COST OF CAPITAL NAVIGATOR TECH FAQ

Q: Which browsers are supported by the Kroll Cost of Capital Navigator?

The Cost of Capital Navigator has been optimized for recent versions of the following web browsers: Microsoft Edge, Google Chrome, and Mozilla Firefox.

Some users may experience login issues when using older browsers such as Internet Explorer 11 or earlier. Certain corporate security settings can prevent Internet Explorer users from logging in.

The Cost of Capital Navigator application requires Java script to be enabled and the browser to be using the default settings. If you experience website access or application issues unrelated to your password, it may be caused by your company's IT security settings.

When you are unsure whether your company allows you to follow the next steps and adjust browser settings, due to security reasons, please check with your company IT department **first**, before you proceed.

Q: How can I contact Support

The best way to contact support is by using the "contact me" link on the Cost of Capital Navigator homepage. Your inquiry will then automatically be routed to the correct team whether this is about usage questions, technical issues, or payment and invoicing matters.

Q: How can I get immediate live phone support for urgent technical issues?

Several technical and browser related issues can be resolved by following the steps in this FAQ. If this doesn't resolve the issue and you require urgent technical support, you can call +1-877-212.9715

## Q: What if I forgot my password or would like to change it?

Please use the "Forgot my password" link at the login screen, and you will receive a password reset link in the email address that was used when setting up the account. The same method should be used if you didn't forget their password, but just want to change it.
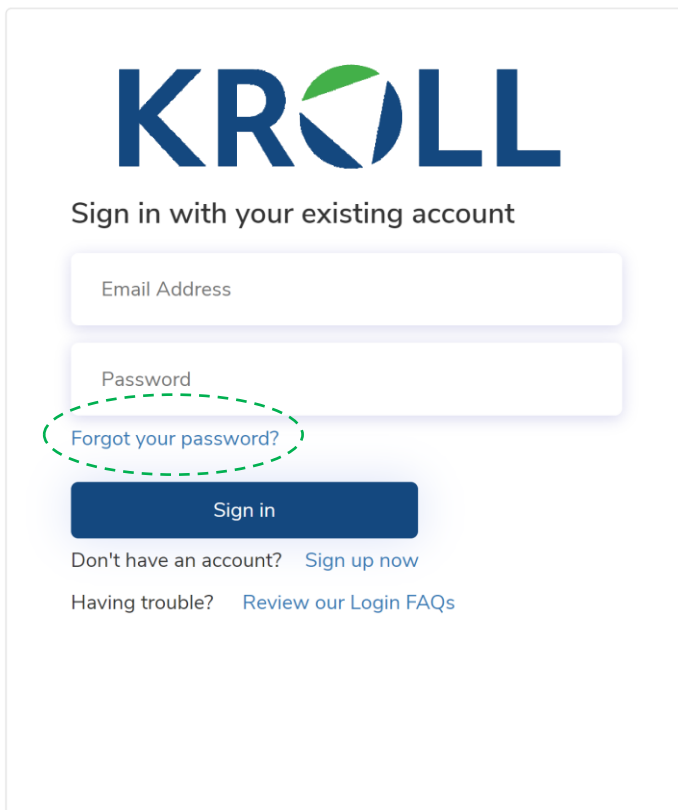
Q: The only browser available for me is Internet Explorer 11 or earlier, how can I log in?

