

## Ordering Property Tax Certificates Online

**Internet Explorer 11 (IE 11)** is the **recommended browser** for ordering property tax certificates online, as it is the one that most clients are successfully using.

### Recommended browser settings

- a. Do not use the back or refresh buttons on the browser, as this may result in duplicate charges
- b. Update your browser to the latest version
- c. Check Compatibility View Settings – remove “GNB.ca” if it exists  
([Click Here for Instructions](#))
- d. Enable Active Scripting or JavaScript  
([Click Here for Instructions](#))
- e. Allow cookies from gnb.ca  
([Click Here for Instructions](#))
- f. Ensure the browser is requesting a new copy of pages, not caching the previous version.  
([Click Here for Instructions](#))

### Browsers other than Internet Explorer 11

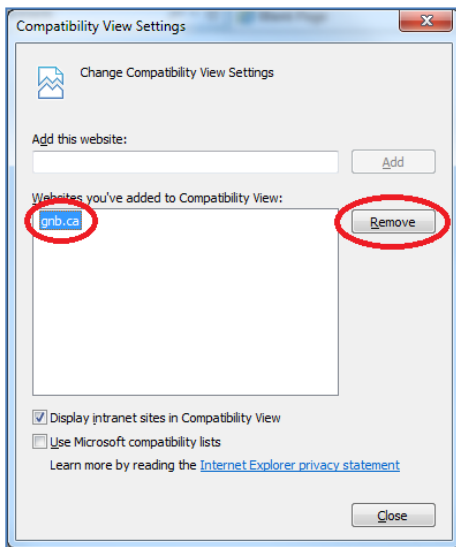
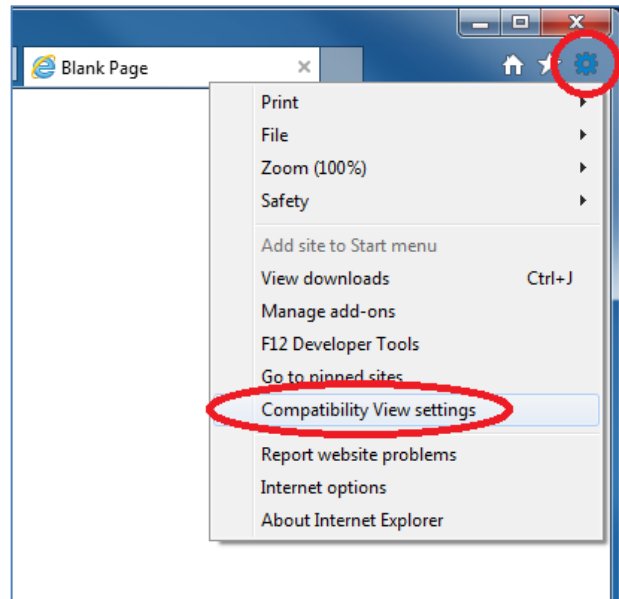
Recent versions of other browsers may also work with the system. Keep your browser up to date for best results. The latest versions of most popular browsers can be found here: <http://browsehapp.com/>

### Contact Information

If further information is required, you may contact us by telephone, Monday to Friday, 8:15 AM to 4:30 PM at 1-800-348-9211.

## Check Compatibility View Settings

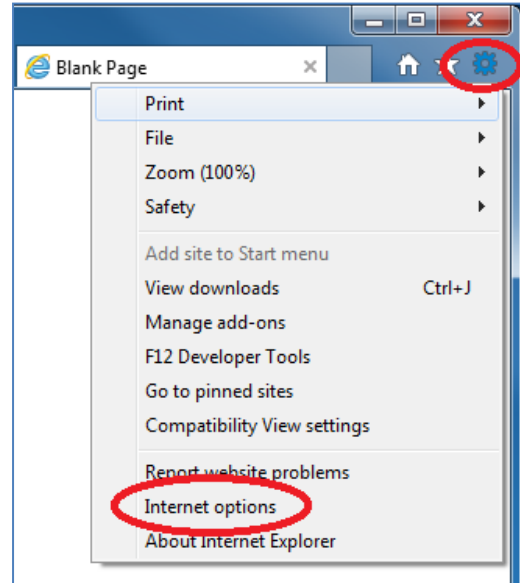
- 1) In Internet Explorer, go to Tools menu. Select Compatibility View Settings.



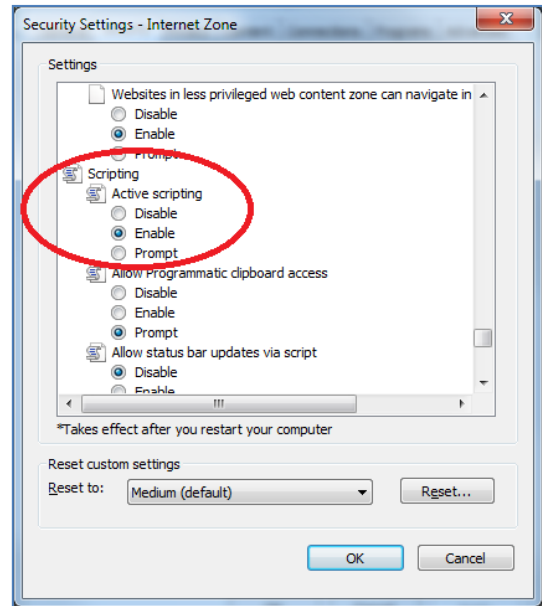
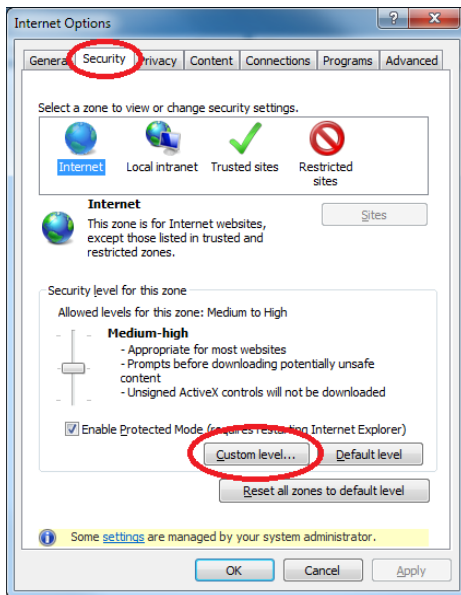
- 2) Remove 'gnb.ca'. This setting is only appropriate for old versions of IE.

