

Internet Explorer 11 - Setting a Website to Display in Compatibility View

An Internet Explorer 11 update issued in late November has caused problems with websites and services like Cypress and Interactive Reporting. This issue can be resolved by adding the websites to the compatibility mode list.

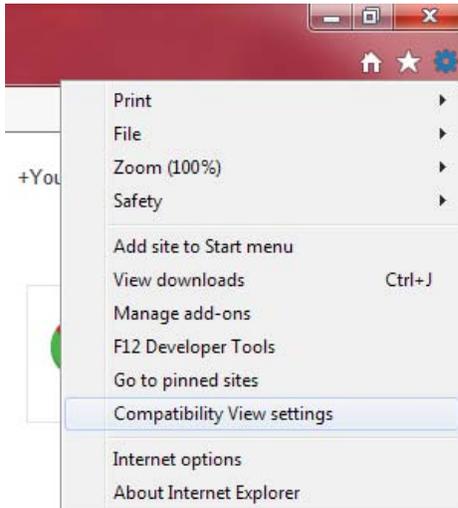
These websites can be added to the compatibility mode list by doing the following:

1. In Internet Explorer, click on the **Tools** menu. Unless you have the menu bar enabled, this will be a gear icon:

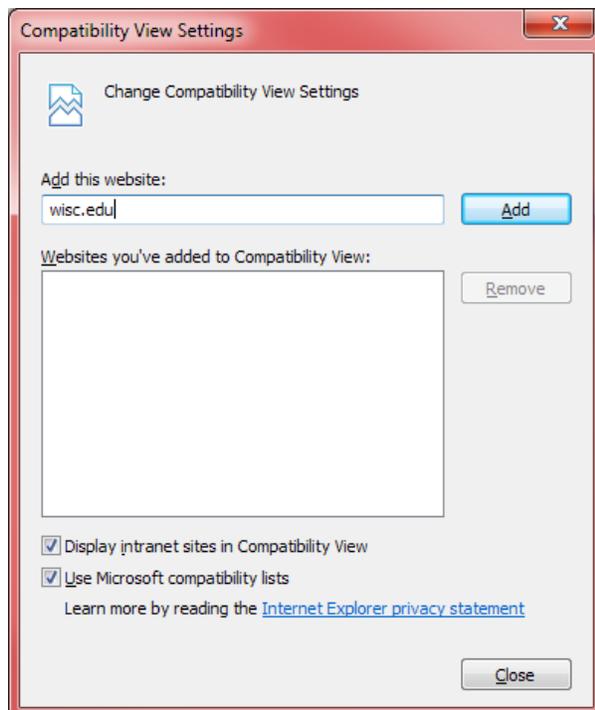


- o **Note:** You can display the menu bar by either:
 - 1) Pressing the ALT key or 2) right-clicking the Address bar and selecting **Menu bar**.

2. Click **Compatibility View Settings**.

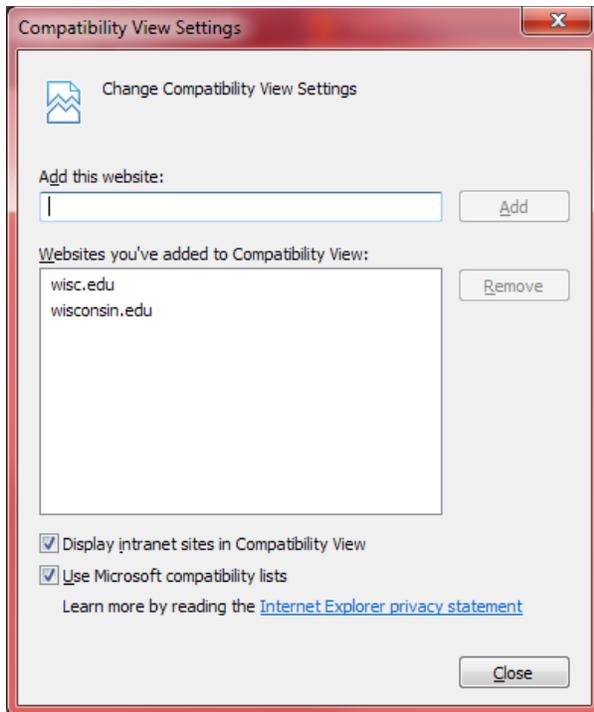


3. Under **Add this website**, enter the URL of the site you want to add.



4. Click **Add**.

5. The list should look like the following if you added the typical websites.



6. Upon reloading the webpage, content should display properly.

7. **Note:** By default, IE11 is set to clear your browser history when you quit, which also clears the list of websites added to Compatibility View. To disable this setting:

1. Open the **Tools** menu as described in step 1 above, then select **Internet Options**.
2. Under the **General** tab, uncheck the **Delete browser history on exit**, then click **Apply**. If you do not disable this setting, you will need to recreate this list every time you launch IE.

