## Workaround for the IE Document Issue

This document provides step by step instructions on how to resolve the Internet Explorer document issue where you save a document to your desktop but can't see it due to User Account Management restrictions.

- 1. Open an Internet Explorer browser
- 2. Click on the Tools menu at the top of the screen and then select Internet Options from the menu

File Edit View Favorites	ols Help		_
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🚖 🌄 Suggested Sites 🅥 Dre	InPrivate Browsing	Ctrl+Shift+P	ontactual 😫
Web Images Videos Mar	Tracking Protection ActiveX Filtering Diagnose connection problems		
	Reopen last browsing session Add site to Start menu		
	View downloads Pop-up Blocker SmartScreen Filter Manage add-ons	Ctrl+J	0(
	Compatibility View Compatibility View settings		
	Subscribe to this feed Feed discovery Windows Update	•	
	F12 developer tools		le Search
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	Internet options		ted to the cri

3. Next, once the Internet Options dialog appears, click on the Security Tab and then click on the green check mark titled Trusted Sites

Internet Options			
General Security Privacy Content Connections Programs Advanced			
Select a zone to view or change security settings.			
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Internet Local intranet Trusted sites Restricted sites			
Trusted sites			
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.			
Security level for this zone			
Allowed levels for this zone: All			
Prompts before downloading potentially unsafe  content  Unsigned ActiveX controls will not be downloaded			
Enable Protected Mode (requires restarting Internet Explorer)			
Custom level Default level			
Reset all zones to default level			
OK Cancel Apply			

4. Next, click on the Site button to the right of the Trusted Sites

Internet Options			
General Security Privacy Content Connections Programs Advanced			
Select a zone to view or change security settings.			
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Internet Local intranet Trusted sites Restricted sites			
Trusted sites			
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.			
Security level for this zone			
Allowed levels for this zone: All			
Hedium  Prompts before downloading potentially unsafe  content			
Custom level Default level			
Coston reven			
Reset all zones to default level			
OK Cancel Apply			

 Once the Trusted sites dialog appears, add the following URL's to the Trusted Sites list: (Note: the reference to Salesforce is based on the version of Salesforce you are using which can be found in the URL bar at the top of the Salesforce screen.

https://dreamfactory.com https://dreamfactory.net https://na(?).salesforce.com

Trusted sites	×			
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.				
Add this website to the zone:				
1	Add			
Websites:				
https://dreamfactory.webex.com	Remove			
https://dreamfactorytraining.webex.com				
https://www.dreamfactory.com				
Require server verification (https:) for all sites in this zone				
	Close			

- 6. Once you have added these trusted sites, then export the document again and save it to your desktop
- 7. Then attempt to launch the document from your desktop.