



 ROGERS.



# Rogers Direct User guide

IT Configuration Support

# PCI Compliance- Before you start ...

1. Please ensure you are on IE 11 (If you are not able to use IE11 see options on slide 4)

a) Go to <http://windows.microsoft.com/en-us/internet-explorer/ie-11-worldwide-languages>

b) Download the installer for your language and Windows version

c) Run the installer

## 2. Browser Set Up

Click : Tools > Internet Options  
: Select Advance Tab : Scroll down > Security

3. Confirm the following settings are **unchecked** Use SSL 2.0 and Use SSL 3.0

4. Confirm the following three option boxes are **checked**.

- ✓ Use TLS 1.0
- ✓ Use TLS 1.1
- ✓ Use TLS 1.2

The screenshot shows a Rogers website page for 'Credit Information' with a form for entering credit details. An 'Internet Options' dialog box is overlaid on the page, showing the 'Security' tab. The 'Settings' section is expanded to show the following options:

- Enable DOM Storage
- Enable Enhanced Protected Mode\*
- Enable Integrated Windows Authentication\*
- Enable native XMLHTTP support
- Enable SmartScreen Filter
- Enable Strict P3P Validation
- Send Do Not Track requests to sites you visit in Internet E
- Use SSL 2.0
- Use SSL 3.0
- Use TLS 1.0
- Use TLS 1.1
- Use TLS 1.2
- Warn about certificate address mismatch\*
- Warn if changing between secure and not secure mode

Callouts from the image:

- A blue box highlights the 'Use SSL 2.0' and 'Use SSL 3.0' options with the text: "Checked this 2 option box need to un-checked."
- A red box highlights the 'Use TLS 1.0', 'Use TLS 1.1', and 'Use TLS 1.2' options with the text: "Checked this 3 option box need to tick/checked."

# Before you start ...

Aside from the browser set up, the compatibility button needs to be added as well.

Please use for dedicated sites:

- Please use internet explorer
- Use this URL

[https://secure.rogersdirect.ca/default\\_red.asp?lng=](https://secure.rogersdirect.ca/default_red.asp?lng=) to login.

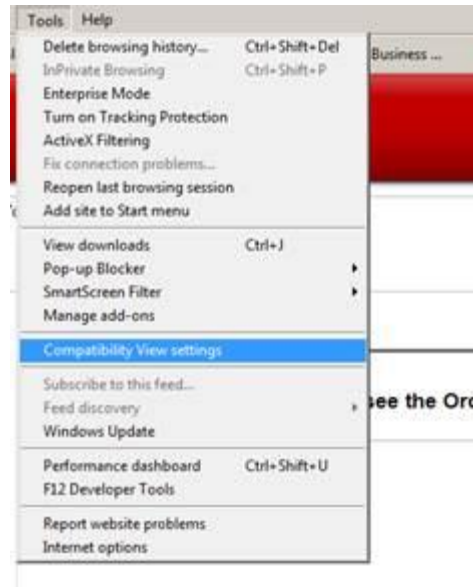
- Please check the compatibility button and see if [rogersdirect.ca](https://secure.rogersdirect.ca) is added
- Close the browser & log back in

**(Dealers Only)**

- Use this URL

[https://secure.rogersdirectdealer.ca/default\\_red.asp?lng=](https://secure.rogersdirectdealer.ca/default_red.asp?lng=) to login.

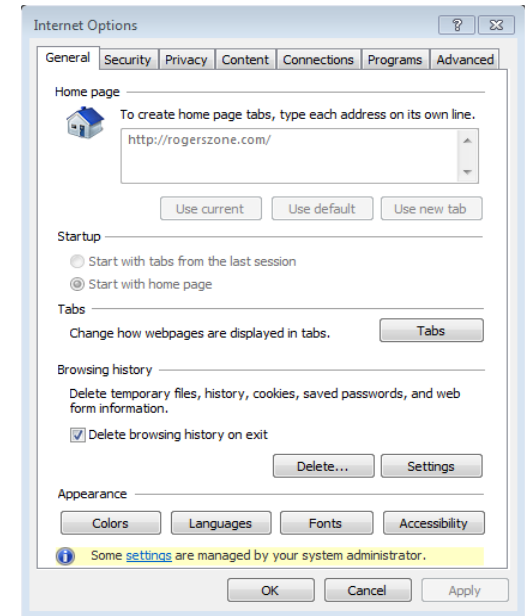
- Please check the compatibility button and see if [rogersdirect.ca](https://secure.rogersdirectdealer.ca) is added
- Close the browser & log back in



# Before you start ...

## Clearing your Cache

1. Choose Internet Options
2. On the General tab, under Browsing history, click Delete.
3. Un-check the Preserve Favorites website data box.
4. Check the Temporary Internet files, Cookies, and History boxes.
5. The Form data, Passwords, and in Private Filtering data boxes may be left un-checked. You can check them to delete this data if you so choose.
  1. Click Delete.
  2. When finished, click OK to return to your Internet Explorer window.
  3. Close all Internet Explorer Windows / Tabs.
  4. Re-Launch RDD site and login .



**Internet Explorer 10** (Only Use if Internet Explorer 11 is not an option)

64 bit installer: <http://download.microsoft.com/download/C/E/0/CE0AB8AE-E6B7-43F7-9290-F8EB0EA54FB5/IE10-Windows6.1-x64-en-us.exe>

32 bit installer: <http://download.microsoft.com/download/8/A/C/8AC7C482-BC74-492E-B978-7ED04900CEDE/IE10-Windows6.1-x86-en-us.exe>

**BROWSING OPTIONS:** ( non-IE extensions may require admin rights )

Running IE 11 in an emulator/virtual mode

Download installer for IE 11 on Windows 7 from <https://dev.windows.com/en-us/microsoft-edge/tools/vms/windows/>

Running Firefox with an IE Extension

Add it from <https://addons.mozilla.org/en-US/firefox/addon/ie-tab-2-ff-36/>

Firefox directly Download the installer from <https://www.mozilla.org/en-US/firefox/new/>