Trusted Sites Instructions
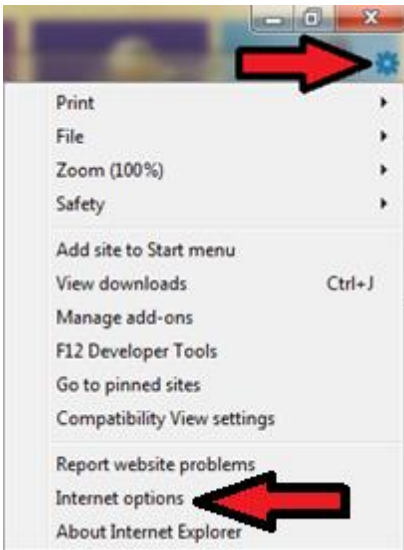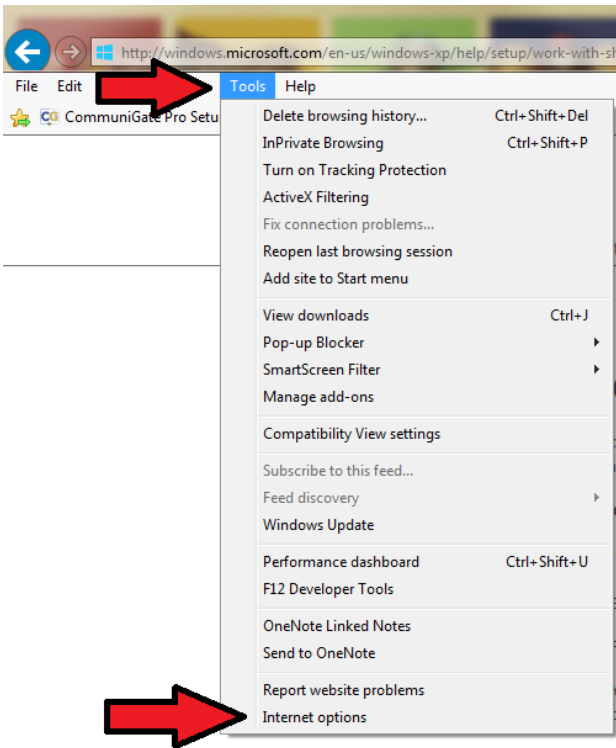
1. Open Internet Explorer (you cannot use other browsers like Mozilla, Chrome, Safari)
    a. 32-bit Internet Explorer (ProMax will not work in 64 bit such as Edge browser for Windows 10)
2. Access Internet Options (this can be located in 1 of 2 places depending on your operating system, both places are listed below)
    a. Location one - In the upper right-hand corner of Internet Explorer
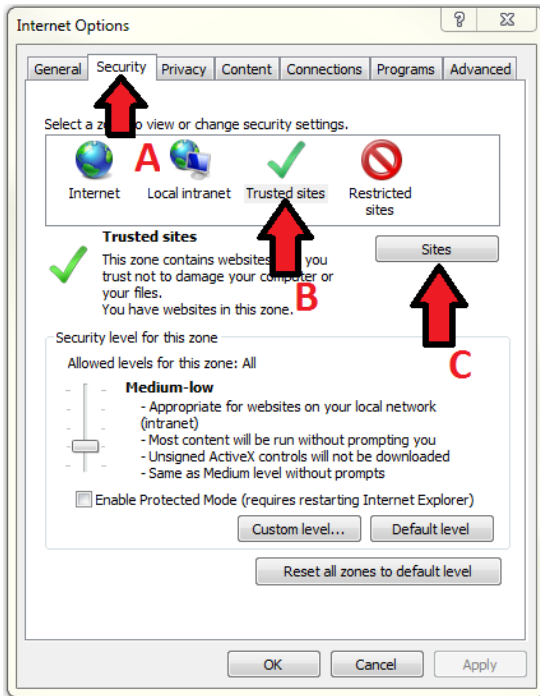

       i. Click on the Gear Icon
      ii. Select Internet Options
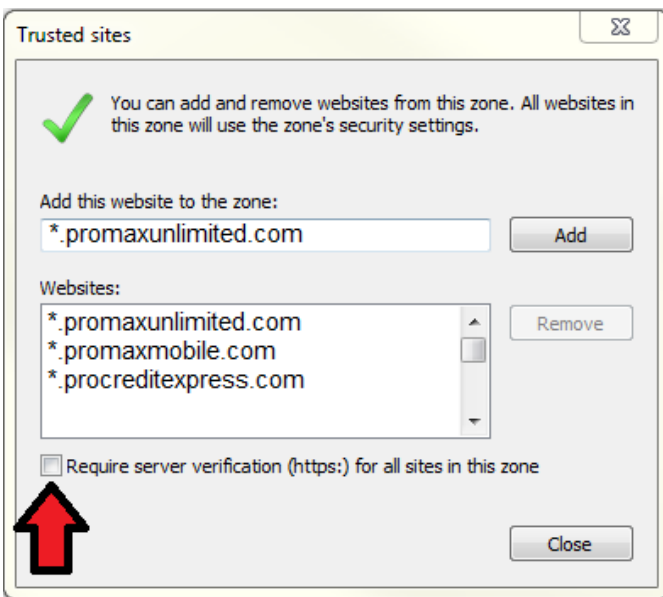   b. Location two – In the upper left-hand corner of Internet Explorer

       i. Click on the Tools menu item
      ii. Select Internet Options

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3. In the Internet Options Pop Up
    a. Click on the Security Tab
    b. Select the "Green Checkmark" Trusted Sites Icon
    c. Select the Sites button

4. Ensure the checkbox **"Require server verification (https:) for all sites in this zone"** is unchecked. Then, Select add and enter in the following sites:
    i.   *.promaxunlimited.com
    ii. *.promaxmobile.com
    iii. *.procreditexpress.com (if applicable)

    b. Close out of this pop up.

5. Go Back to the Internet Options pop up
    a. Change the security Level to low
        i. If the security level displays as custom, then select the default level button. After selecting this, the bar slider will be able to be pulled down to low.
    b. Make sure the "Enable Protected Mode" checkbox is not checked.
    c. Click the apply button

6. Close out the Internet Options Pop Up
7. Close out of all open Internet Explorer Applications. This step is very important as it will ensure that when Internet Explorer is reopened, the new settings are applied.
8. Reopen Internet Explorer and log in, the trusted sites are now set correctly!

If issues persist logging into ProMax or getting the EZ-up icon to display on the computer, please contact Technical Support at 877-899-4242 or by email at techsupport@promaxunlimited.com

Additional Information:

Some networks employ a web filter type of software. Additional settings may be needed for web filters or firewalls. The setting needed here are not Trusted Sites, they are a configuration within the web filter or firewall. When using certain web filters or firewalls, the following sites need to be added:

These are not Trusted sites settings, these are for use in Firewalls and Web Filtering software.

I.   *.email.dealermarketingservices.com