## Enable Active Scripting or JavaScript

- 1) In Internet Explorer, go to Tools menu. Select Internet Options.

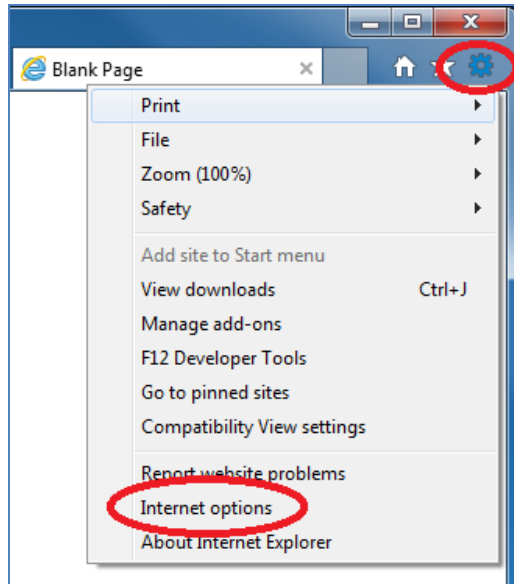


- 2) Security tab => Custom Level... => Scripting => Active Scripting => Enable

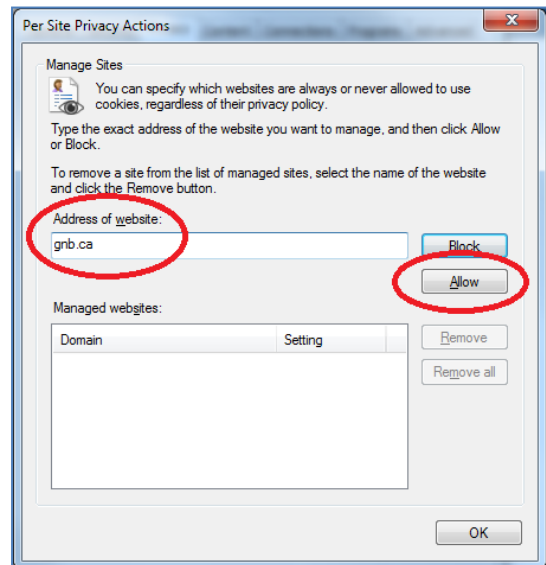
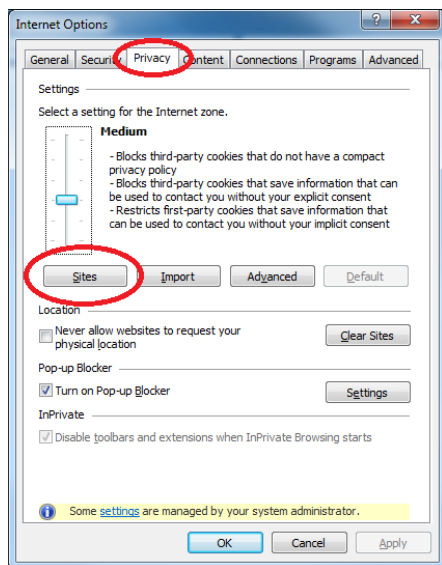


## Allow cookies from gnb.ca

1) In Internet Explorer, go to Tools menu. Select Internet Options.

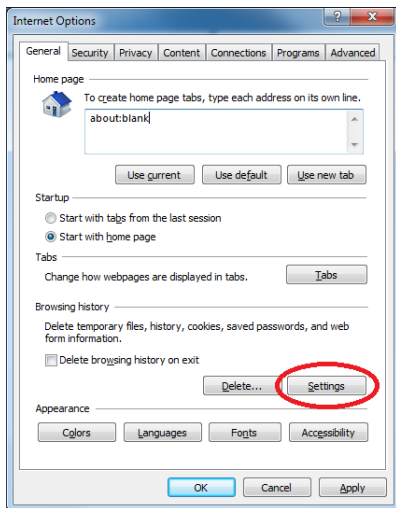
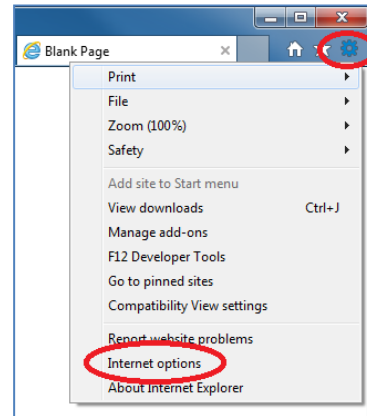


2) Privacy tab => Sites => Enter gnb.ca and click Allow.



## Ensure the browser is requesting a new copy of pages, not caching the previous version

- 1) In Internet Explorer, go to Tools menu. Select Internet Options.



- 2) Settings (under Browsing History)

- 3) Under "Check for newer versions of stored pages", select "Every time I visit the webpage" and click OK

