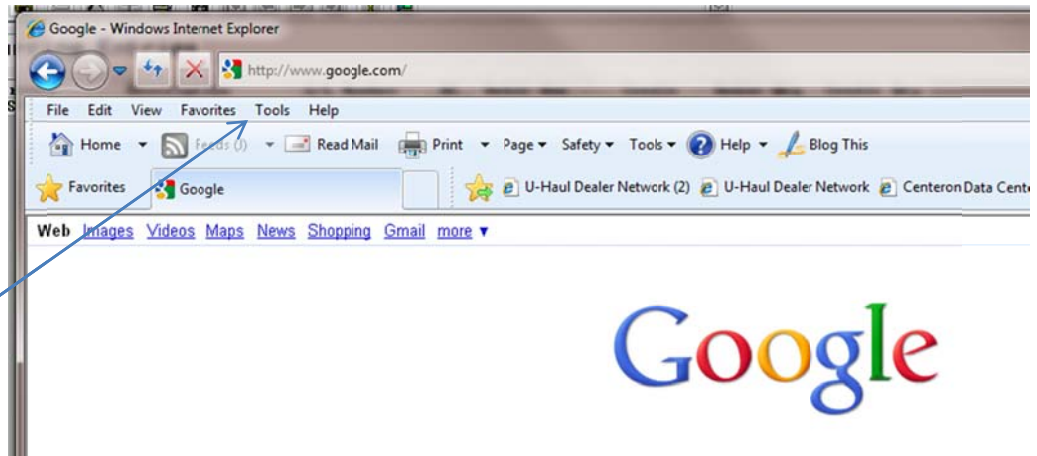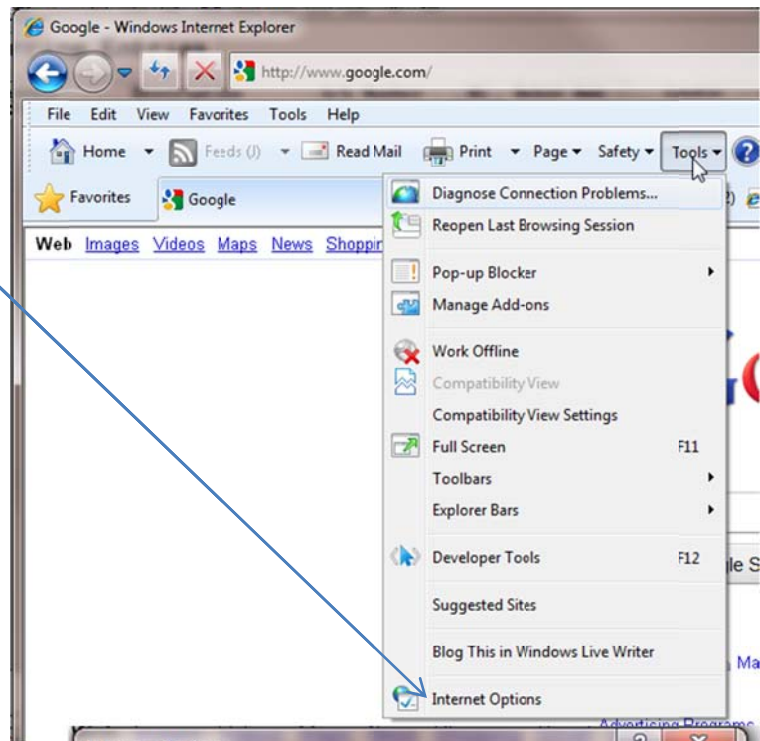Internet Explorer has an issue with the cookies used with the web Client. If you use IE please