

Motorcraftservice Site

Internet Explorer Browser Setting Requirements

The Motorcraftservice Site works best with a desktop or laptop computer capable of displaying 32 bit color at minimum resolution of 1024 pixels by 768 pixels. If you view the site in 800 pixels by 600 pixels, you will notice a scroll bar at the bottom of your screen.

The website is fully compatible with the following web browsers using a Microsoft windows operating system (Windows 7 or Windows 8).

Browser Support

- Only supports **Microsoft Internet Explorer 9.0 or Greater**.
Firefox, Google Chrome, Safari, Opera, or other browsers are NOT supported.
Android and Apple technologies are not supported.
- To check what version of Internet Explorer you are using, on your browser go to **Help-> About Internet Explorer**.

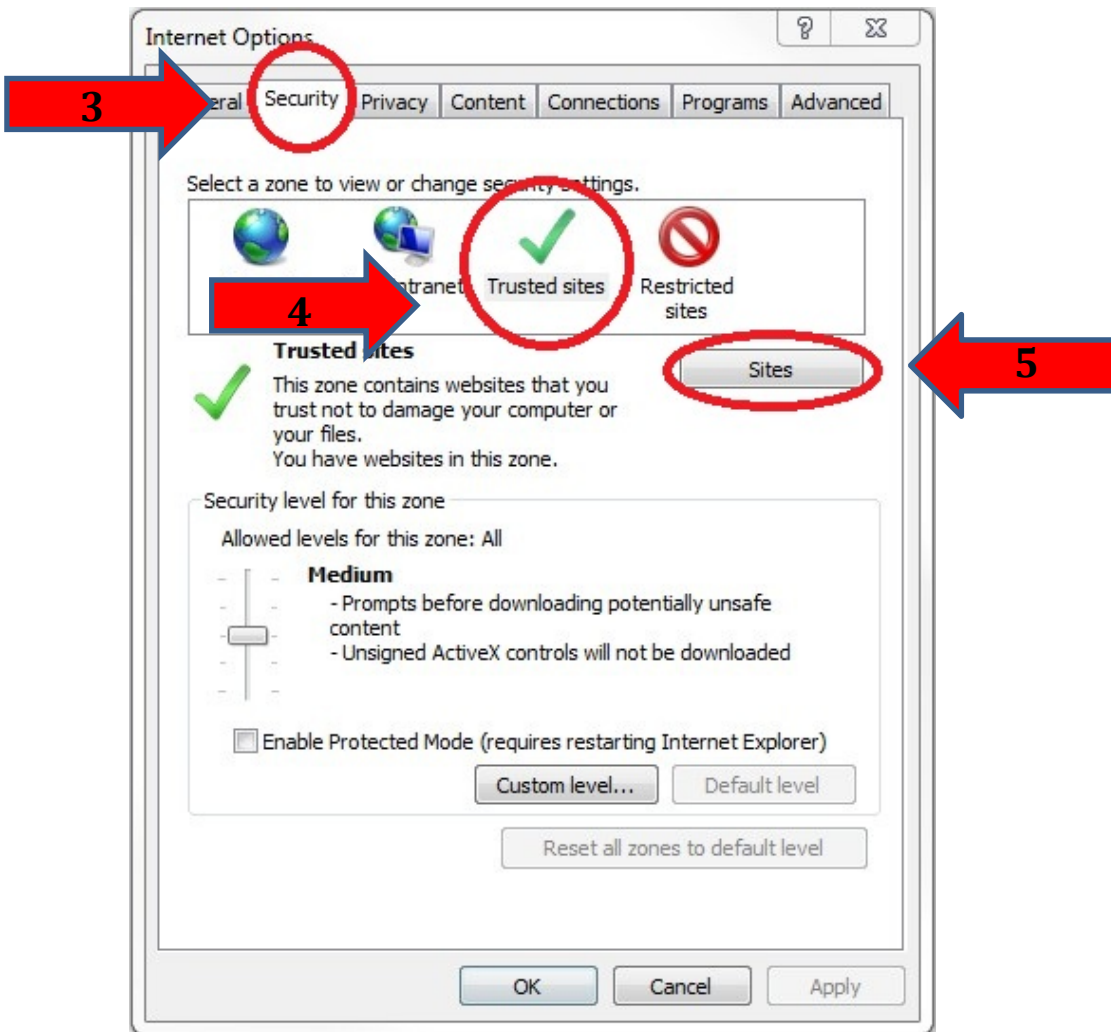
Recommended Browser and Operating System

- Microsoft **Internet Explorer 9.0 and greater**
- Microsoft **Windows 7** or **Windows 8**

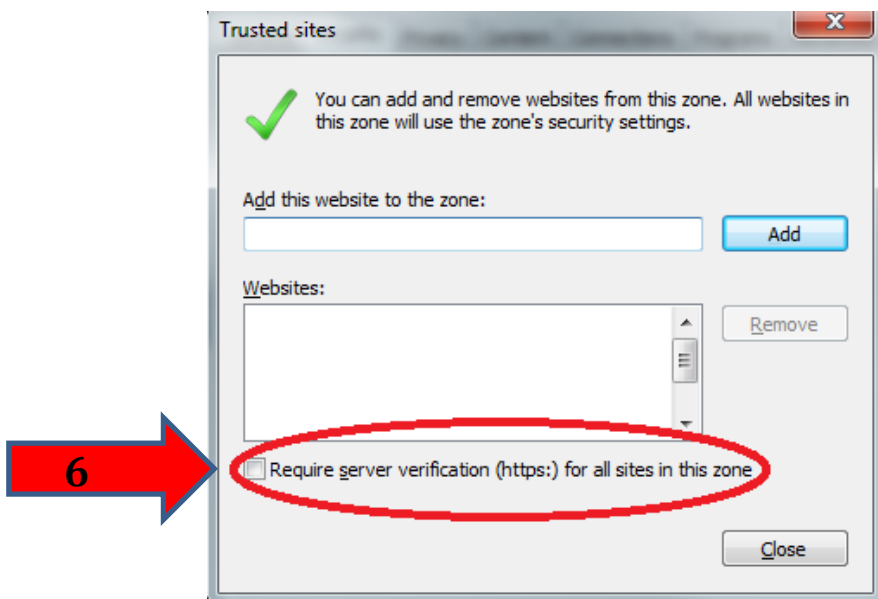
Trusted Site

The Motorcraftservice Site requires that you add specific domains in your Trusted Sites zone to enable functionality

