SECTION 1

The following is a guide for a minimum recommended setup when accessing the DFSA **Electronic Prudential Reporting System (EPRS).**

If you experience problems accessing or attempting to log on to the EPRS application you should confirm with your IT Department that your computer settings adhere to the following minimum setup before contacting the DFSA:

Operating system
- Windows 7, Windows 8 or Windows 10 (IE 11 only, MS Edge is NOT compatible)

Browser
- Internet Explorer v9.x, 10.x or 11.x
- Pop-up blocker must be turned **OFF** while using EPRS
- 'Enable Protected Mode' must be unchecked in the Tools->Security tab for 'Trusted Sites'

Monitor
- 1024 x 768 screen resolution – zoom setting on Internet Explorer should be set to 100% before accessing EPRS

Printer
- Any compatible printer – Required to print hard copies of your returns

Internet Connection
- Minimum recommended 256KB line
  - Note: as this application will be accessed via the internet, the stability and speed of your internet connection, firewalls and proxy settings may cause a variance in performance.
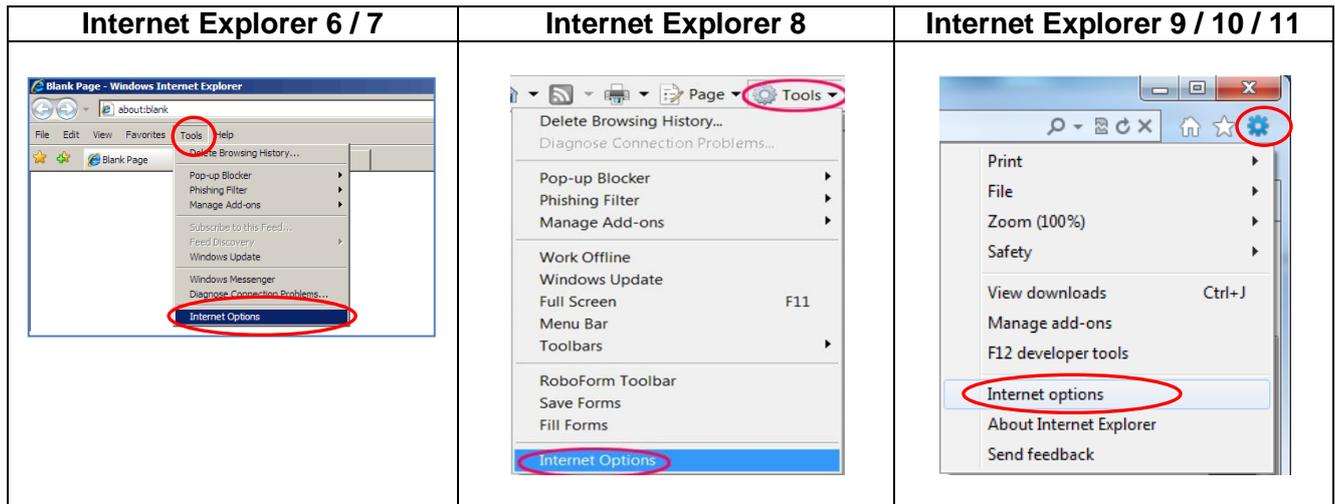
Client Tools
- Adobe Acrobat Reader – this will enable you to view and print the reports. More information on Adobe can be found at www.adobe.com
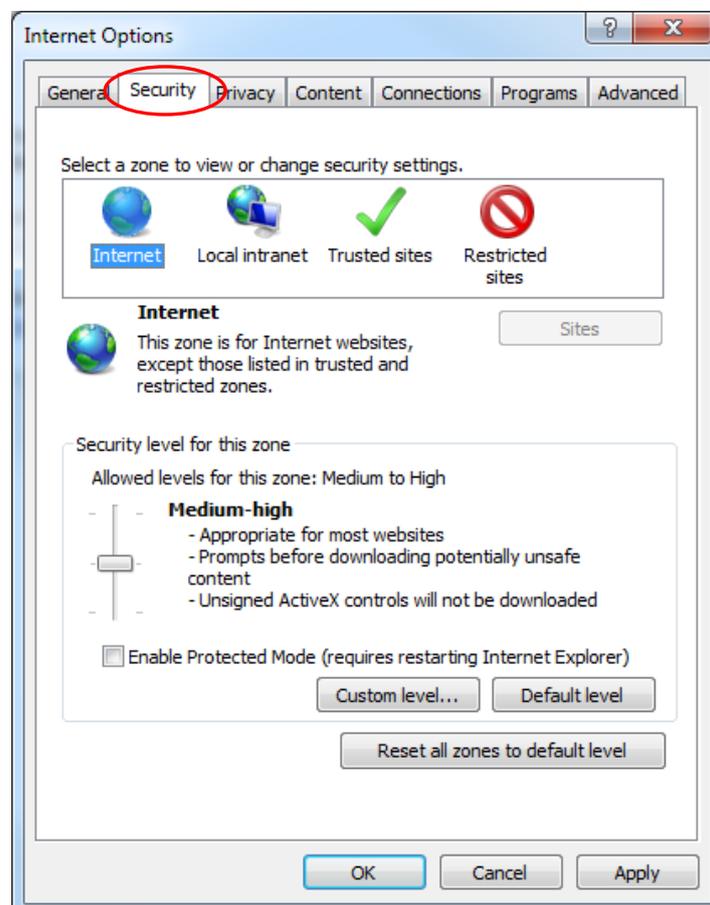
SECTION 2

