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1. Compatibility View Settings

Introduction

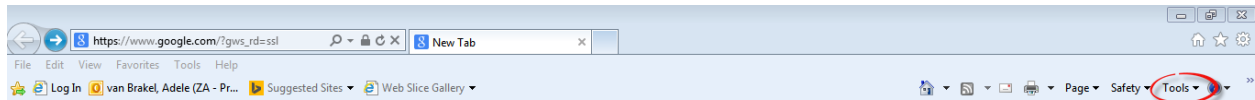
Due to Windows updates that are running on machines, users need to ensure and adjust Compatibility View Settings on their workstations, computers, laptops etc.

This can be done in three ways:

1. Option 1
Click on the Compatibility Icon next to address bar

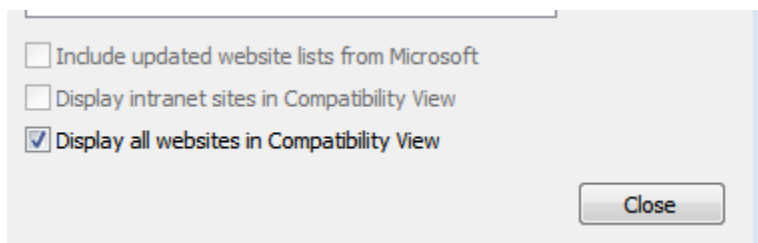


2. Option 2
From the tools menu



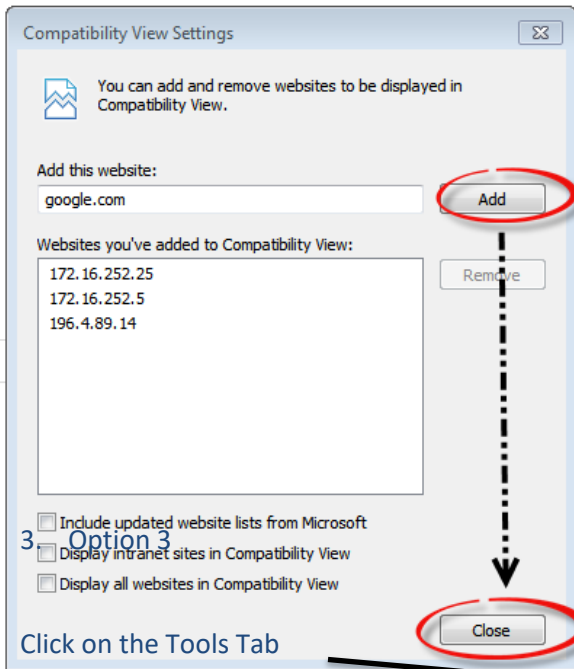
- a. Select Tools Menu option
- b. Select 'Compatibility View Settings' from the options.

Please make sure to select the tick box as below:



Display all websites in Compatibility View.

- c. Click on the Add button
- d. Click on the Close Button
- e. Refresh the Page (F5)

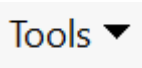


- a. Select 'Compatibility View Settings' from the options.
- b. Click on the Add button
- c. Click on the Close Button
- d. Refresh the Page (F5)

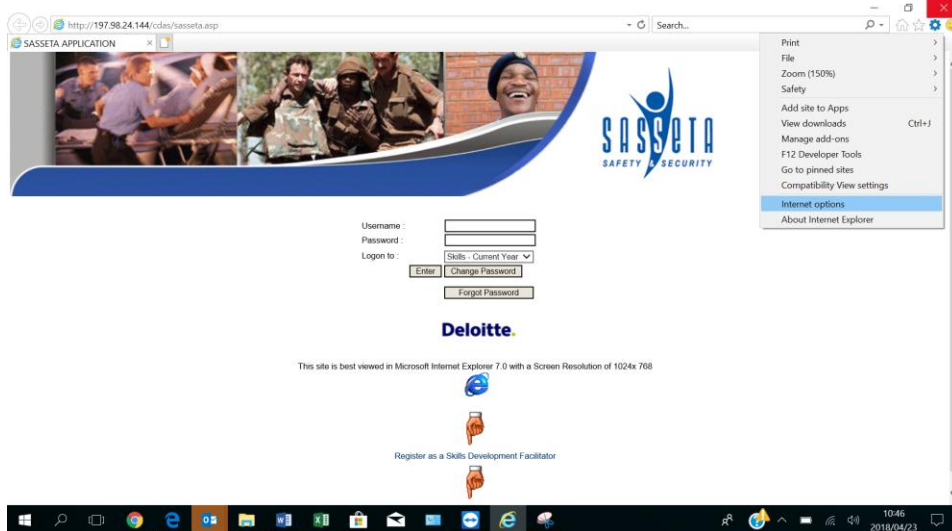
2. Internet security settings

Follow the below instructions to troubleshoot your internet security settings:

1. On the top right corner, click on Tools

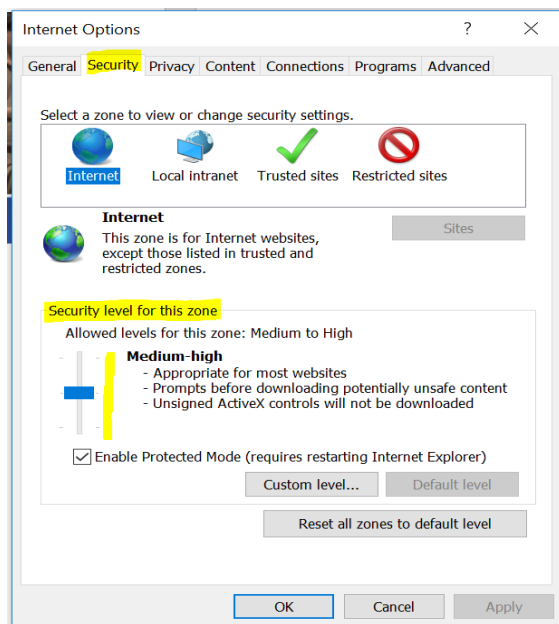


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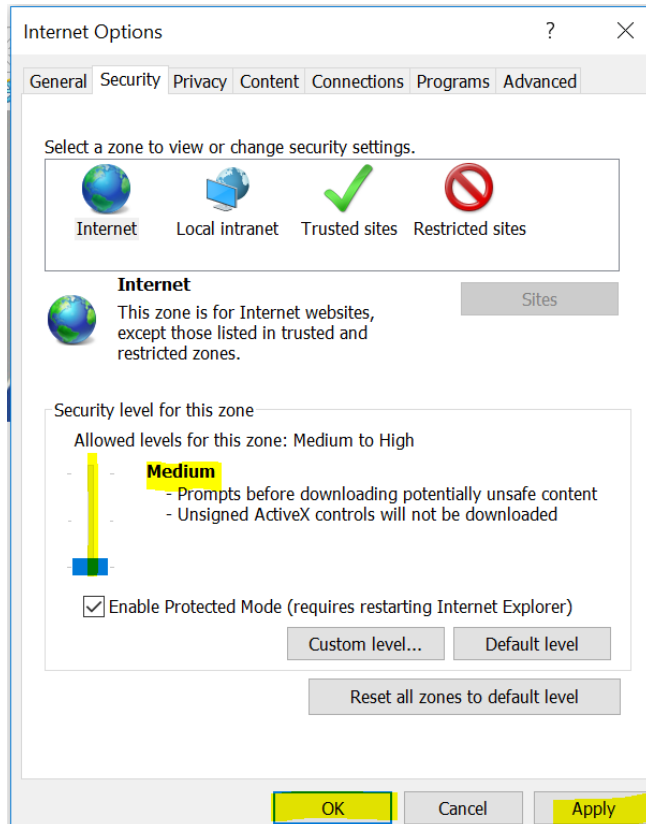


2. Select Internet options, and click on the Security tab.

The below window will display:



1. Drag the security level bar down to Medium

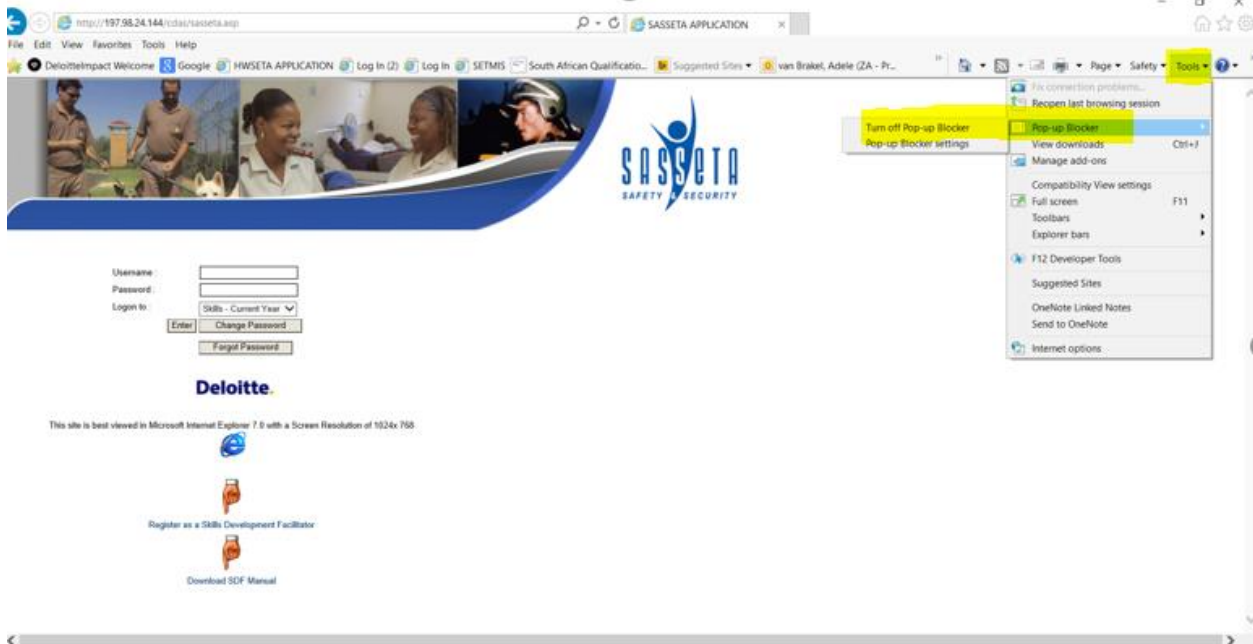


2. Tick on the "Enable Protected Mode" checkbox
3. Click on the Apply button
4. Finally click Ok
5. Close the website completely
6. Open website and log in

3. Pop-up Blocker

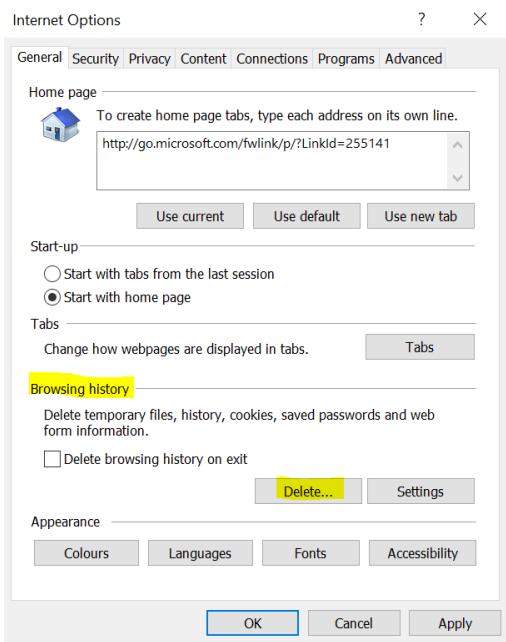
Please ensure that the Pop up Blocker is turned off.