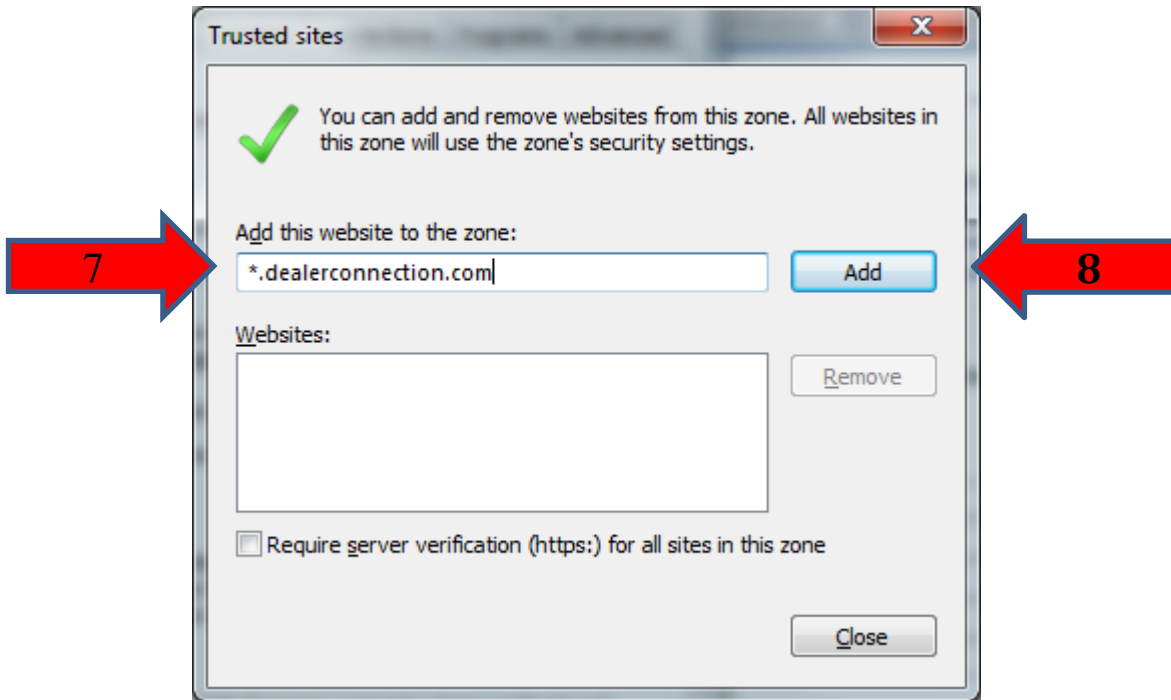
1. Select '**Tools**' from the top menu of the Internet Explorer Window.
2. Choose '**Internet Options**'
3. Click on the '**Security**' tab
4. Click on '**Trusted Sites**',
5. Click on the '**Sites**' button



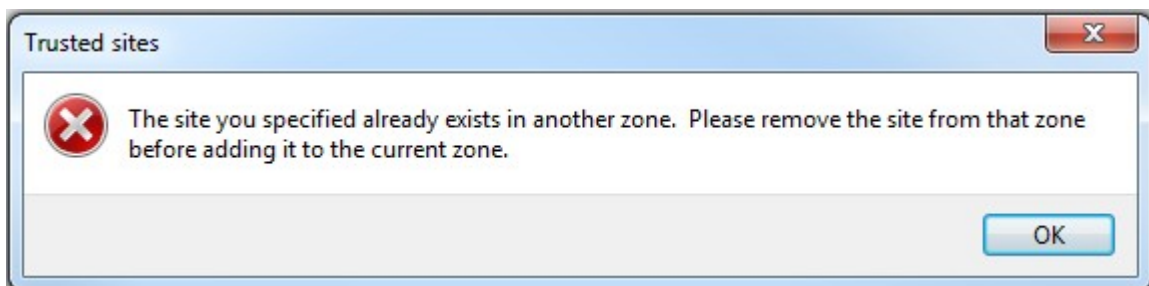
6. Once the dialog box comes up **uncheck 'Require server verification (https:) for all sites in this zone'**.



