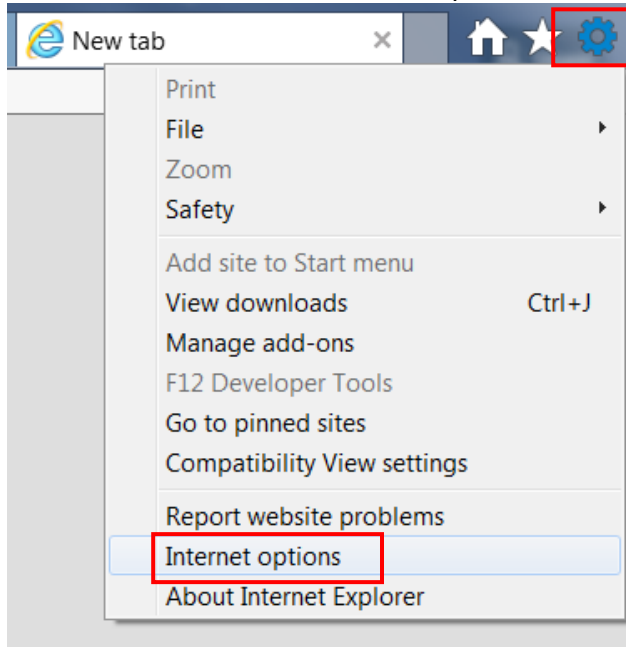


## Enforcement APP – Cheat Sheet

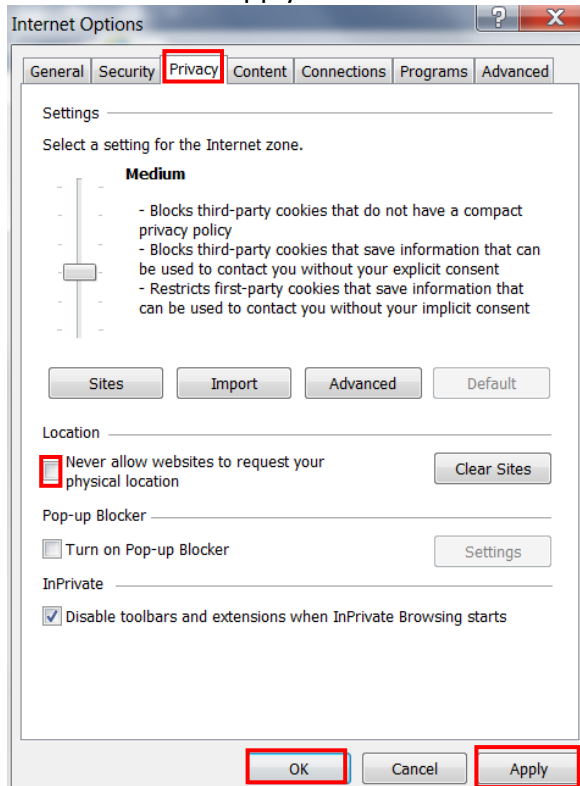
1. Use Internet Explorer 11
2. Disable Pop-up blocker
3. Always hit “Clear” key before initiating new search on Enforcement Lookup Application
4. For password reset, send an email to [ole.registraion@state.ma.us](mailto:ole.registraion@state.ma.us)

## Disabling Pop-Up Blocker – IE 11

1. Open IE browser
2. Click on Tools -> Internet options.



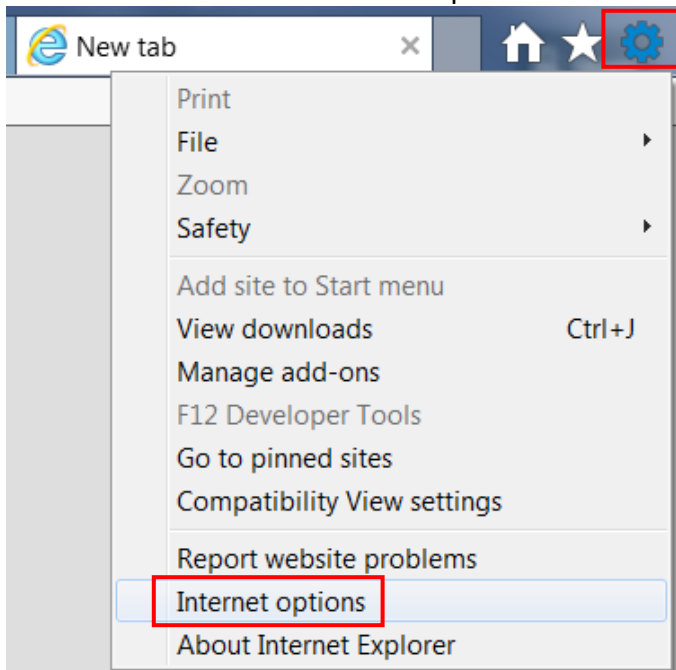
3. A new window will pop-up, Click on Privacy tab
4. Under Pop-up blocker section, check that "Turn on Pop-up blocker" check-box is not selected.
5. Click on "Apply" and then click on "OK"



