

PROSPECT E-MAIL TIP SHEET

Listed below are some common reasons why a prospect/client may have problems receiving or viewing the listings in an e-mail sent from RealcompOnline™:

- 1) They have a version of Microsoft Internet Explorer (IE) that is less than version 5.0.
- 2) They are using Microsoft IE version 6.0 and need to change their *Privacy* setting.
- 3) The link in the e-mail does not show as a hyperlink, but as a web address.
- 4) They have a business e-mail address with a large corporation that has a firewall blocking e-mails from other companies. Ex) Ford, GM, Chrysler, Ameritech, etc...

(Note: We recommend using the Microsoft Internet Explorer browser version 5.0 or greater to view the link sent in RealcompOnline™ e-mails.)

HOW TO DOWNLOAD A NEWER VERSION OF INTERNET EXPLORER

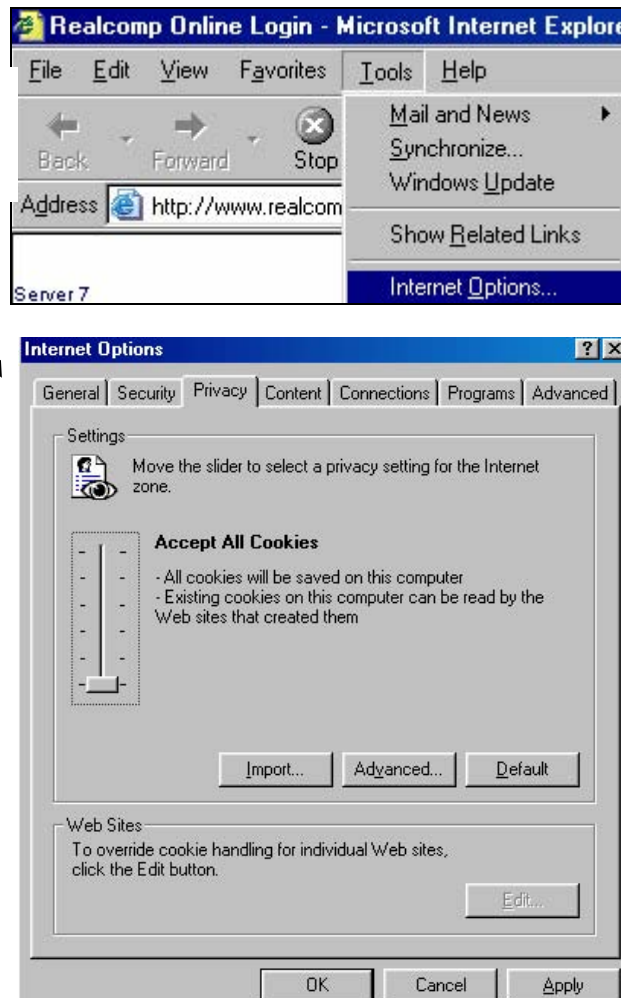
- Go to www.microsoft.com and put the cursor over *Download*.
- Click on *Downloads* then *Download Center*
- Select Internet Explorer 6.
- There are complete instructions on Microsoft's website for downloading Internet Explorer.

HOW TO CHANGE THE PRIVACY SETTING IN INTERNET EXPLORER 6.0

1. Click on *Tools* from the menu bar, and choose *Internet Options*.

2. On the following screen, click on the *Privacy* tab. From the *Privacy* screen, click on the slider bar, hold the left mouse button down, drag the bar all the way to the bottom of the line, then let go of the mouse button. It will now read "*Accept All Cookies*". Then click *OK*.

***NOTE** If you do not wish to accept all cookies from every web site you visit with your Internet Explorer 6.0, you can add Realcomp Online as a "safe site" to accept cookies from and not change the privacy setting. If your privacy setting is set to anything but low, you can click "Edit" under Web Sites, enter the internet address of www.realcomponline.com and click "Allow", then OK and OK again to the Internet Options screen. This will allow you to keep a higher privacy setting as well as allow cookies from Realcomp Online.



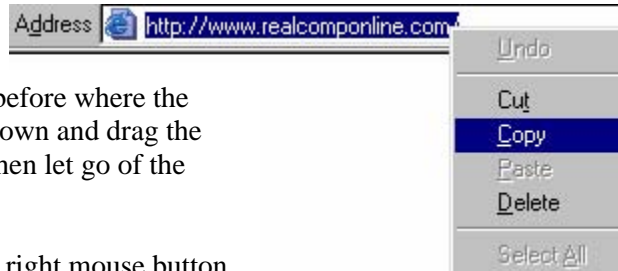
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HOW TO COPY AND PASTE A LINK INTO THE INTERNET EXPLORER BROWSER

If the e-mail is opened and the link in the e-mail does not show as a hyperlink, only as a web address, it will need to be copied and pasted into the Internet Explorer browser.

Ex) the address is not underlined and cannot be clicked on

- Some e-mail providers that will not display hyperlinks in e-mail are America Online and Netscape:
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1. Highlight the link by clicking directly before where the link begins. Hold the left mouse button down and drag the cursor all the way to the end of the link, then let go of the mouse button.

2. Click on the highlighted link with your right mouse button and choose *Copy* from the menu.



3. Open your Internet Explorer browser window and paste the link into the address bar, by clicking on the address bar with the right mouse button and choosing paste from the menu. Then press the *Enter* key on your keyboard or click *GO*.

THE RECIPIENT HAS A BUSINESS E-MAIL ADDRESS WITH A LARGE CORPORATION

If an e-mail recipient uses their business e-mail address, which is through a large corporation such as Ford, GM, Chrysler, Ameritech, etc., the company may have a firewall on their e-mail server that will block e-mails from outside companies, such as Realcomp. The most logical way to correct this situation would be to ask the e-mail recipient to use another e-mail address, besides their business address, for receiving the e-mailed listings from Realcomp Online. If they do not already have an alternate e-mail address, they can create a free e-mail account from many sites on the Internet. Some examples of sites that offer free e-mail accounts are www.hotmail.com and www.yahoo.com.

*Note: If all of these resources have been exhausted and the e-mail recipient is able to access the link in the e-mail, but they are taken to a screen where they are asked to enter a logon ID and password, they may have security software, which blocks "cookies" (such as *Watch Dog* or *Norton Internet Securities*). Their security software would need to be disabled in order to view the listings on RealcompOnline[®].