7. In the 'Add this website to the zone:' box type ***.dealerconnection.com**

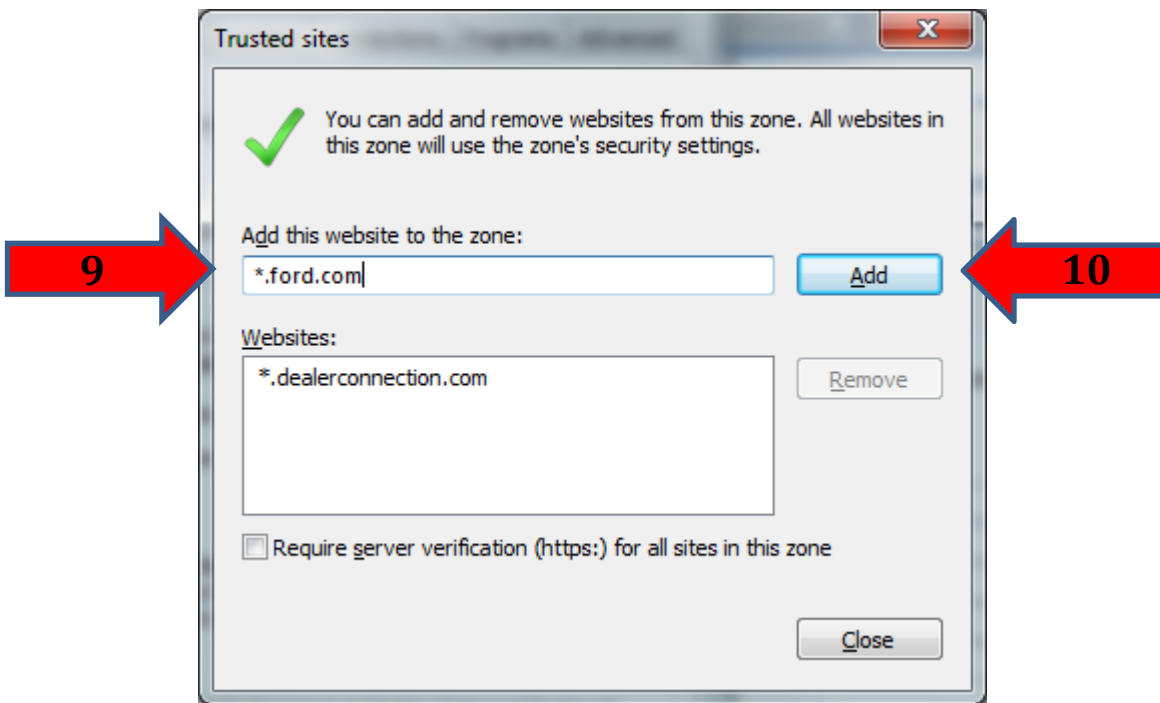


8. Click the 'Add' Button. * **Note:** If you get the following error; you can skip this step as you have already added this site under another zone:



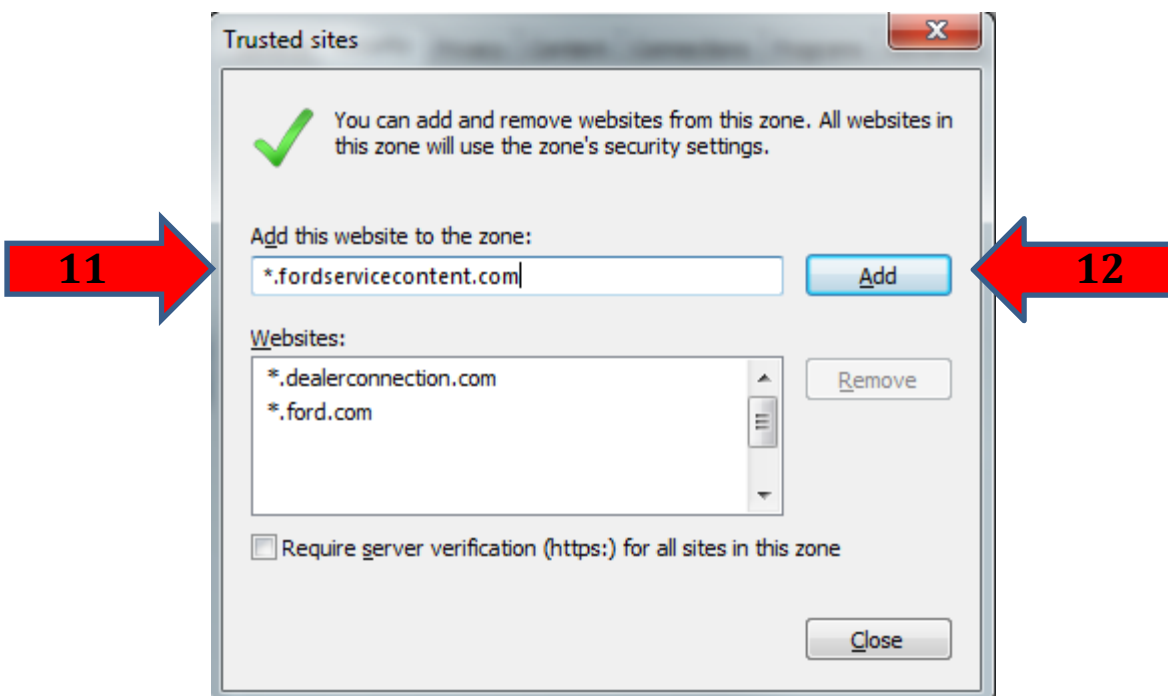
9. In the 'Add this website to the zone:' box type ***.ford.com**

10. Click the 'Add' Button.



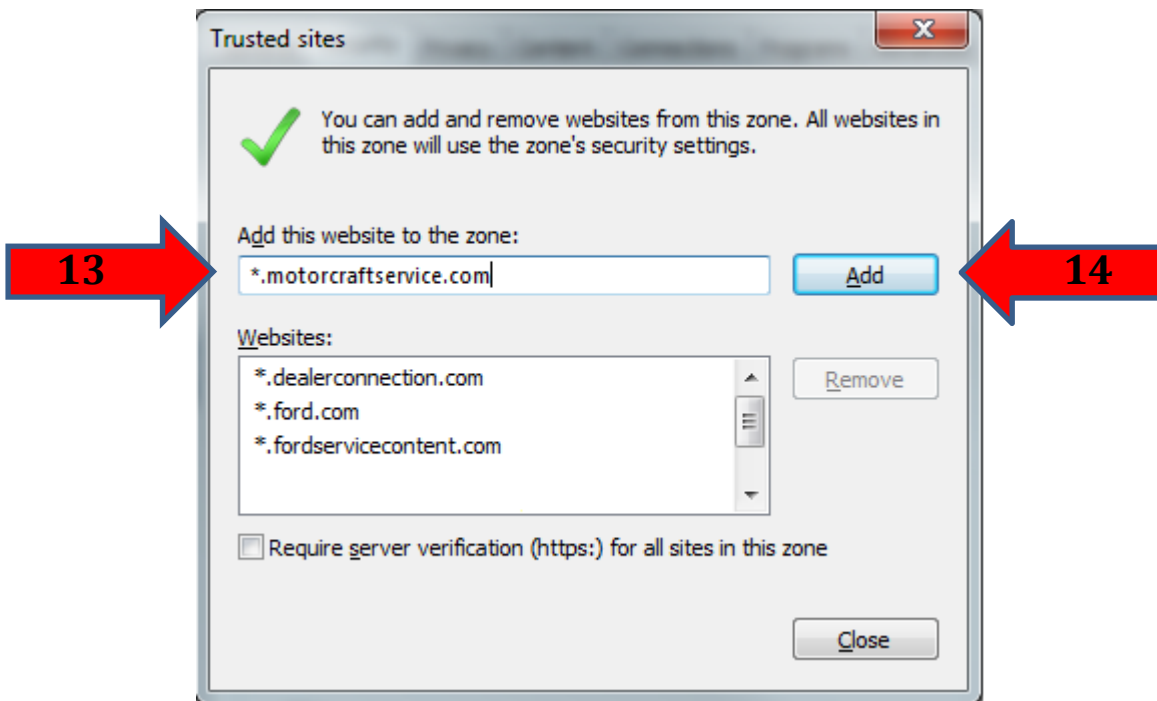
11. In the 'Add this website to the zone:' box type ***.fordservicecontent.com**

