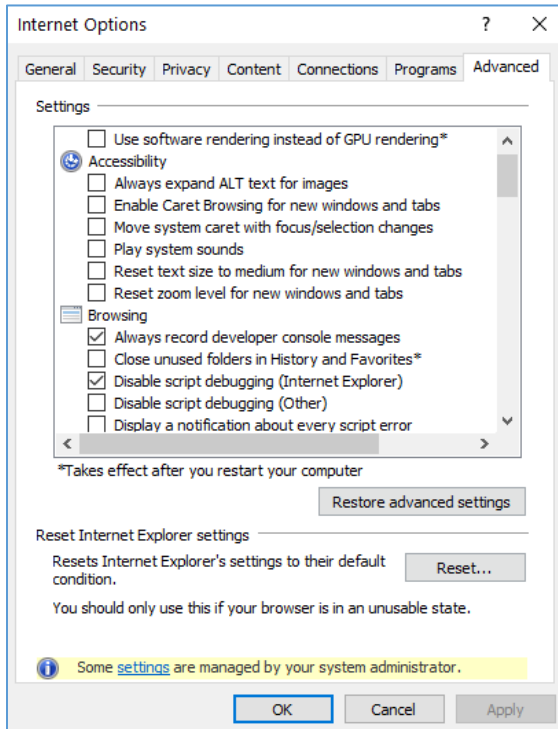


Before using the TVA Microsite Chat Feature for the First Time:

If you are using Internet Explorer (IE), before proceeding with your chat the first time, ensure the following IE settings:

1. From “Tools>Internet options>Advanced>Browsing”, check “Always record developer console messages” and “Disable script debugging (Internet Explorer)”, and uncheck “Disable script debugging (Other)”.



2. Close all webpages and apps, clear your browsing history (cache), and restart your computer.
3. Go to the Microsite and click on the Chat icon  again.