

Accessing Word and Excel Files posted to the eFOTG

Issue: Word Documents and Excel Documents do not open from the eFOTG application when using non-NRCS-certified Computers. These file types open fine when using a NRCS certified (CCE) computers. [PDF files open fine using either public or NRCS-certified computers.] Therefore, the general public does not have access to word and excel documents that are posted to the eFOTG.

Resolution: Documents can be blocked by the Information Bar/Pop-up Blocker without the user knowing. The following procedure will allow Web sites to automatically prompt you when downloading files and software (bypassing the Information Bar).

1. Open Internet Explorer.
2. On the **Tools** menu, click **Internet Options**.
3. On the **Security** tab, click **Custom Level**.
4. Do one or both of the following (I recommend doing both):
 - To turn off the Information Bar for file downloads, in the **Downloads** section of the list, under **Automatic prompting for file downloads**, click **Enable**.
 - To turn off the Information Bar for ActiveX controls, in the **ActiveX controls and plug-ins** section of the list, under **Automatic prompting for ActiveX controls**, click **Enable**.