12. Click the 'Add' Button.



13. In the 'Add this website to the zone:' box type ***.motorcraftservice.com**

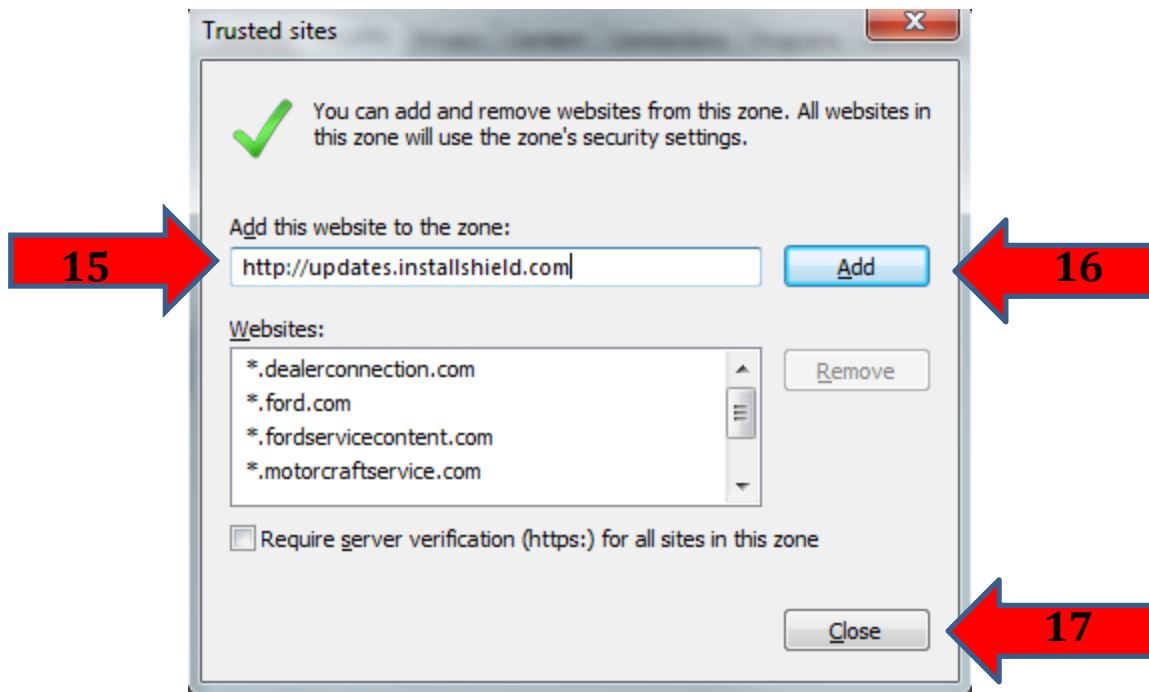
14. Click the 'Add' Button.



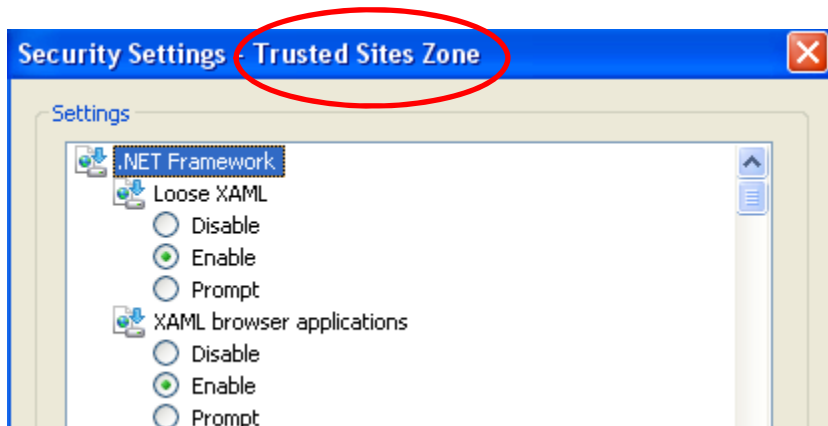
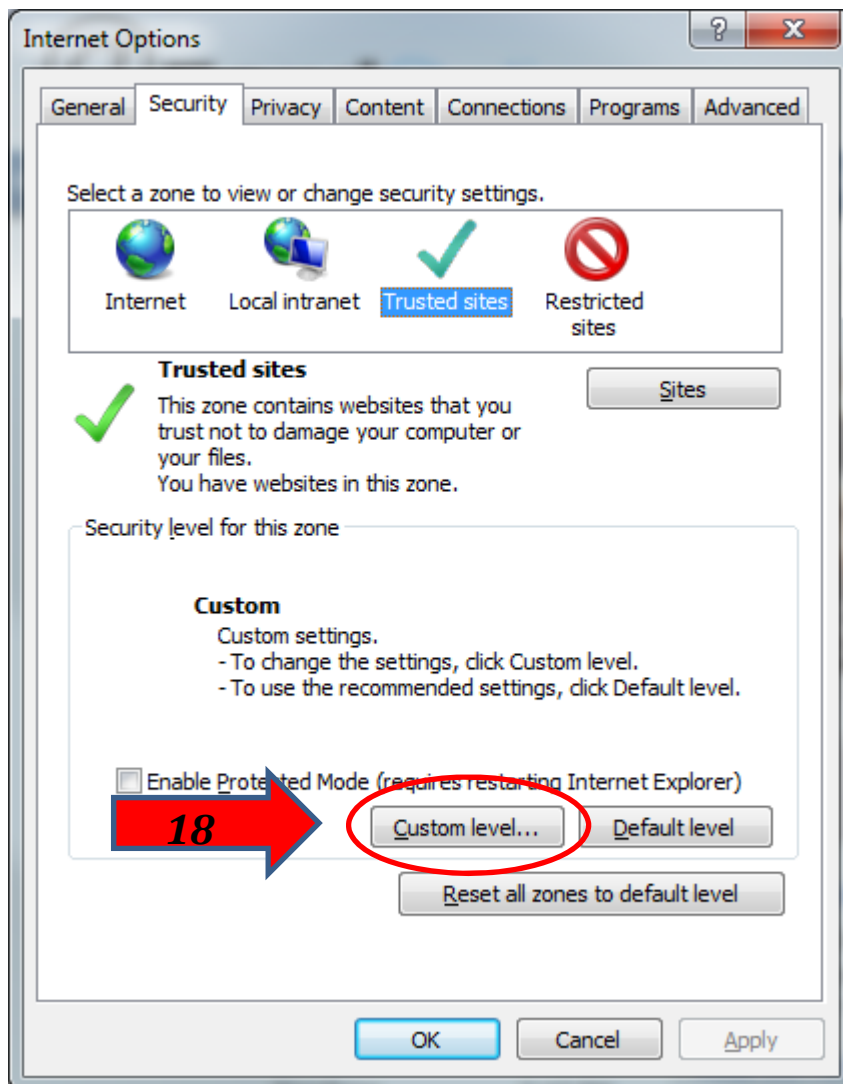
15. In the 'Add this website to the zone:' box type <http://updates.installshield.com>