** IMPORTANT CLIENT CONFIGURATION **

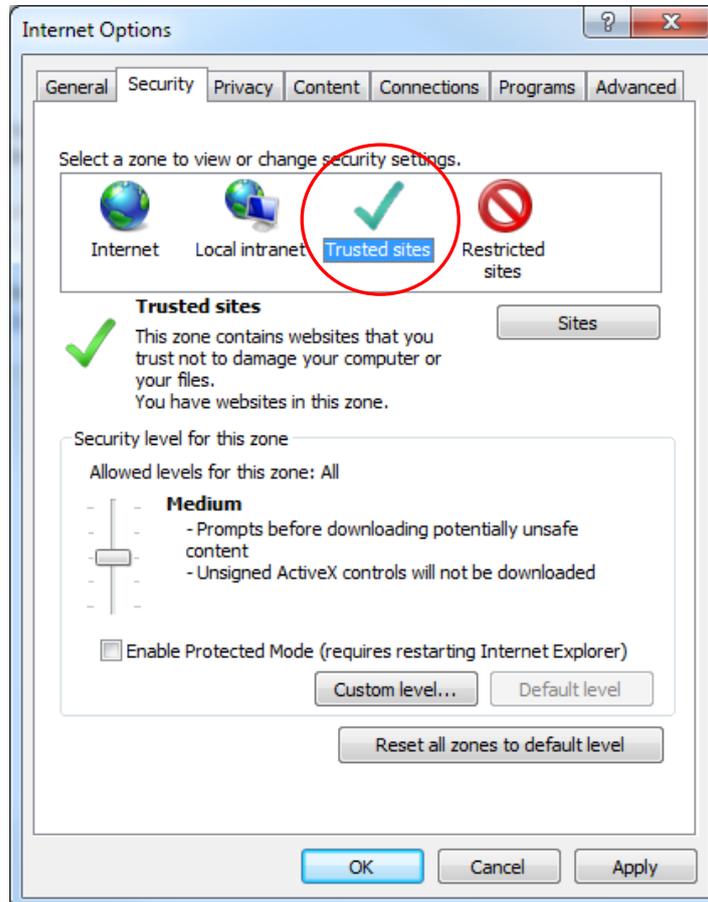The following change must be made to your computer in order to use EPRS in all versions of Internet Explorer.

