EVOUCHER WEBSITE TROUBLESHOOTING

APPROVED BROWSERS:

In Windows, Internet Explorer 8 or newer is approved (Safari is approved if you are on a Mac). In IE, ensure that your cache setting is correct:

1. Go to TOOLS on your browser menu bar and click on "Internet Options"



2. From the General tab, click on Settings

Internet Options						
General	Security	Privacy Con	tent Conne	ections Pro	grams Advanced	
Home	To crea	ite home page //staff.circ9.dc	tabs, type e	ach address	on its own line.	
Brows	Delete and we	Use current temporary files b form informa ete browsing hi	Use during the story on exit	default (ookies, saved	Use blank	
Search	Change	e search defaul	Del	ete (Settings Settings	
Tabs Change how webpages are displayed in Settings						
Appea	Colors	Language	s F	onts	Accessibility	
			OK	Cancel	Apply	

3. Choose this option:



INTERNET EXPLORER COMPATABILITY ISSUES

eVoucher must be accessed via the web browser Internet Explorer (or Safari on an Apple product). If you have recently upgraded your Microsoft Office Operating System and/or your Internet Explorer to IE 10 or 11, you need to take the following steps in order for the program to function correctly.

<u>IE10</u>:

In IE 10 turn on "compatibility mode" by clicking on what looks like a torn piece of paper after the web address. If compatibility mode is on (as it should be for eVoucher to work properly) the icon will be blue:

Compatibility mode Off:



Compatibility mode On:



<u>IE 11</u>:

1. In Internet Explorer, go to the eVoucher website.

2 Click Tools on the menu bar (if you can't see the menu bar, there should be a "cog" icon in the upper right corner of the browser -- click on that to get the menu bar)

3. Scroll down to Compatibility View Settings. The website you are currently viewing should pop up, but it might just say uscourts.gov (which is correct).

- 4. Click the Add button and it should add "uscourts.gov" in the area below.
- 5. Make sure the two check boxes below that are checked.

Compatibil	ity View Settings
Change Compatibility Vie	ew Settngs
Add this website:	Add
Websites voulve added to Comp	atibility View
facebook.com linkshare.com	Remove
4	
✓ Display intranet sites in Comp	atibility View
Use Microsoft compatibility lis Learn more by reading the In	ts ternet Explorer privacy statement
	Close