16. Click the 'Add' Button.

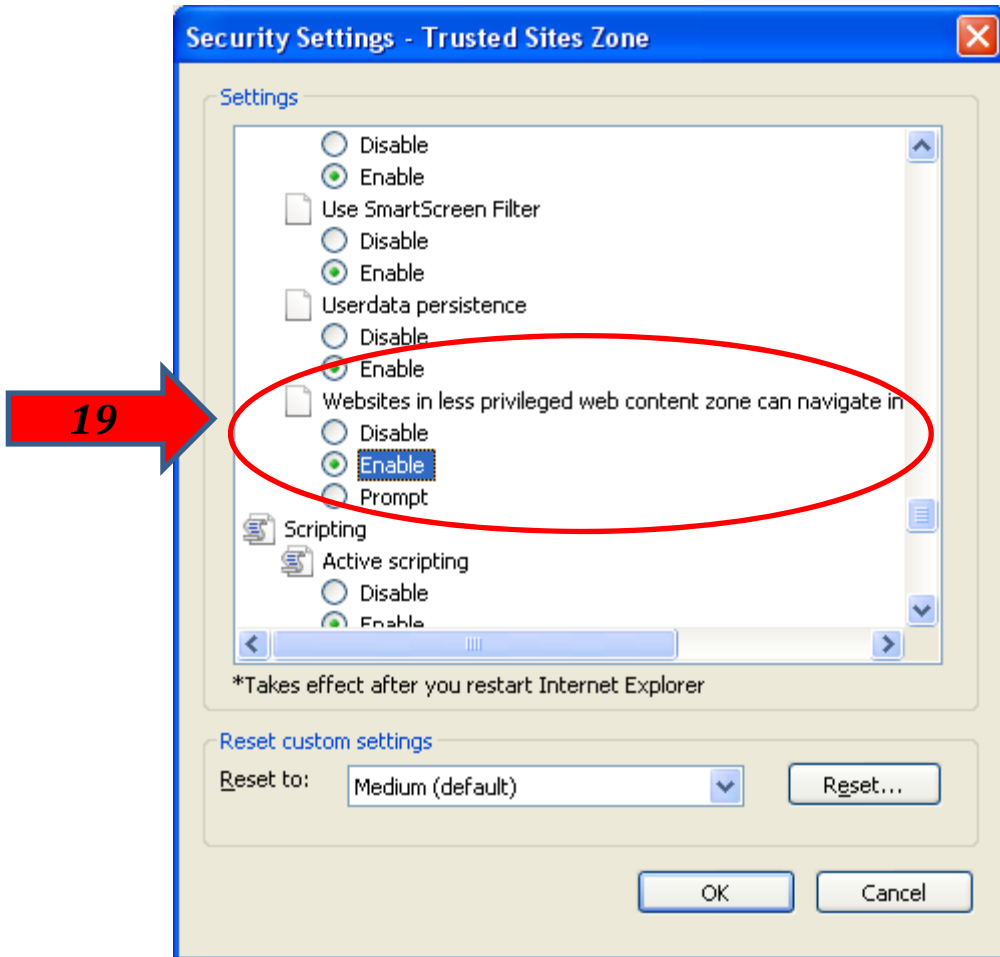
17. Click the 'Close' button.



18. Click the 'Custom Level' button; this will bring up the Security Settings dialog for the Trusted Sites Zone. Verify that the title says "Trusted Sites Zone"