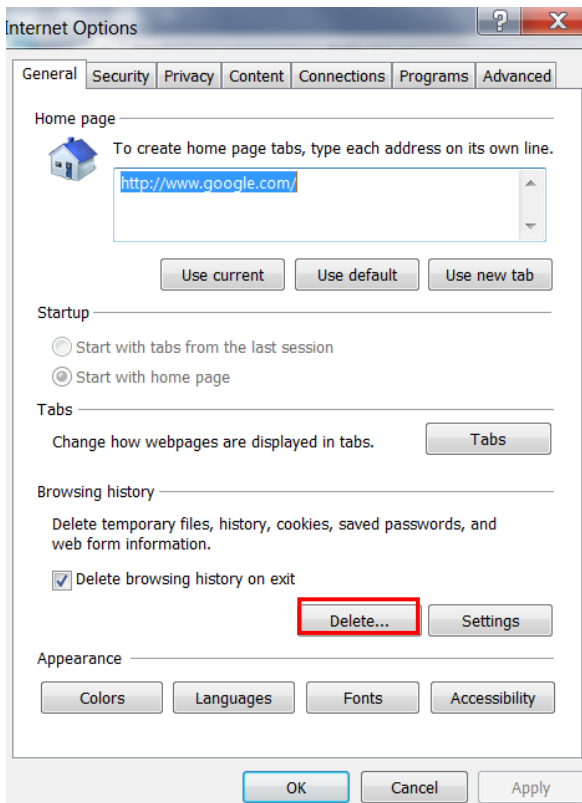
6. Close and restart the browser.