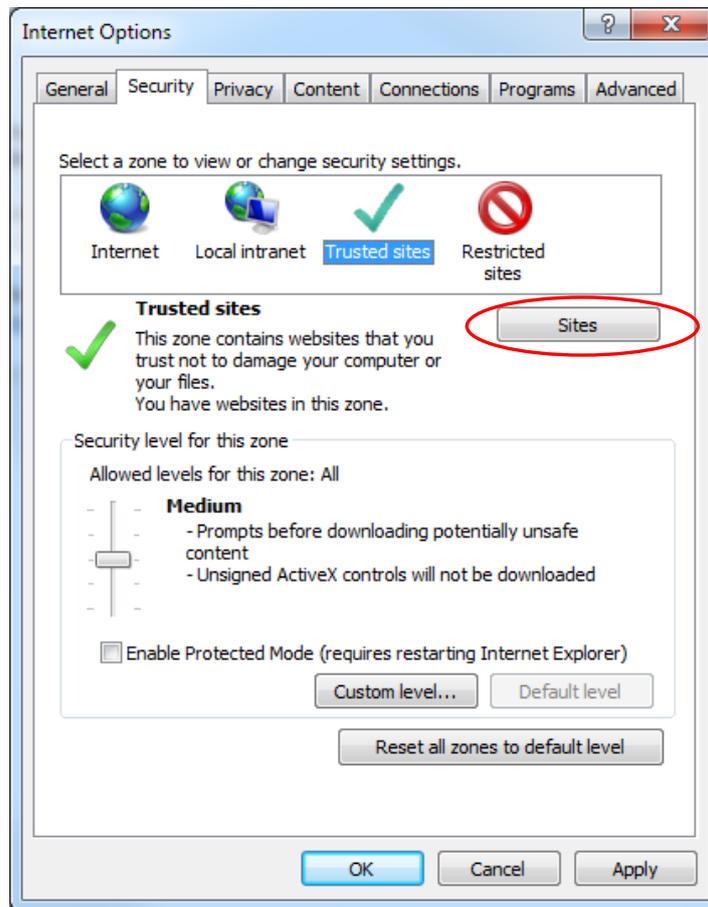1. Within Internet Explorer click on '**Tools' -> 'Internet Options'**:

Internet Explorer 6 / 7	Internet Explorer 8	Internet Explorer 9 / 10 / 11

2. Click on the '**Security**' tab:
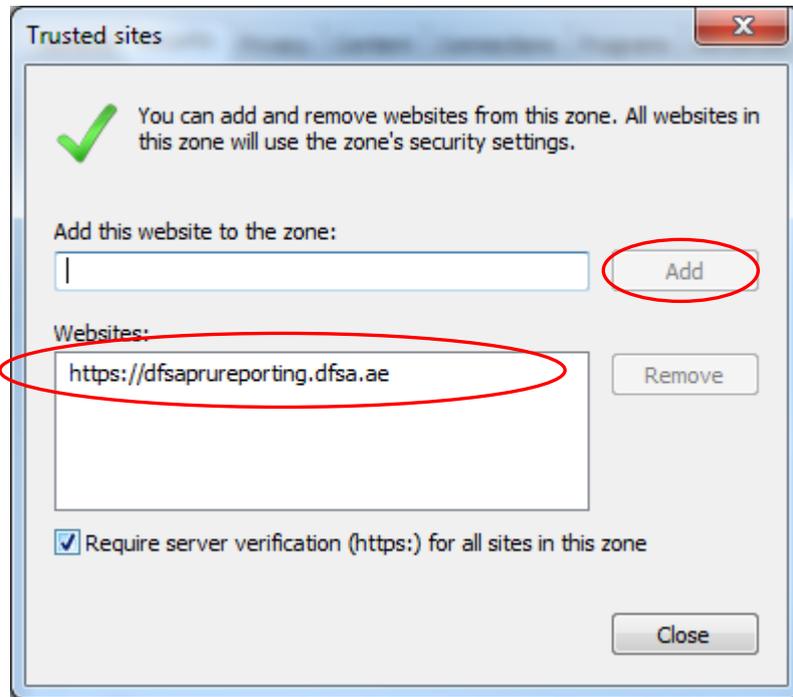
3. Click on '**Trusted Sites**':

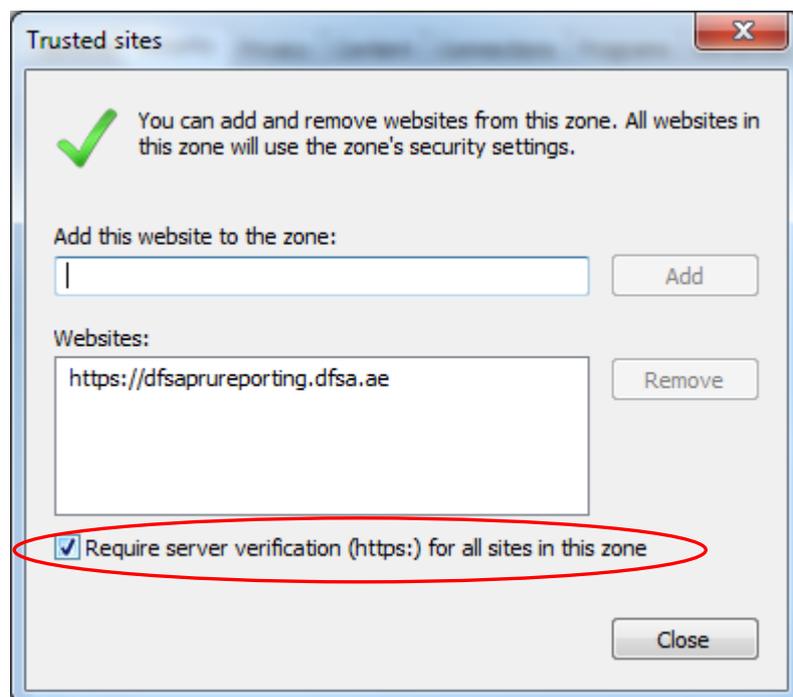4. Click on '**Sites**' – new pop up message box should appear:

