

Internet Explorer:

If the following issue(s) occur while you are using our website it is because you are using an older version of Internet Explorer. Our website operates best with Internet Explorer 7.0 or higher.

- Text scrambled or not legible
- Not able to make a selection and move forward in the ordering process
- Selection field not visible or blocked
- Page loads incorrectly

If this is what is happening to you when you try and make a selection of visa type or processing time it is because the browser you are using (Internet Explorer) is outdated. The problem can be easily solved by updating your browser.

The following information will allow you to determine which version of IE you are using and instruct you how to update your browser:

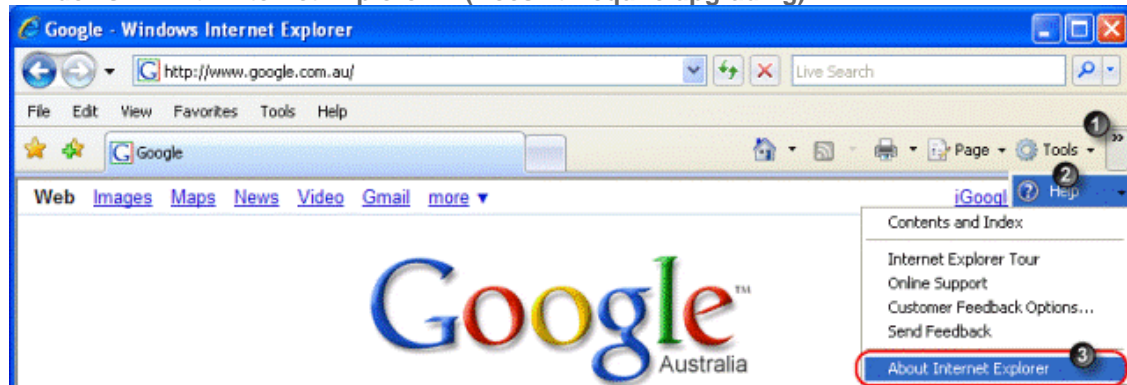
STEP 1

Open Internet Explorer. (you may already have it open if you are reading this page on the Internet)

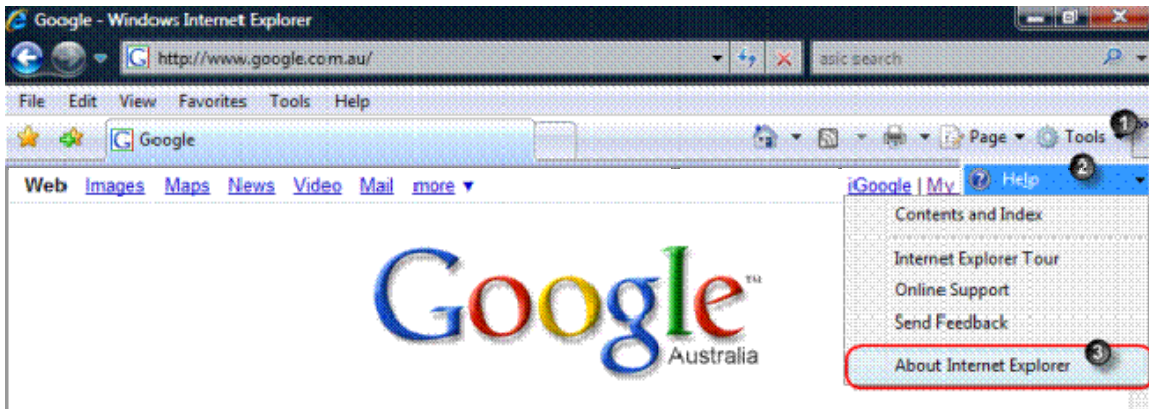
STEP 2

From the Help Menu select **◆About Internet Explorer◆**. Below are several examples of where the Help menu may be located - it differs between versions.

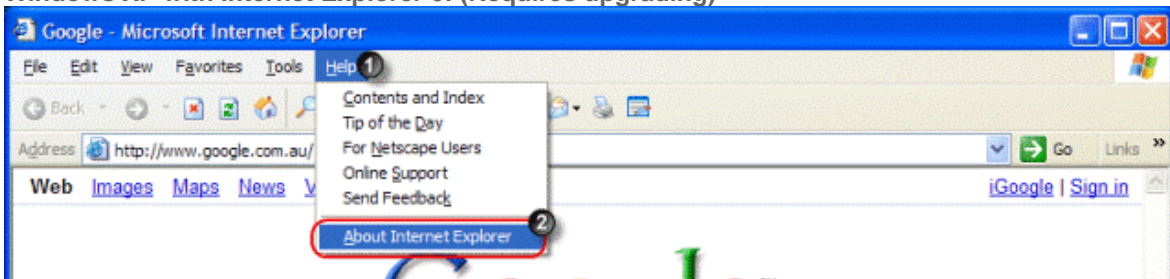
Windows XP with Internet Explorer 7: (Doesn't Require upgrading)



Windows Vista with Internet Explorer 7: (Doesn't Require upgrading)



Windows XP with Internet Explorer 6: (Requires upgrading)



STEP 3

If the version of Internet Explorer is below version 7.0 you will need to install the latest version of Internet Explorer.



The easiest way to download and install the latest version of Internet Explorer is to visit the Microsoft website: www.microsoft.com/ie