make the following changes to prevent login errors.
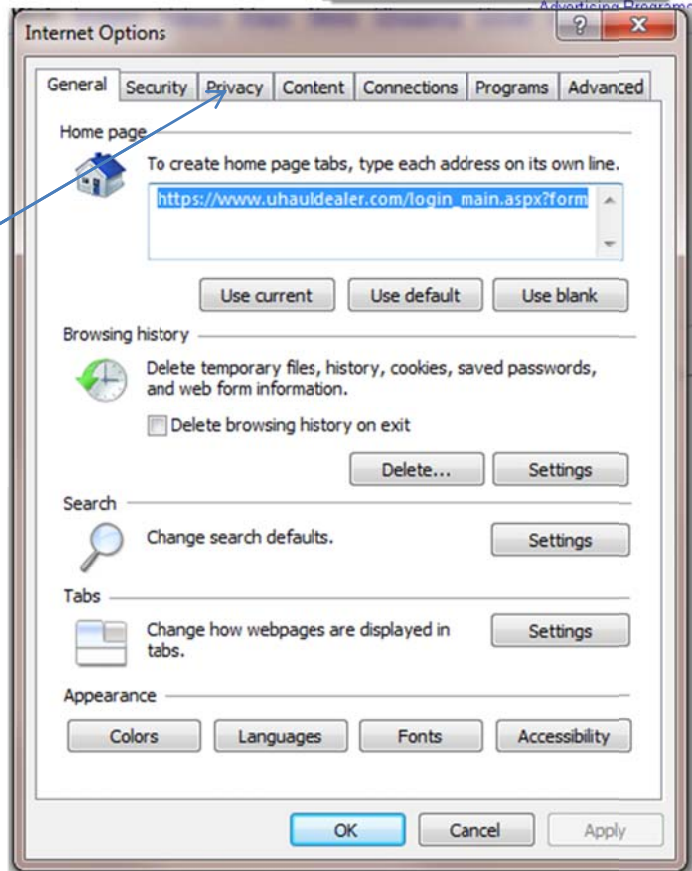
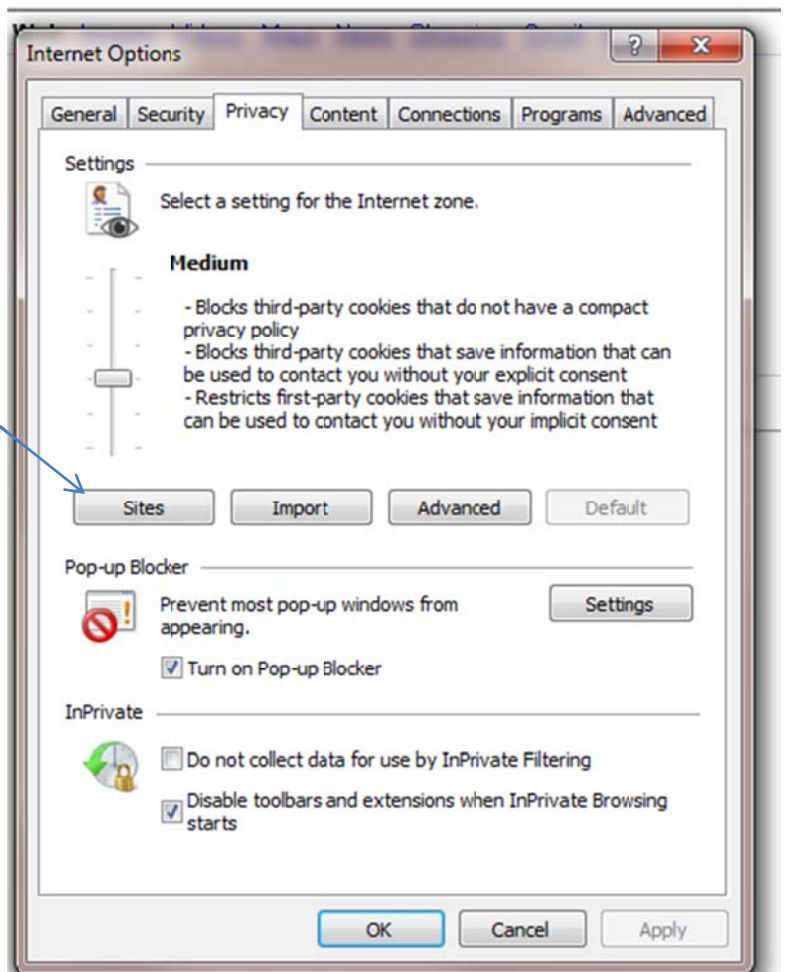1. Open your IE browser and click on TOOLS