5. In the '**Add this website to the zone:**' ensure the following appears in the box:
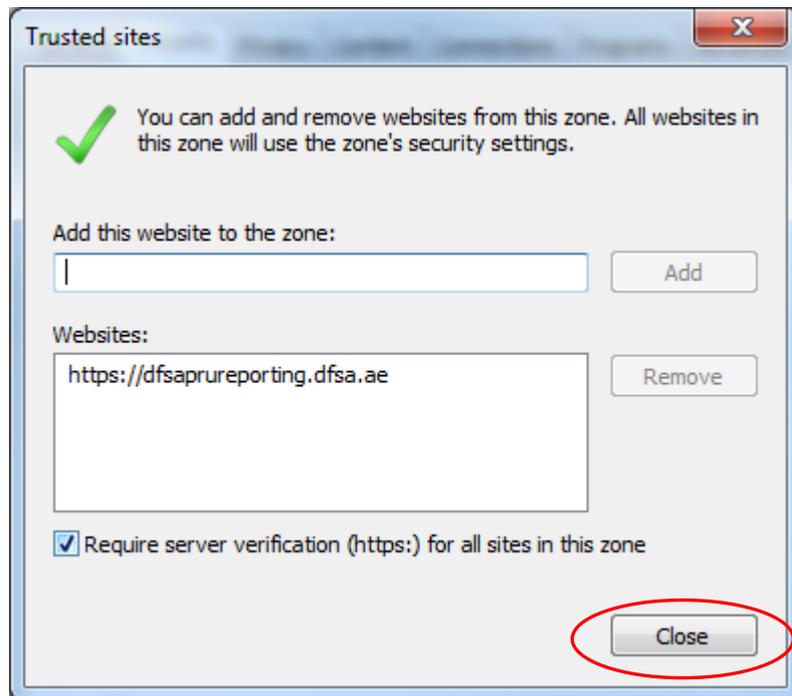
https://dfsaprureporting.dfsa.ae/

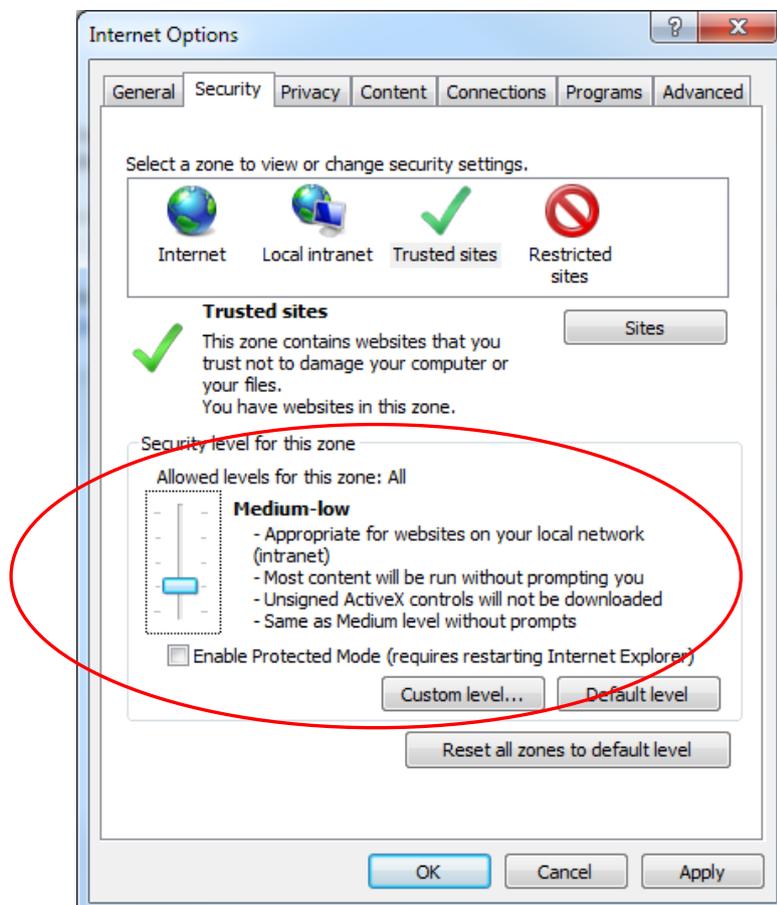6. Click on '**Add',** the URL will now be added to websites:

