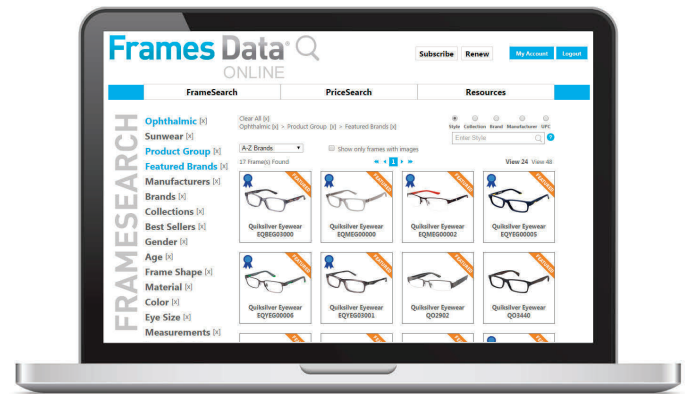# Frames Data ®

Using Frames Data Online:
Quick Fixes and Easy Trouble Shooting

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Frames Data's re-designed website gives you access to our entire active frame database at the click of a button. The website is easy to navigate, fast, and efficient. You can find all the information you need including the most up-to-date listed wholesale prices, beautiful full color imagery, and more.

However, if you have tried using the new site and have experienced technical difficulties, there may be some simple things you can do to improve your experience.

We've compiled a list of common problems and their fixes:

1   Update your browser

This is a simple fix that is fast, easy, and free! Check what version your browser is currently running on before updating. Also make sure that your Java Script is enabled in your browser, which allows a pop-box to prompt you when a new update is available (see item 3 for instructions).

Symptoms include:

- Pages that don't fully load or come out jumbled
- Search results that come out blank
- Input boxes that do not let you type anything

How to...	Internet Explorer	Google Chrome
Check what version your browser is running on	Step 1: Click Help on the Tool Bar Step 2: Select "About" Step 3: View your current version. For best results, update to Version 11.	Step 1: Click on the button with 3 horizontal bars on the upper right hand corner of the window. Step 2: Select "About Google Chrome" Step 3: View your current version. For Best results, update to Version 40.
Update your browser	Visit http://www.microsoft.com/download to get the latest version.	Visit https://www.google.com/chrome to download the latest version.

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Make sure that "cookies" are enabled

Unfortunately, this doesn't have anything to do with actual cookies of the chocolate chip variety. A cookie is a tiny piece of information from a website that your computer holds on to. When you return to our website, that cookie is recognized, prompting the site to hold-off on showing you any messages that you have already seen.

Symptoms include:

- Excessive pop up messages that appear every time you log in.

How to...	Internet Explorer	Google Chrome
Enable cookies	Follow the step by step process detailed here: http://windows.microsoft.com/en-US/windows7/How-to-manage-cookies-in-Internet-Explorer-9	Follow the instructions noted here: https://support.google.com/accounts/answer/61416?hl=en

3

Enable Javascript

Frames Data Online runs on Java Script, a coding method used in website development. For full functionality, Java Script on your browser needs to be enabled to run the site's features.

Symptoms Include:

- Search results that come out blank
- Trouble logging in after entering username and password
- A Warning appears on the Frames Data homepage

How to...	Internet Explorer	Google Chrome
Enable Javascript	Follow this simple guide: http://www.enable-javascript.com/	Follow this simple guide: http://www.enable-javascript.com/

***If instructions for the browser you are using are not featured above, don't worry! Simply visit the Google webpage and type in your browser name + "browser update" or "enable cookies" on the search bar. The search results should be able to guide you in troubleshooting any of the two issues. If you experience any other difficulties that these tips don't address, please contact us directly at 800-821-6069 ext 1.