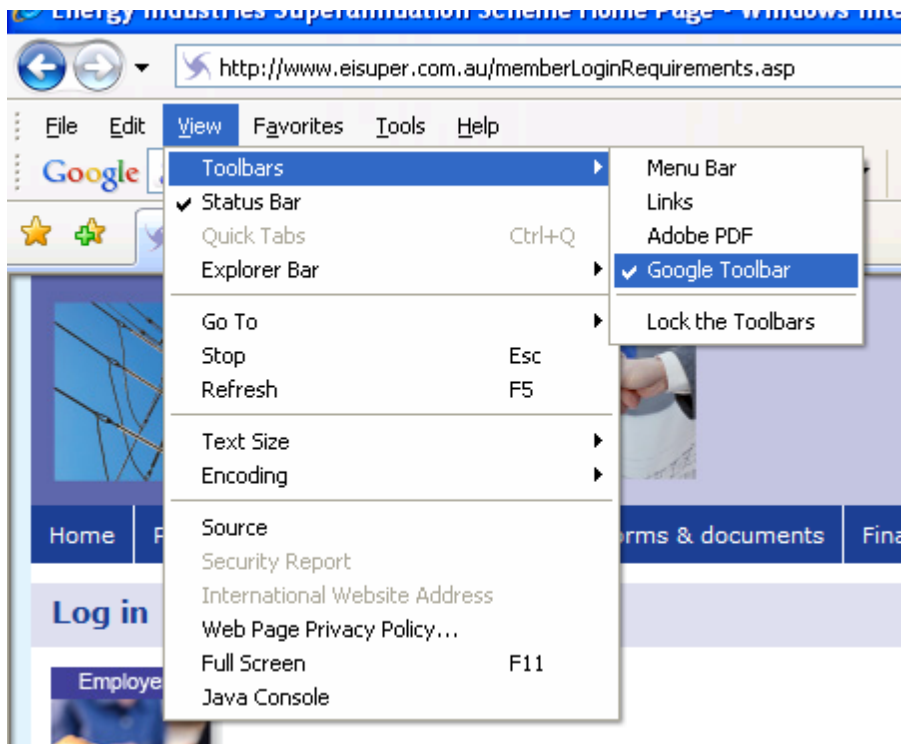
Our current investigations have demonstrated that we are able to replicate this issue only when we have the Google Toolbar installed and enabled. (This is a third party toolbar that Google freely distributes and is installed as an add-on component to Internet Explorer)



The current work around for this issue is to disable the toolbar before entering the Member Login area of the scheme's website.

This can be achieved by the following

1. From the View menu, select Toolbars. If there is a tick next to Google Toolbar,



then click where it says Google Toolbar to remove the tick