7. Ensure '**Require server verification (https://) for all sites in this zone**' tick box is ticked:
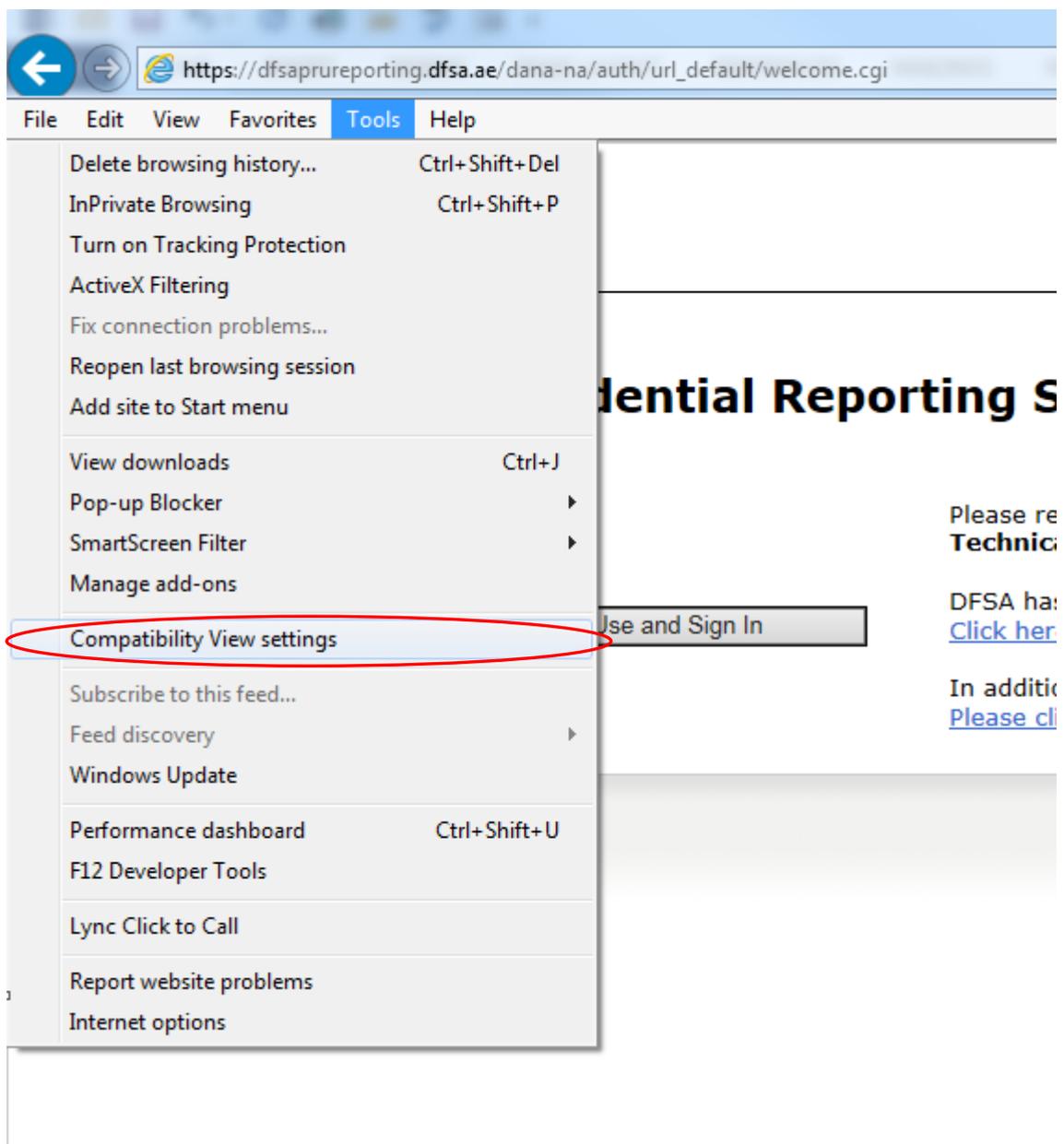
8. Click on '**Close**':