## Clearing Cache

1. Open IE browser
2. Click on Tools -> Internet options.

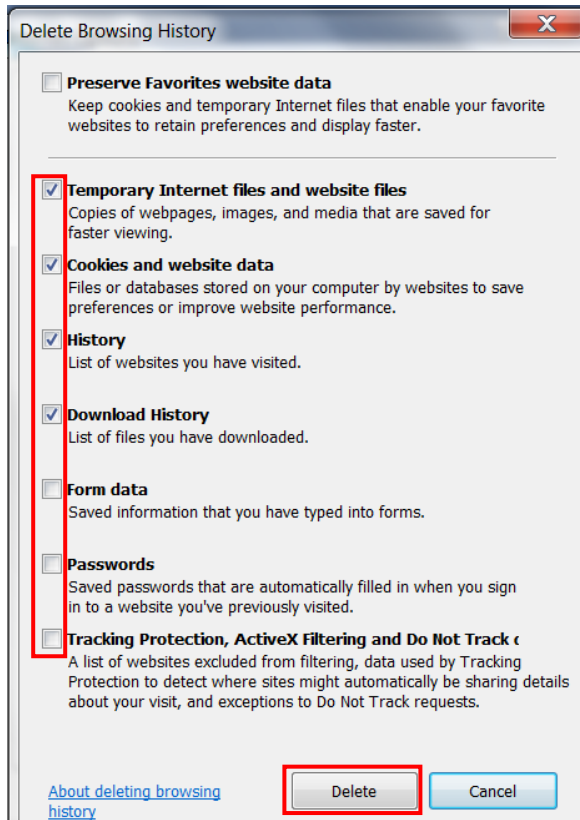


3. A new window will pop-up, you are in General tab.
4. Click delete.

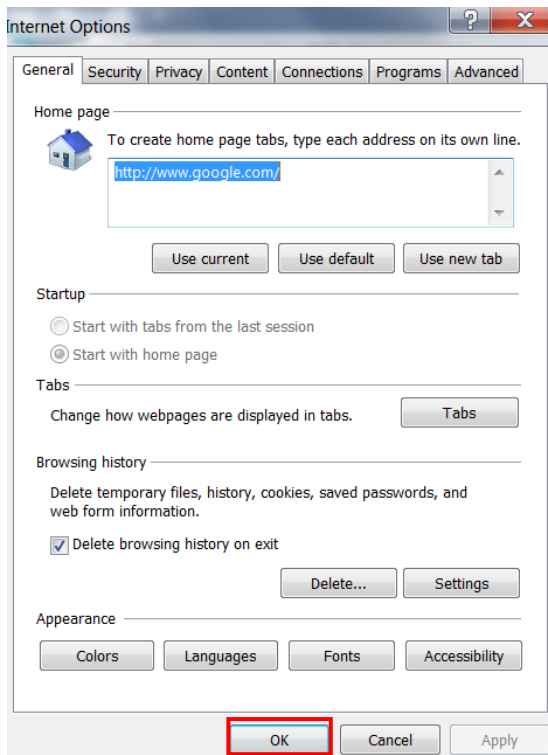


5. A new window will pop, check the boxes.

## 6. Click Delete.



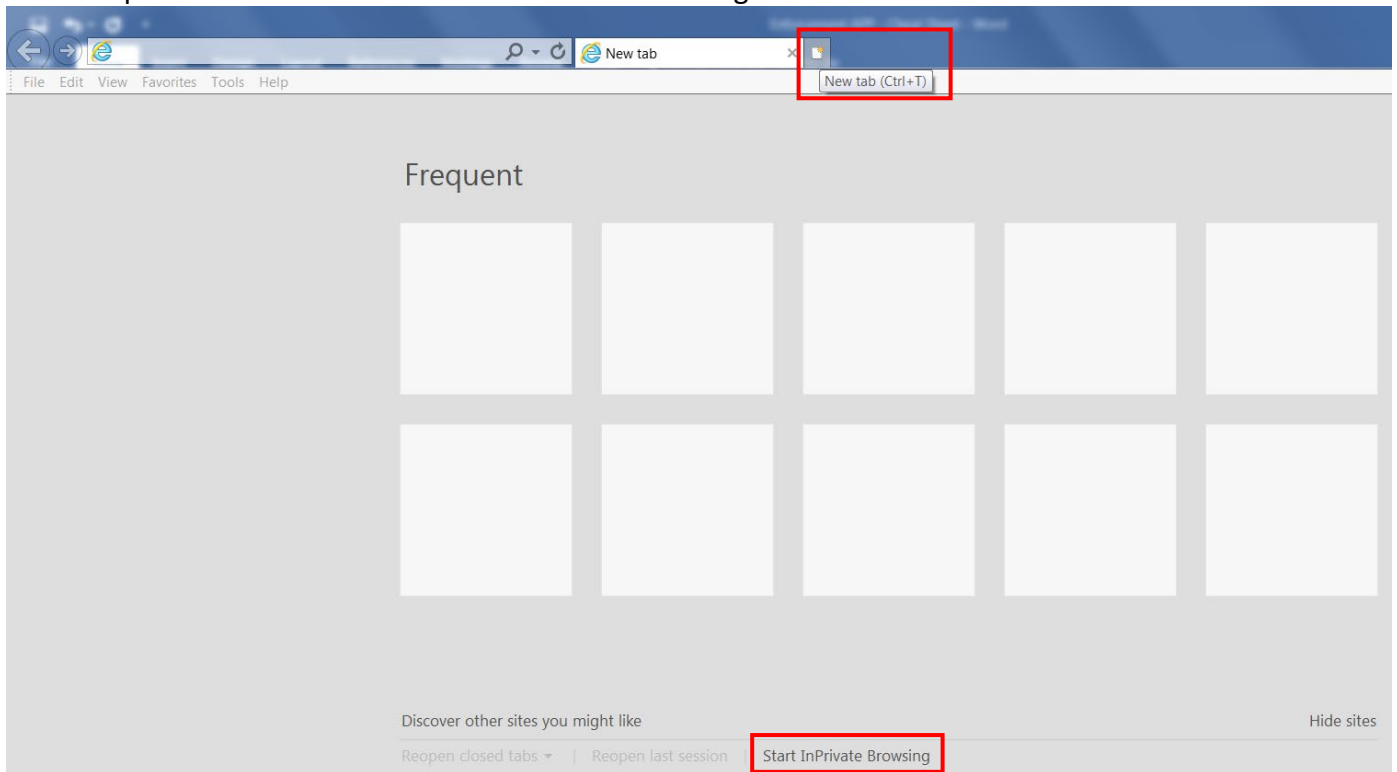
## 7. Click Ok.



## 8. Close and restart the browser.

## InPrivate Browsing – IE 11

1. Open IE browser
2. Open New Tab and click “Start InPrivate Browsing”



3. New window will open; user can start browsing.