Common connection issues with www.safeconow.com addressed in this guide include:

- Error message “Webpage cannot be displayed”
- Spinning icon spins without opening the homepage
- “Access is denied” message after log in
- Page flashes after log in
- No visible links on the Start page
- Claims Inquiry opens blank window

**NOTE:**
www.safeconow.com should be used as the primary URL. Only use https://now.agent.safeco.com as a backup if you encounter unexpected behavior when opening Safeco Now.

**Begin by confirming you are using a compatible browser**

- If you are not using Google Chrome or Microsoft Edge, close the browser you are using and open Chrome or Edge to access www.safeconow.com.
  - Other browsers, like Internet Explorer and Firefox, may cause errors with Safeco Now.

- If you are using Chrome or Edge, ensure you are using a current version by visiting: https://www.webdevelopersnotes.com/latest-browser-versions

- For the next steps, follow the steps corresponding to your selected browser.
Safeco Now Troubleshooting Guide

Microsoft Edge Users Start here

Step 1: Remove Safeco Now as a favorite
- If Safeconow.com is saved in favorites, delete it as follows:
  - Click the ellipses (…) in the upper right of your browser
  - Select Favorites and scroll down to Safeco Now
  - Right click and select Delete.
- If you have Safeconow.com saved as a desktop icon, move it to the Recycle Bin.

Step 2: Delete browser history
Ensure you have only one active tab (session) open (close any additional open windows).
To delete browser history:
- Click the ellipses (…) in the upper right of your browser
- Select Settings from the menu.
- Select Privacy, Search, and Services on the left-hand column of the Settings page
- Locate Clear Browsing Data
- Click Choose What to Clear
- Make sure that the ONLY boxes checked are as shown in Figure 1 below:
  - Browsing history
  - Download history
  - Cookies and other site data
  - Cached images and files
- Click the “Clear now” button.

Figure 1: Clear browsing data

- Close all browser windows and then reopen your browser.
Safeco Now Troubleshooting Guide

Step 3: Update Trusted sites

- Press the Windows key + S on your keyboard
- Select Internet Options
- Select the Security tab.
- Under the "Select a zone to view or change security settings" select "Trusted sites."
- Select the Sites button on the right as shown in Figure 2 below:

Figure 2: Trusted sites

- In the list of websites locate anything that has "Safeco" or "lmig" in it.
  Note: If both are present, it is important to delete all occurrences.
- Select the two sites and click "Remove" on the right.
- If there is no site listed:
  1. Ensure that the "Required server verification (https:) for all sites in this zone" box is unchecked.
  2. Add these websites in the trusted zone in the Trusted sites as shown in Figure 3 below.
     a. Enter https://*.Safeco.com and click add
     b. Enter https://*.Lmig.com and click add
     c. Enter https://*.Libertymutual.com and click add
3. Click **Apply** and **OK**.
4. Close the browser window.
5. Reopen Internet Explorer browser and navigate to [https://www.safeconow.com](https://www.safeconow.com).

You can now add [https://www.safeconow.com](https://www.safeconow.com) to your favorites.
Safeco Now Troubleshooting Guide

Google Chrome Users Start Here

Step 1: Remove Safeco Now as a bookmark
- If Safeco Now is bookmarked, delete it as follows:
  - Click the Chrome menu icon in the upper right of your browser
  - Scroll down to Bookmarks, and select Bookmark manager
  - Right click on Safeco Now and select Delete.
- If you have Safeco Now saved as a desktop icon, move it to the Recycle Bin.

Step 2: Delete browser history
- Make sure to have only one active tab (session) open
- From the Chrome menu, select More Tools, and then Clear browsing data as shown in Figure 4 below.

Figure 4: Delete browsing data

- The Clear browsing data window will open
- Select Time range “All time” from the dropdown menu
- Click “clear data”
- Close all browser windows and then reopen

Step 4: Add trusted sites
- From the Chrome menu, click on Settings
- Scroll to the bottom and click on Advanced
Safeco Now Troubleshooting Guide

- Select **Privacy and Security**
- Select **Site Settings**
- Navigate to **Permissions** and click on “**Cookies and site data**”
- Click **Add** in “Allow” to add a site as shown in **Figure 5** below:
  - Type [*.*]Safeco.com, click **Add**
  - Type [*.*]Lmig.com, click **Add**
  - Type [*.*]Libertymutual.com, click **Add**

**Figure 5: Add trusted sites**

- Close the browser window.
- Reopen Google Chrome browser
- Navigate to [https://www.safeconow.com](https://www.safeconow.com)

You can now save [https://www.safeconow.com](https://www.safeconow.com) to your Bookmarks.