HAVING TROUBLE SEEING IMAGES IN YOUR OUTLOOK EMAIL?

HISD recently migrated our web content management system to an external host, and some users report seeing a red X where an image should be in email messages. If you're having this issue:

- Launch Internet Explorer
- Go to **Tools** (or the gear icon on the upper right portion of your browser window)
- Click on Internet Options
- Click on the **Advanced** tab
- Scroll down to the **Security** section
- Deselect the box marked **Do not save encrypted pages to disk**
- Click **Apply** and then **OK**
- Relaunch Outlook

| Internet (| Options | | | | | ? | × |
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| General | Security | Privacy | Content | Connections | Programs | Adva | nced |
| Settings | | | | | | | |
| Show image download placeholders Show pictures Security Allow active content from CDs to run on My Computer* Allow active content to run in files on My Computer* Allow active content to run or install even if the signature is invi Block unsecured images with other mixed content Check for publisher's certificate revocation Check for signatures on downloaded programs Do not save encrypted pages to disk Empty Temporary Internet Files folder when browser is dc Enable 64-bit processes for Enhanced Protected Mode* Takes effect after you restart your computer | | | | | | | |
| | | | | Restore | advanced s | ettings | ; |
| Reset Internet Explorer settings Resets Internet Explorer's settings to their default condition. | | | | | | | |
| You should only use this if your browser is in an unusable state. Some <u>settings</u> are managed by your system administrator. | | | | | | | |
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