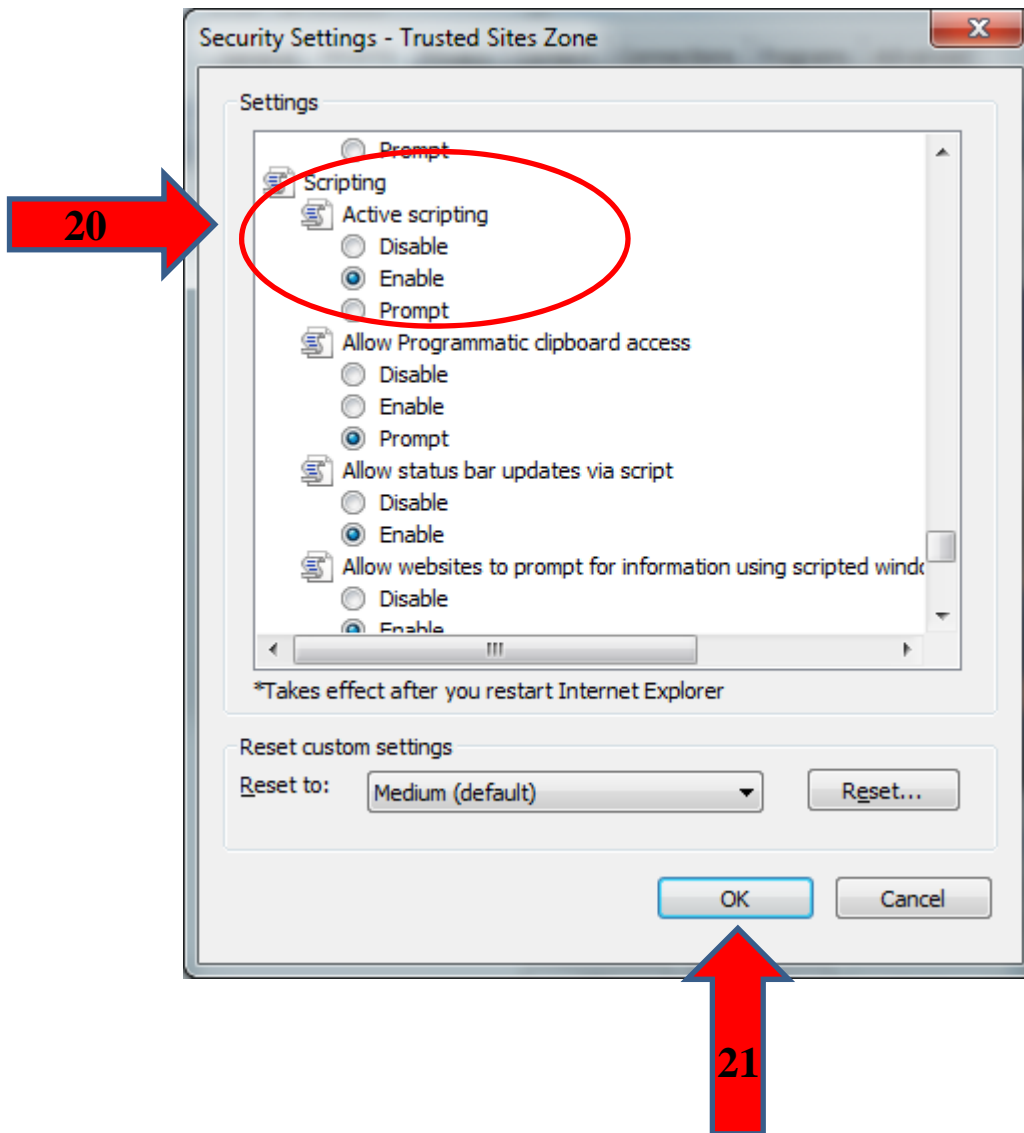


19. Scroll down to '**Websites in less privileged web content zone can navigate into this zone**' and click '**Enable**'.



