

Ordering Property Tax Certificates Online

Internet Explorer 11 (IE 11) is the **recommended browser** for ordering property tax certificates online, as it is the one that most clients are successfully using.

Recommended browser settings

- a. Do not use the back or refresh buttons on the browser, as this may result in duplicate charges
- b. Update your browser to the latest version
- c. Check Compatibility View Settings remove "GNB.ca" if it exists (Click Here for Instructions)
- d. Enable Active Scripting or JavaScript (<u>Click Here for Instructions</u>)
- e. Allow cookies from gnb.ca (Click Here for Instructions)
- f. Ensure the browser is requesting a new copy of pages, not caching the previous version.
 (Click Here for Instructions)

Browsers other than Internet Explorer 11

Recent versions of other browsers may also work with the system. Keep your browser up to date for best results. The latest versions of most popular browsers can be found here: <u>http://browsehappy.com/</u>

Contact Information

If further information is required, you may contact us by telephone, Monday to Friday, 8:15 AM to 4:30 PM at 1-800-348-9211.

Check Compatibility View Settings

 In Internet Explorer, go to Tools menu. Select Compatibility View Settings.





2) Remove 'gnb.ca'. This setting is only appropriate for old versions of IE.

Enable Active Scripting or JavaScript

1) In Internet Explorer, go to Tools menu. Select Internet Options.



 Security tab => Custom Level... => Scripting => Active Scripting => Enable



Security Settings - Internet Zone				
Settings				
Websites in less privileged web content zone can navigate in Disable Enable				
Scripting Active scripting Disable Enable Disable				
Alow Programmatic clipboard access O Disable Enable				
Prompt Allow status bar updates via script Disable Enable				
• III • • • • • • • • • • • • • • • • •				
*Takes effect after you restart your computer				
Reset custom settings Reset to: Medium (default)				
OK Cancel				

Allow cookies from gnb.ca

1) In Internet Explorer, go to Tools menu. Select Internet Options.



2) Privacy tab => Sites => Enter gnb.ca and click Allow.

Internet Options				
General Securit Privacy Content Connections Programs Advanced				
Settings				
Select a setting for the Internet zone.				
Blocks third-party cookies that do not have a compact privacy policy elicids third-party cookies that save information that can be used to constart you within the your explicit consent				
Asstrict first party college that save information that can be used to contact you without your implicit consent				
Sites Import Advanced Default				
Never allow websites to request your physical location				
Pop-up Blocker				
Turn on Pop-up Blocker				
InPrivate				
Some settings are managed by your system administrator.				
OK Cancel Apply				

Per Site Privacy Actions	and investigation in space	X		
Manage Sites You can specify which websites are always or never allowed to use cookies, regardless of their privacy policy. Type the exact address of the website you want to manage, and then click Allow or Block. To remove a site from the list of managed sites, select the name of the website and click the Remove button. Address of website: grb ca Block				
Managed websites:	Setting	Allow <u>Remove</u> Remove all		
		ОК		

Ensure the browser is requesting a new copy of pages, not caching the previous version

1) In Internet Explorer, go to Tools menu. Select Internet Options.



- *Blank Page* A 🕇 × Print File Zoom (100%) Safety . Add site to Start menu View downloads Ctrl+J Manage add-ons F12 Developer Tools Go to pinned sites Compatibility View settings Report website problems Internet options About Internet Explorer
- 2) Settings (under Browsing History)

 Under "Check for newer versions of stored pages", select "Every time I visit the webpage" and click OK