1. Click on the Icon – Tools
2. Select Pop-up Blocker
3. Ensure pop-up blocker is turned off

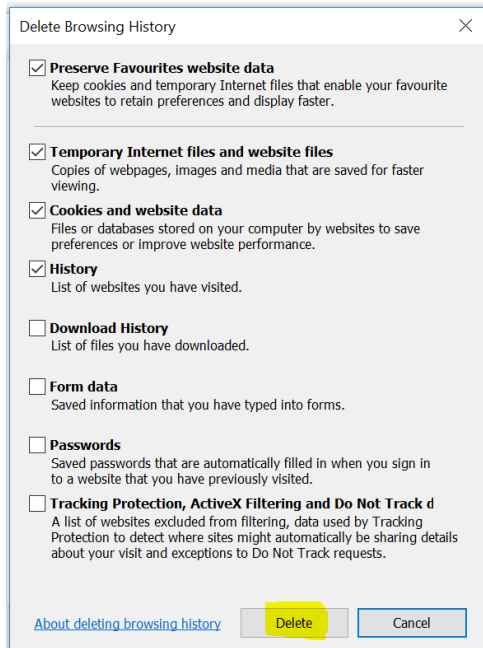


4. Browsing History

1. Click On Tools
2. Internet Options
3. Go to Browsing History and then click on the Delete Tab



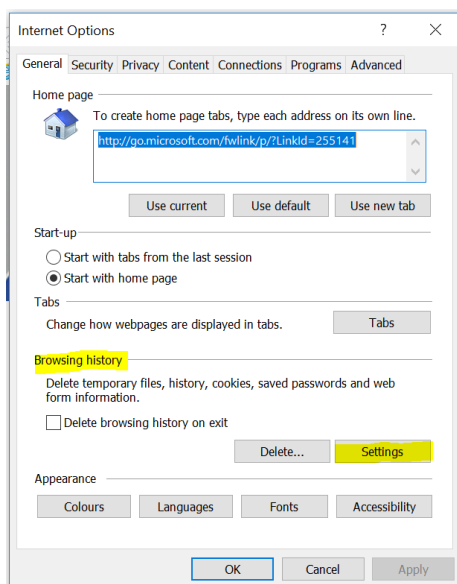
4. Then Click on Delete
The below window will appear:



5. Click on the Delete button
6. Close the page and log in again

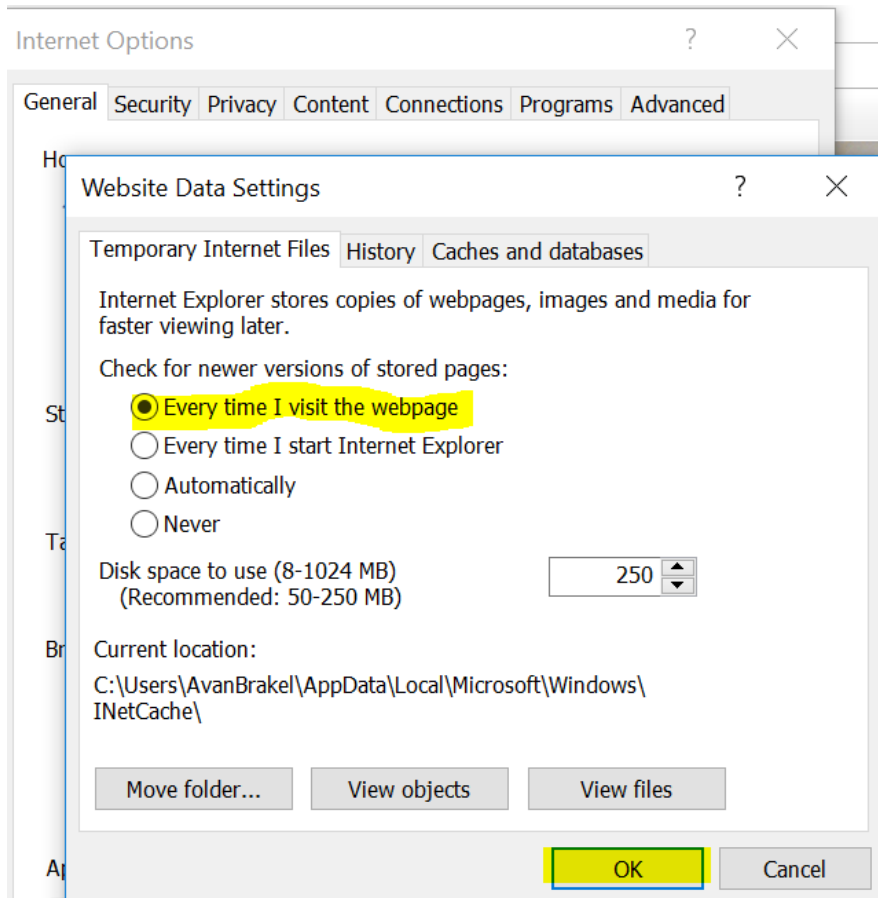
5. Temporary Internet Files

1. Click On Tools
2. Internet Options
3. Go to Browsing History and then click on the Settings Tab



4. Select every time I visit the webpage and then click OK

See screenshot below:



5. Close the window and the webpage.
6. Open the webpage again and log in