9. Change the '**Security level for this zone**' slider to '**Medium-Low**':
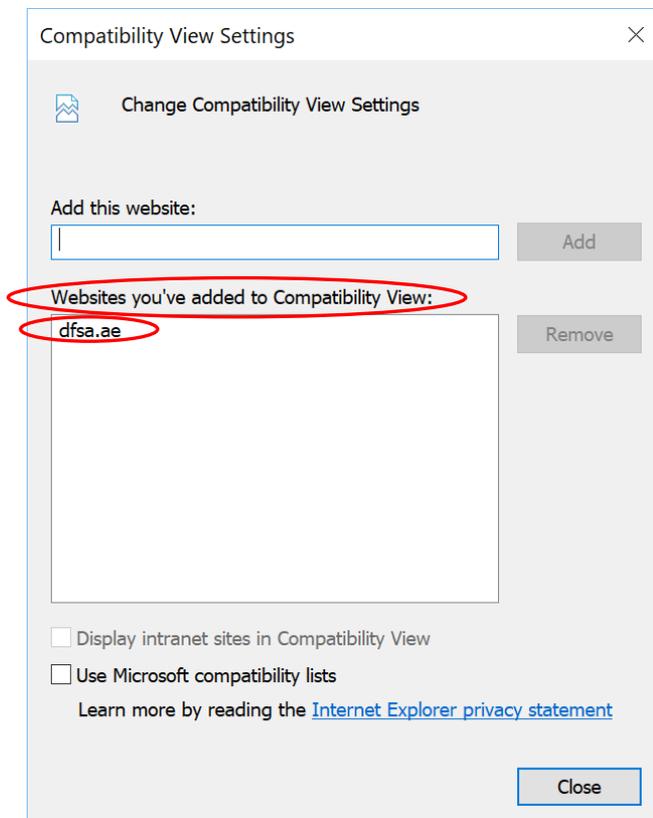
10. Click on '**OK**'

11. For computers that are using Internet Explorer versions 9 or above, please carry out the following steps.

12. Goto the login page of EPRS '**https://dfsaprureporting.dfsa.ae/eprs**' – do not enter your login credentials.

STEPS 14 & 15 are only applicable if you have previously added 'dfsa.ae' in Compatibility View Settings within Internet Explorer

13. Within Internet Explorer click on '**Tools**' -> '**Compatibility View Settings**'

14. Under '**Websites you've added to Compatibility View**' the text '**dfsa.ae**' will appear

15. Select 'dfsa.ae' and then click on **'Remove'** then **'Close'**

16. Within Internet Explorer click on '**Tools' -> 'Internet Options'**

17. Click on the 'Security' tab

18. In the **'Security Level for this Zone'** pane, there will be a tick box **'Enable Protected Mode (requires restarting of Internet Explorer)'**. Ensure the tick box is unticked and click on **'Apply'**.

19. In the **'Select zone to view or change security settings'** pane click on **'Trusted Sites'**

20. In the **'Security Level for this Zone'** pane, there will be a tick box **'Enable Protected Mode (requires restarting of Internet Explorer)'**. Ensure the tick box is unticked and click on **'Apply'** and then **'OK'**

21. Close all Internet Explorer windows and login to EPRS.

Adobe Acrobat Reader X Configuration

If you are unable to downgrade to Adobe Acrobat Reader v9.5.x, then please perform the following steps to ensure you can open your report pack:

1. Open Adobe Acrobat X from Windows Start menu
2. Click on 'Edit'
3. Click on 'Preferences'
4. Click on 'Internet' from the Categories list
5. De-select 'Display PDF in Browser' tick box
6. Click on 'OK'
7. Now you should be able to open your PDF using EPRS. Note the PDF will no longer appear automatically, you will be prompted to either 'Save' or 'Open' the PDF document

-- END --