Internet Explorer 11 or earlier may be able to be used without any issues. However, if you cannot log in, you can try the steps below:
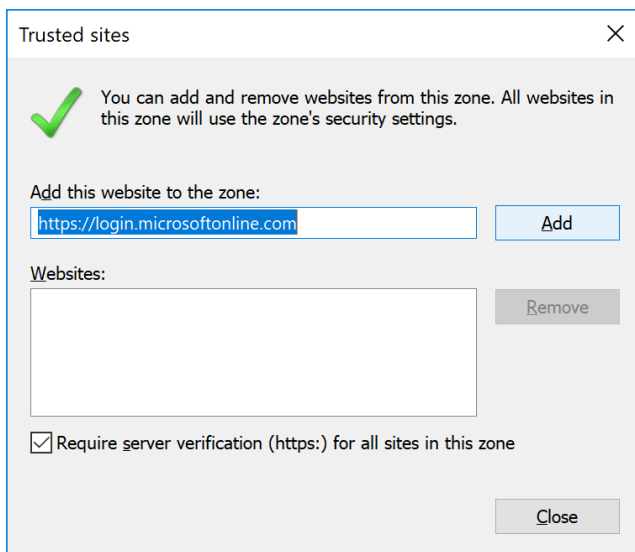
1. Select **Internet options** from the gear menu
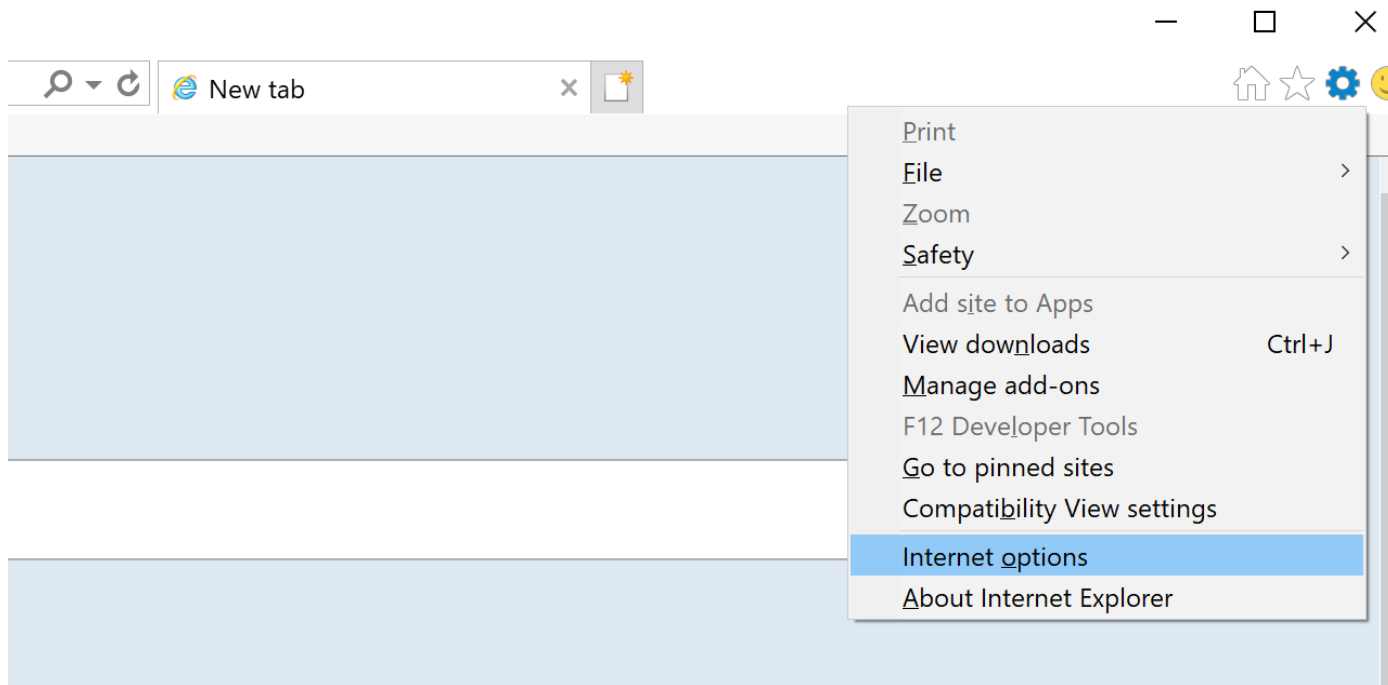
2. Select the **Security tab**

3. Select the **Trusted Sites** zone by clicking the large green checkmark icon

4. Click the **Sites** button
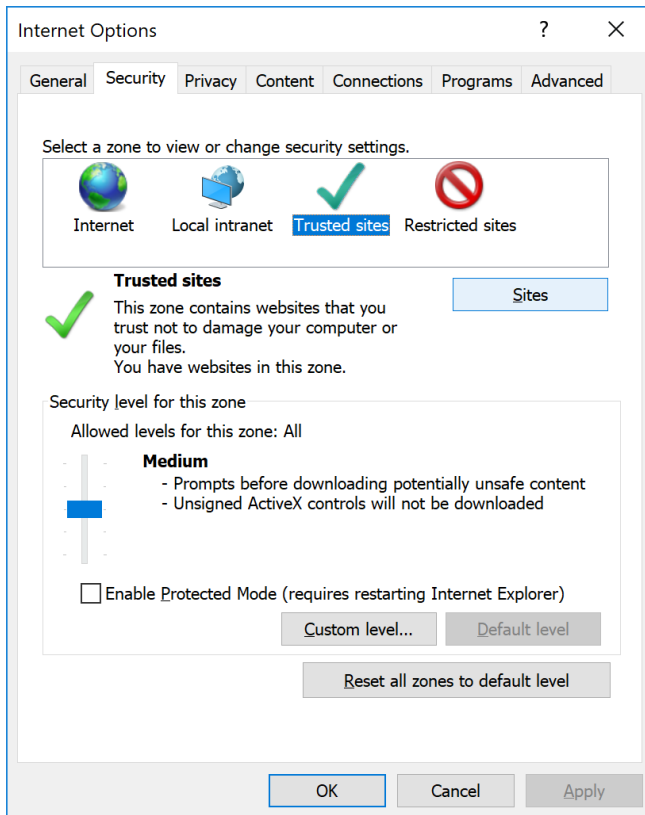
5. Under **Add this website to the zone**, type the following URL: https://login.microsoftonline.com

6. Finally, click the **Add** button to add the website to your trusted websites

Q: I am unable to modify trusted websites or still can't log in using Internet Explorer, what can I do?

Try running Internet Explorer as an Administrator. Right click the Internet Explorer icon and select **Run as administrator** if this option is available.

Check for any (3rd party pop-up blockers)