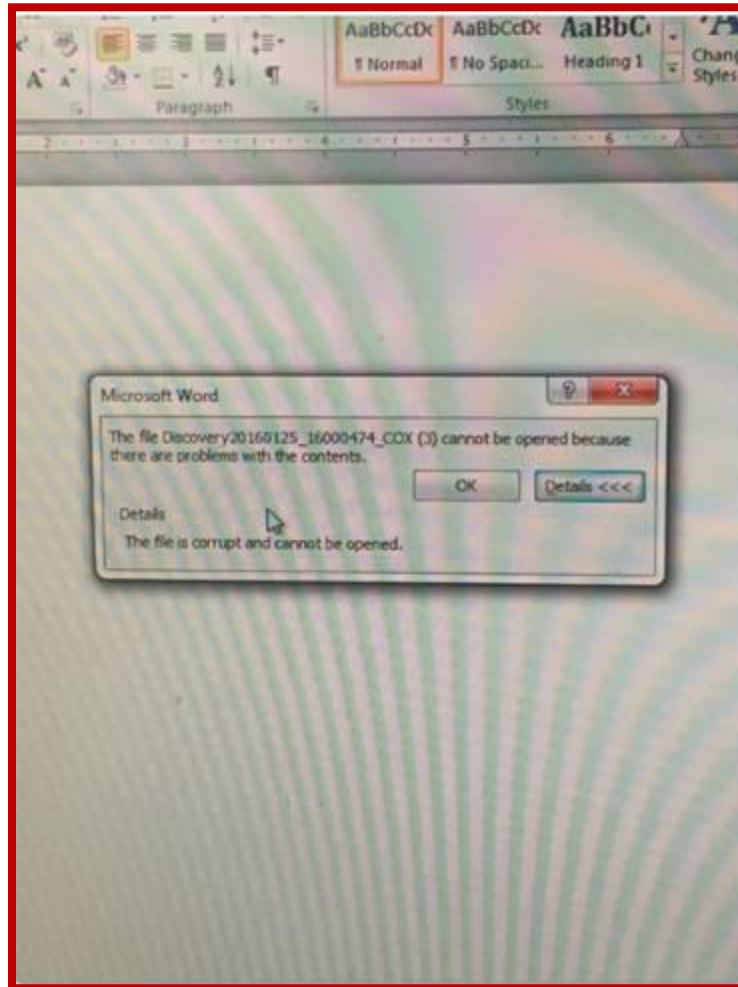


Tip #3 Making <https://ediscovery.infoshare.com> a Trusted Site

If you are seeing this error message when you try to open an eDiscovery package, you may need to make the portal a trusted site on your computer.



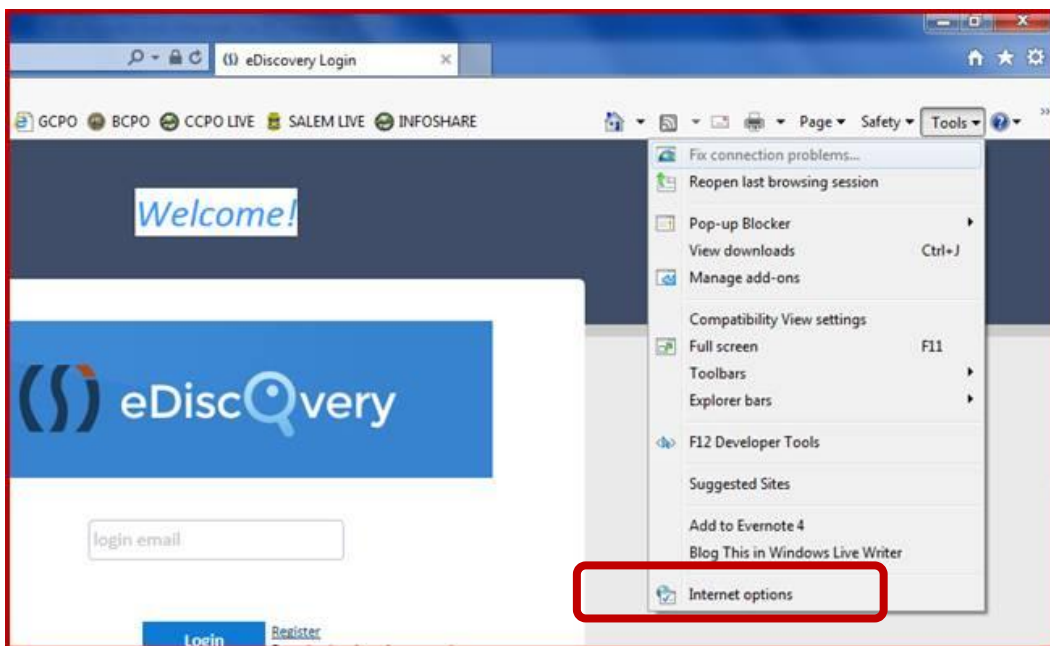
The engineers suggests making csitech.com a trusted site. The error message is linked to the version of your software. Please follow the below steps:

1. Go to the eDiscovery website, and look for the Tools drop down in the upper right.

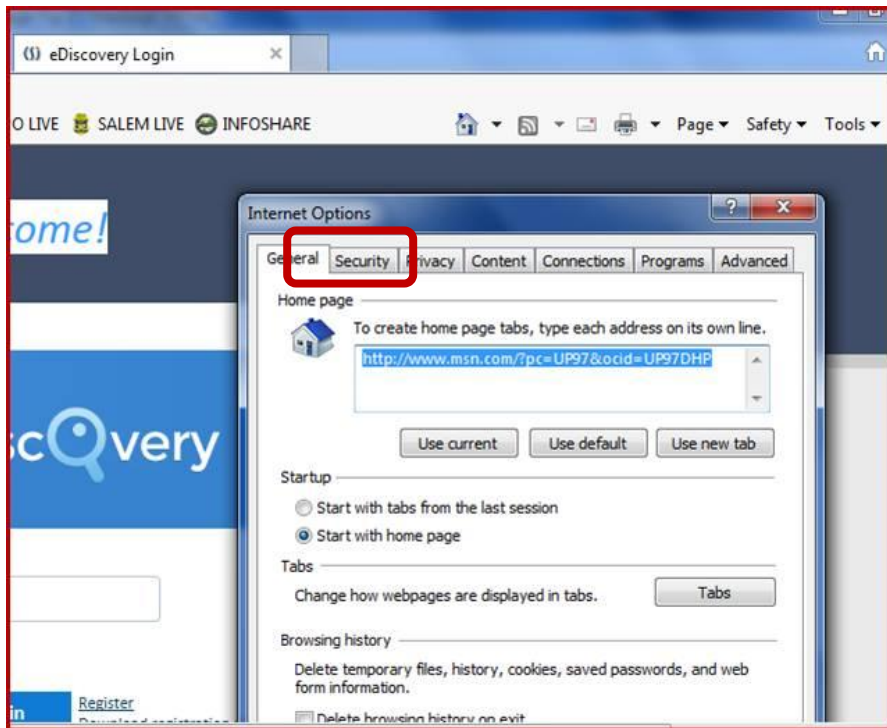


If you are using Microsoft Edge, it is a little more complicated. Let me know.

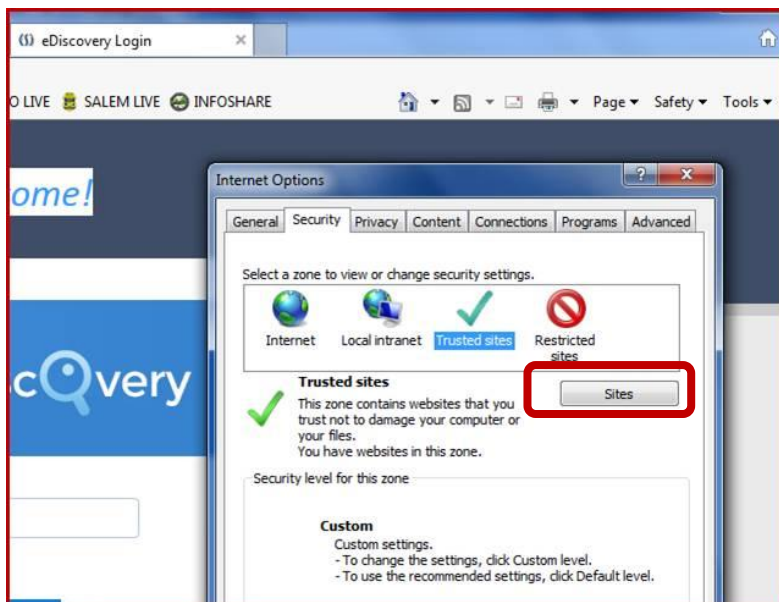
2. Open the Tools drop down and click on Internet Options:



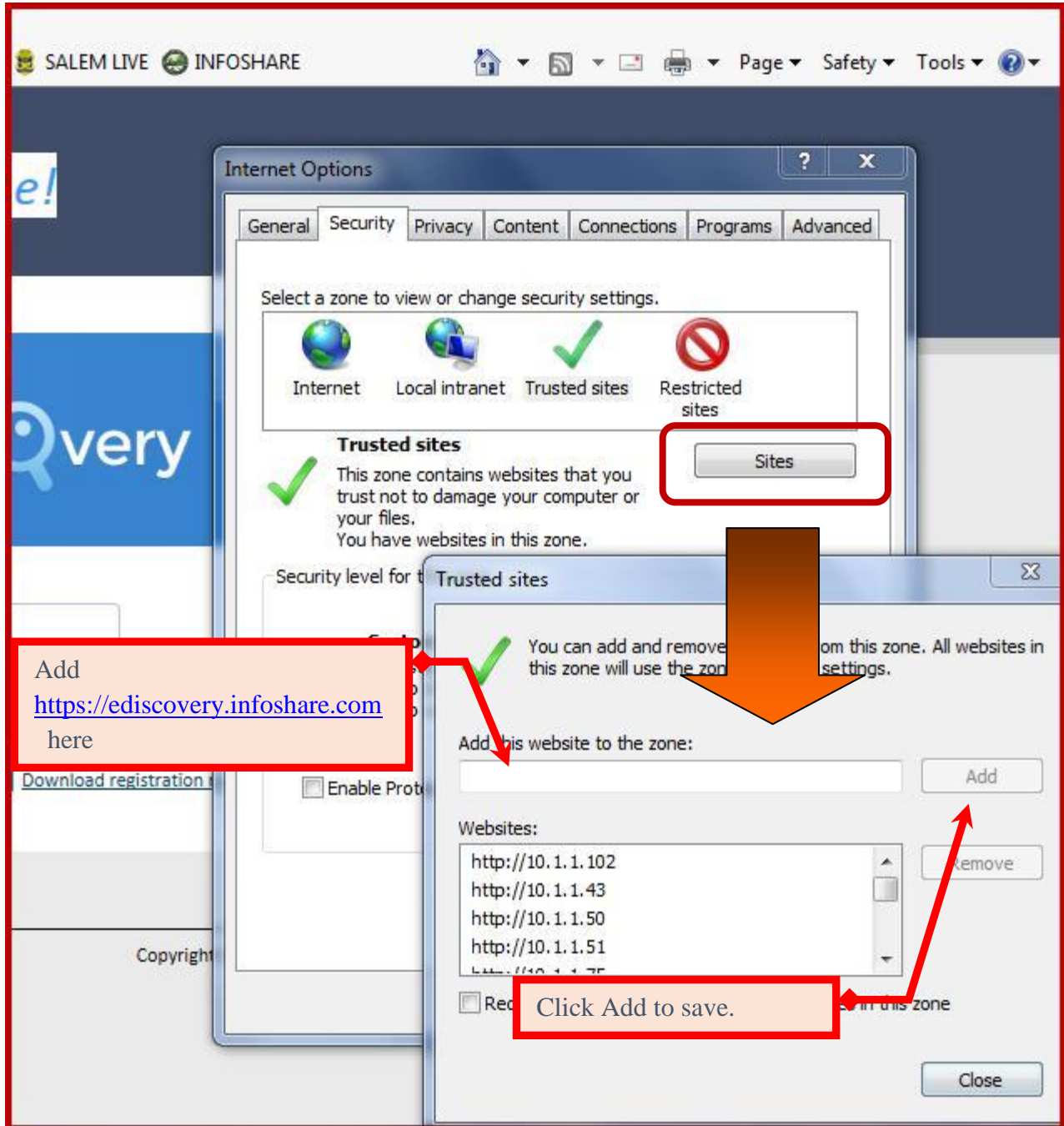
3. Click on the Security Tab:



4. Open the Security Tab and click on Trusted Sites and then Sites:



5. Add <https://ediscovery.infoshare.com> in the Trust box and click Add to save the site to the Trusted Sites list.



6. Close the browser, and then re-open it and try again. This time when you download the documents, your computer will trust CSI Tech and there should be no error message.

Please let me know if this helps.