20. Scroll down to 'Scripting' → 'Active scripting' and click 'Enable'.

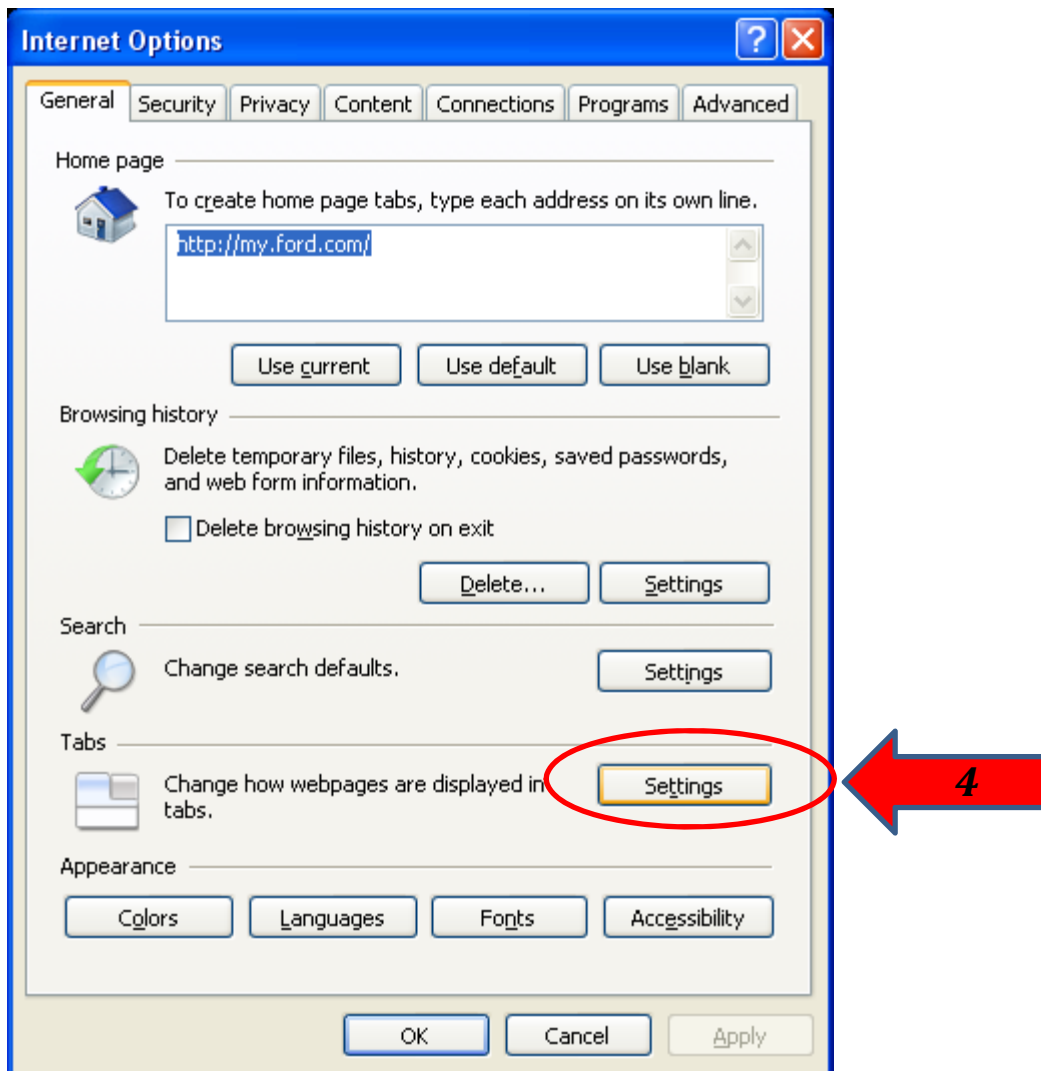
21. Click the 'OK' Button



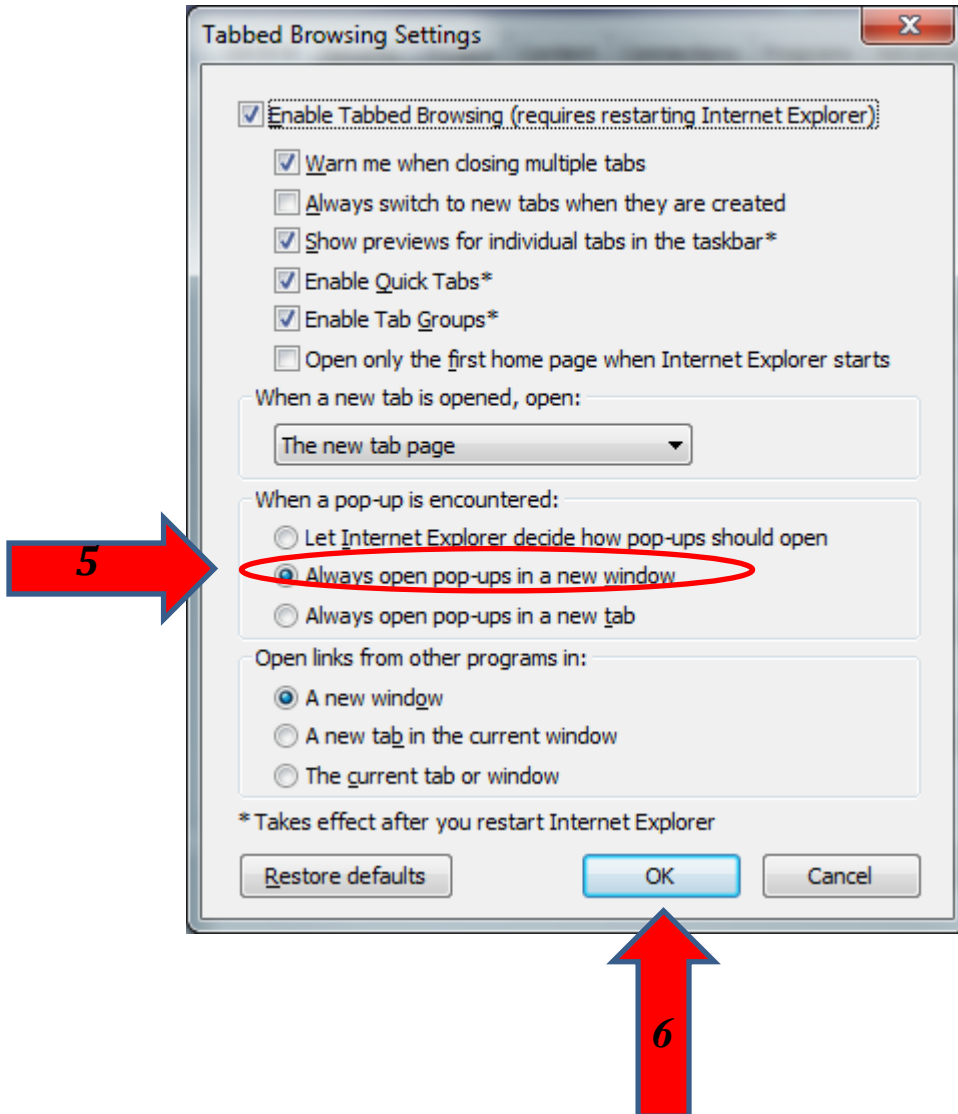
Tabs

The Professional Technician Society Portal utilizes the tabs in your browser.

1. Select '**Tools**' from the top menu
2. Choose '**Internet Options**'
3. Click on the '**General**' tab
4. Click on the '**Settings**' button under **Tabs**



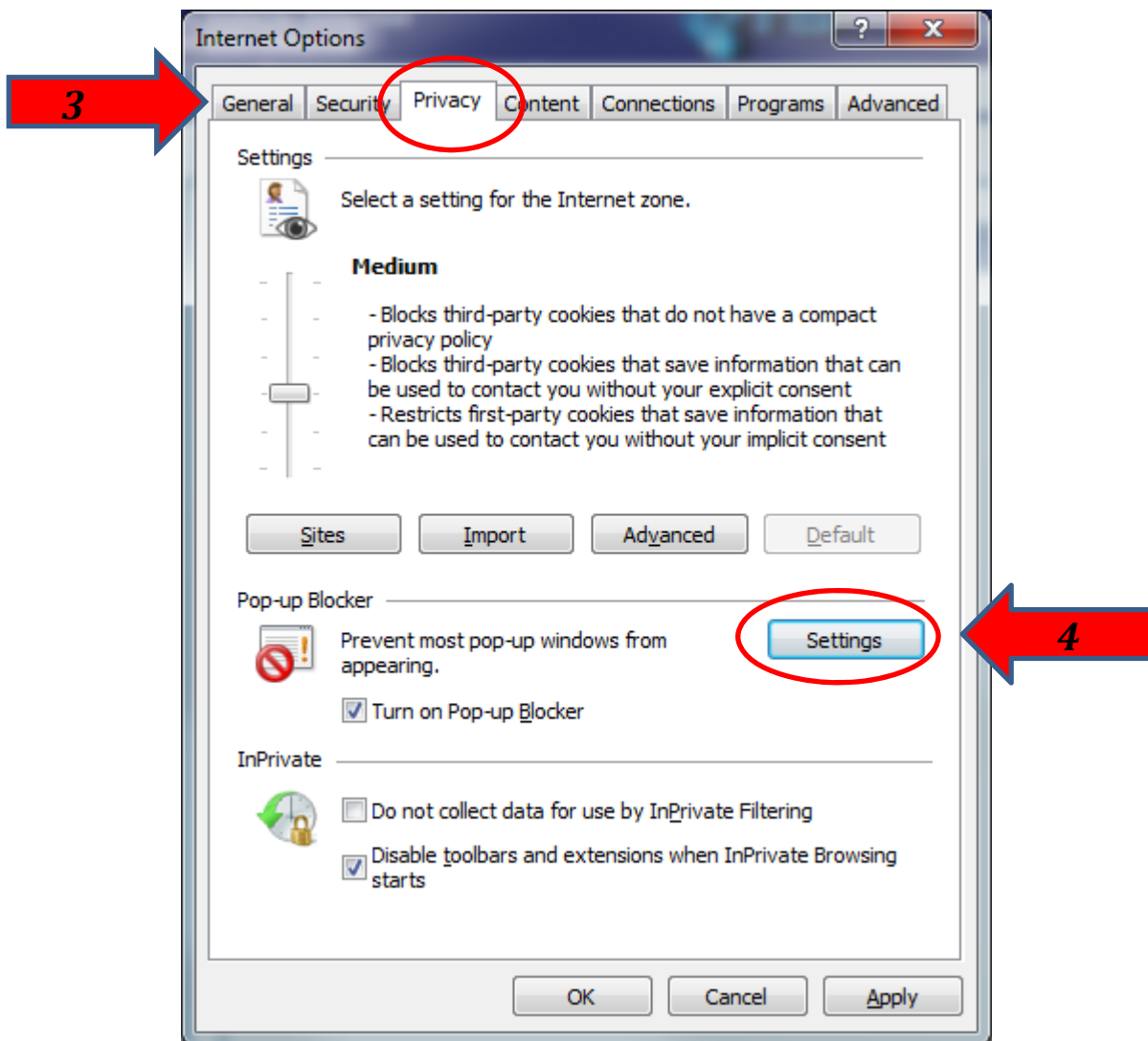
5. Ensure the '**Always open pop-ups in new window**' option is selected.
6. Click the '**OK**' Button