2. Click on Internet Options

3. Click on the Privacy Tab

4. Click on Sites
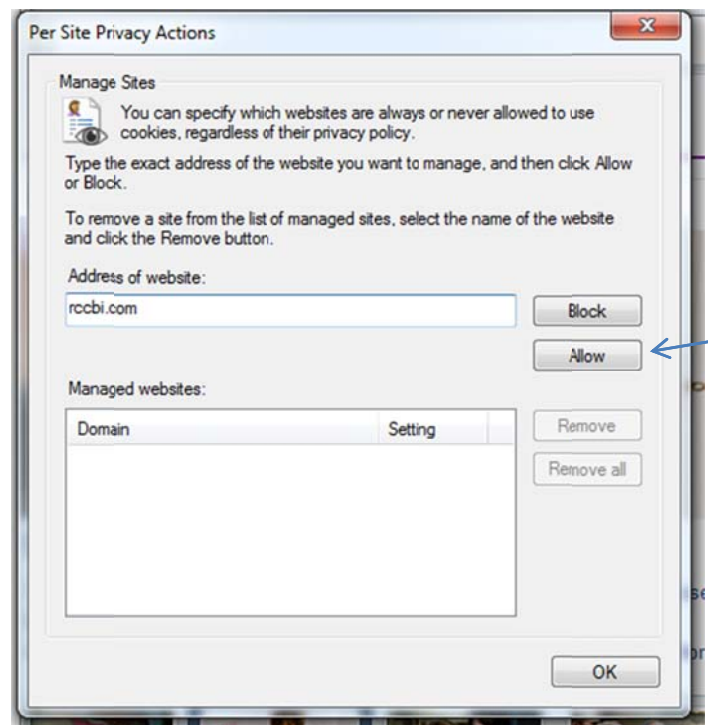

5. In the "Address of Website" box type in:

rccbi.com

Then click on the Allow Button
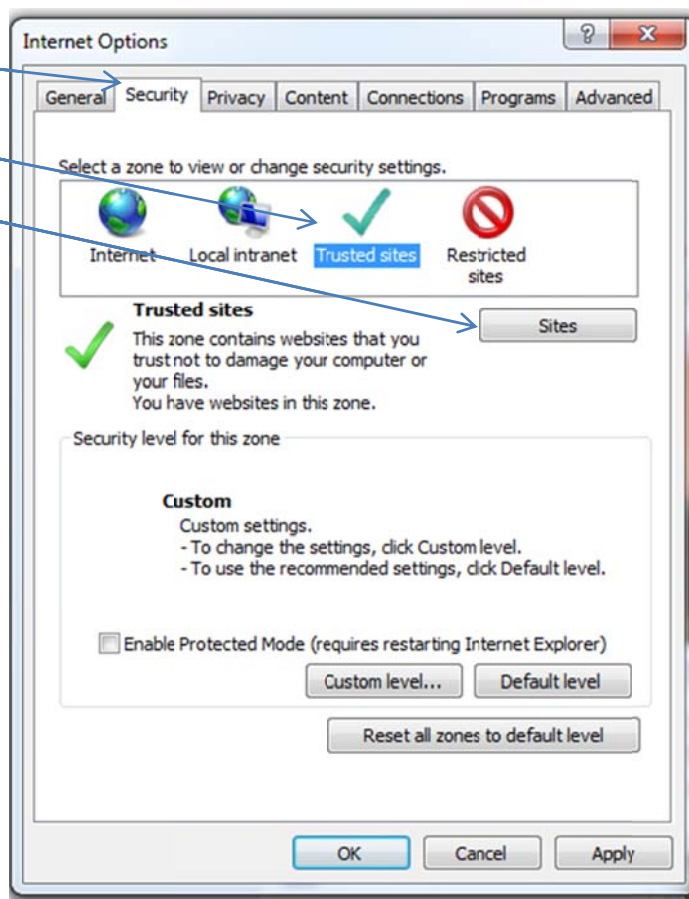
Also add in the following clicking allow after each

suhresgas.com

members.rccbi.com

When finished click on OK

6. Next click on the Security Tab
7. Click on Trusted Sites
8. Click on Sites

9. If suhresgas.com & rccbi.com is listed under the websites box then you are done you may click close and then close out of IE completely.

   If nothing is listed in the websites box then type in the addresses as they appear here clicking on add each time, then close out of IE completely.

10. Restart IE and proceed to **suhresgas.com** and you should now be able to log into your account successfully.