



Q. Do I need any special software to use the eStatement service?

A. If you have Adobe Acrobat Reader on your computer, you're all set. If you do not have Adobe Acrobat Reader, you can download a free version of this program at <http://get.adobe.com/reader/>.

Q. Does it matter what browser I use to access the website?

A. Microsoft Internet Explorer version 5.5 or higher is the preferred browser for accessing this application.

Q. Will I still receive a paper statement with eStatements?

A. No. Once you've enrolled in eStatements, you will no longer receive a paper statement in the mail.

Q. How will I know when I can view my statement?

A. You can choose to receive an email notification whenever a new statement is available for viewing. Your eStatement will typically be available a few calendar days before any paper statements.

Q. Can I print my statement out?

A. Yes. You can print your statements, and/or you can save them to your hard drive or CD.

Q. How long will my statement be available for viewing?

A. Your online statements will remain available to view for a rolling 24 months after they have been posted.

Q. What do I do if my email address changes?

A. You can provide a new email address for eStatement notification by selecting "Change Registration", and then choosing "Change Your Email Address".

Q. I got an error message while trying to view an eStatement. It says, "There was an error processing a page. A font contains a bad CMap/Encoding". What does this mean?

A. You are using an old version of Adobe Acrobat Reader, and need to upgrade to a higher version. Adobe recommends that you first uninstall any older version of Acrobat Reader prior to installing the updated version. Once this has been done you should be able to view your eStatements with no problems.

Q. Can I use the eStatement program through Web TV?

A. The Web TV service does not enable access to eStatements.

Q: What do I do if I'm having trouble viewing my statement?

A. Recent changes to your operating system software such as upgrades, downloads, and/or system enhancements can affect your PC's ability to connect with secure sites, including our eStatement site.

We recommend trying the following steps:

- Verify that you are current on all Windows Updates. From the Start menu, click on Windows Update, download recommended updates and patches, then shut down and restart the computer.
- Un-install and re-install Adobe Acrobat Reader.
- Ensure that you are using the most up to date version of your browser.

Some pop-up blocker and firewall programs may prevent access to eStatements. If you utilize these types of applications, you may need to disable certain features of the programs in order to access your eStatements.

For Internet Explorer (recommended) go to <http://www.microsoft.com/windows/ie/default.asp>
If you are a Netscape Navigator user, be sure that you have configured Netscape to read PDF files.
Other browsers are not supported for this application.

For additional information, call HCCU's Call Center at 916.364.1700 or 800.233.6328.