Technology Tips
Updated 8/26/15

PALS Passwords
Your PALS password must be between 8 to 16 characters in length and include at least one alphabet character, one number, and one special character.

If you forget your password:

Use the Password Reminder Function on the PALS website. From the PALS homepage, click on the yellow "Enter Scores & View Reports" link. Choose the correct site from the drop down menu. Then click the link “forget your password?” that is under the password field. After entering your email address, your password will be sent to the email address you have provided.

Browser Information
Important note: Please clear your cache to ensure your browser is downloading the most updated version of the website. Here is a link with directions for each browser: http://www.refreshyourcache.com/en/home/

PALS supports using one the following browsers for Windows XP SP2 or SP3, Windows Vista, Windows 7:

- Internet Explorer 9 or 10
- Firefox 40.0
- Google Chrome 44.0.
- Safari 8

PALS supports using one the following browsers for Mac OC X version 10.4 or later:

- Firefox 40.0
- Google Chrome 44.0.
- Safari 8

The PALS website may not appear correctly or function properly, if you are not using one of the browsers listed above. Please verify that your operating system is up to date and that you are using one of the browsers listed above before you report a website problem to PALS.

For best results, PALS recommends using the latest version of web browsers.

Security Warnings
Those using Internet Explorer may receive a pop-up security warning that states, “Do you want to view only the webpage content that was delivered securely?” If you receive this warning, please change your Internet Options by taking the following steps:
1. Open Internet Explorer.
2. Go to Tools and choose Internet Options.
3. Choose the Security Tab and click on the Custom Level button.
4. Scroll down the list of settings. Under Miscellaneous, find and enable the Display Mixed Content setting.

Changing this setting enables all images to be viewed from the PALS secure site.

**Printing Reports**
Some pages on the PALS site contain background images and colored table cells. Your browser settings may not be set up to properly print some pages.

**Using a Windows machine**
If you are experiencing problems printing using Internet Explorer, follow these instructions:
1. Click on the Tools menu.
2. Select Internet Options.
3. Click on the Advanced tab.
4. Scroll down to find the Printing heading and check the box called Print Background Colors and Images.

If you are experiencing problems printing using Firefox, follow these instructions:
1. Click on the File menu.
2. Select Page Setup.
3. In the Format & Options section, check Print Backgrounds.

**Using a Macintosh machine**
If you are experiencing problems printing using Firefox, follow these instructions:
1. Click on the File menu.
2. Select Print.
3. From the Print window, check the ‘Appearance’ check boxes.
4. Click Print.

If you are experiencing problems printing using Safari, follow these instructions:
1. Click on the File menu.
2. Select Print.
3. From the Print window, check the ‘Print Backgrounds’ check box.
4. Click Print.

If you have printed a report that appears to have cut off some information near the margins of the page, adjusting the print margins in your browser may result in a more complete printout.

So far, Google Chrome does not have the option to Print Background images. So if you are using Google Chrome and experiencing printing issues please switch to using IE, Firefox, or Safari and follow the instructions above.