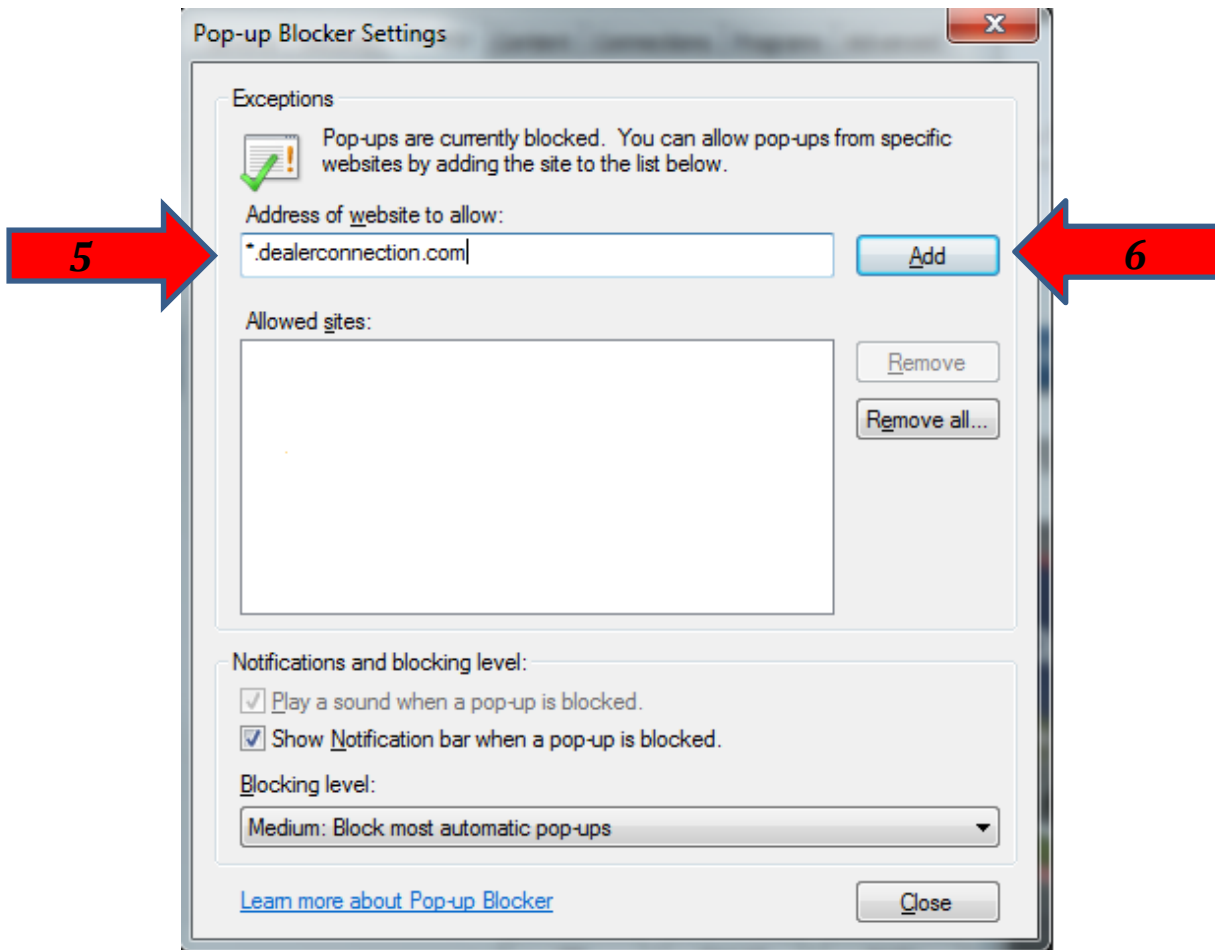
Pop-up Blocker

If you have Pop-Blocker turned 'ON' then add *.motorcraftservice.com and *.dealerconnection.com sites, this will allow pop-ups from the Motorcraftservice site.

1. Select '**Tools**' from the top menu
2. Choose '**Internet Options**'
3. Click on the '**Privacy**' tab
4. Click on the '**Settings**' button



5. In the 'Address of website to allow:' box type *.dealerconnection.com
6. Click the 'Add' Button.



7. In the 'Address of website to allow:' box type *.motorcraftservice.com
8. Click the 'Add' Button.
9. Click the 'Close' Button.

