

If a customer cannot see the ProStar Reports or gets an error message something like “your apx session has expired”:

You Need to send them the below link:

<http://crmrepotts.promero.com>

With these directions:

Within the CRM:

1. Go to Tools
2. Select Internet Options
3. Click Security
4. Highlight Local Intranet
5. Click Sites
6. Click Advanced
7. Copy the above URL link into URL window
8. Click Add
9. Click OK until they are returned to the CRM screen.

