

E-Room plugin

Checking if eRoom Plugin is Activated

- Go to your "My List" on eRoom (To enter eRoom click [here](#)). and click "My member info":

[blocked URL](#)

- If the "Use eRoom plug-on software" box is unchecked, please click to check it and then click "Ok":

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- If the message to select "eRoom plug-in software" and the "Use eRoom plug-in software" box is missing follow the below step:

Installing or Reinstalling eRoom plugin

- Download the plugin from this link: <https://drive.google.com/open?id=0B5g3wMXpKqXQSFFCX053MXBQVFU>.
- Open it and follow the steps of the installer.
- After that, you will have to [clean up the cache](#) again.

*You can confirm the plugin is installed checking at Window toolbar, the eRoom plugin icon, as below:

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- After making this, make sure to have below steps done:

- Activate compatibility view in Internet Explorer, This should be done while browsing the eRoom page, see the picture below of how this can be done:

[blocked URL](#)

- Add your eRoom-domain (URL) to 'Trusted sites', see picture of how to do this:

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- In some cases a computer might be locked by security settings from your system administrator / local IT department, and you are not able to manage these settings yourself. If so, please contact your local IT support and ask them to make this for you.

- Restart Internet Explorer. (All tabs must be closed).