

System Requirements

In order to use the PENNVEST on-line application you will need to check the following on your computer:

Internet Explorer

The on-line application has been optimized for Microsoft Internet Explorer for the PC, Version 5.0 and above. Other browsers may not work correctly. This includes Microsoft Internet Explorer for Macintosh. Please visit the [Microsoft Internet Explorer website](#) to download a free copy of the latest version.

Adobe Acrobat Reader

In order to print your Application, view the Complete Instructions, or edit the online Addenda, you must have Adobe Acrobat 5.1 or above installed on your computer. For a free copy of Adobe Acrobat Reader, please visit the [Adobe website](#). If you are using Windows 95 or 98, you will not be able to download the necessary version of Adobe Acrobat.

Display Settings

The on-line application has been configured to fit a 1024x768 pixel screen area. The application works on small screen settings, but you will need to use the bottom scroll bar to view the right side of the application.

Pop-Up Blocker

If you have a Pop-ups Blocker installed on your browser, you might need to give the blocker permission to allow pop-ups for this site. You can attempt any of the following to do this:

- Hold down the "Shift" or "Ctrl" key on your keyboard when you click the link on the Intranet. This will temporarily disable the Pop-up Blocker.
- You can add the Single Application for Assistance as a site that is not blocked. You should be able to do this from the top toolbar of your browser:
 - Make sure your Pop-up Blocker is appearing in the toolbar. If it is not, click View --> Toolbars --> Your Pop-Up Blocker
 - There may be a button on the Pop-Up Blocker toolbar to unblock specific web sites. If there is, try pushing this button.
 - If your Pop-Up Blocker asks you to manually enter the URL of the site, key **<http://www.pennvest.state.pa.us/>**
 - If there is not an unblock button on your Pop-up Blocker toolbar, try finding the Options, Advance Options, or Help sections of the Pop-up Blocker toolbar.
 - Make sure you do not have multiple Pop-up Blockers installed on your computer. If you do, you will need to update ALL of your Pop-up Blockers.

- Visit the Web site where you downloaded your Pop-up Blocker. They may provide information on how to allow Pop-ups for specific sites.

- If none of these options work, uninstall all Pop-up Blocker software from your computer.

If you continue to have problems, please contact **PENNVEST Help Desk** at

Email: ra-pv-webmaster@state.pa.us

Phone: (voice) 1-877-787-8137 or 717-425-5968 from 8:30AM - 5:00PM EST Monday through Friday