

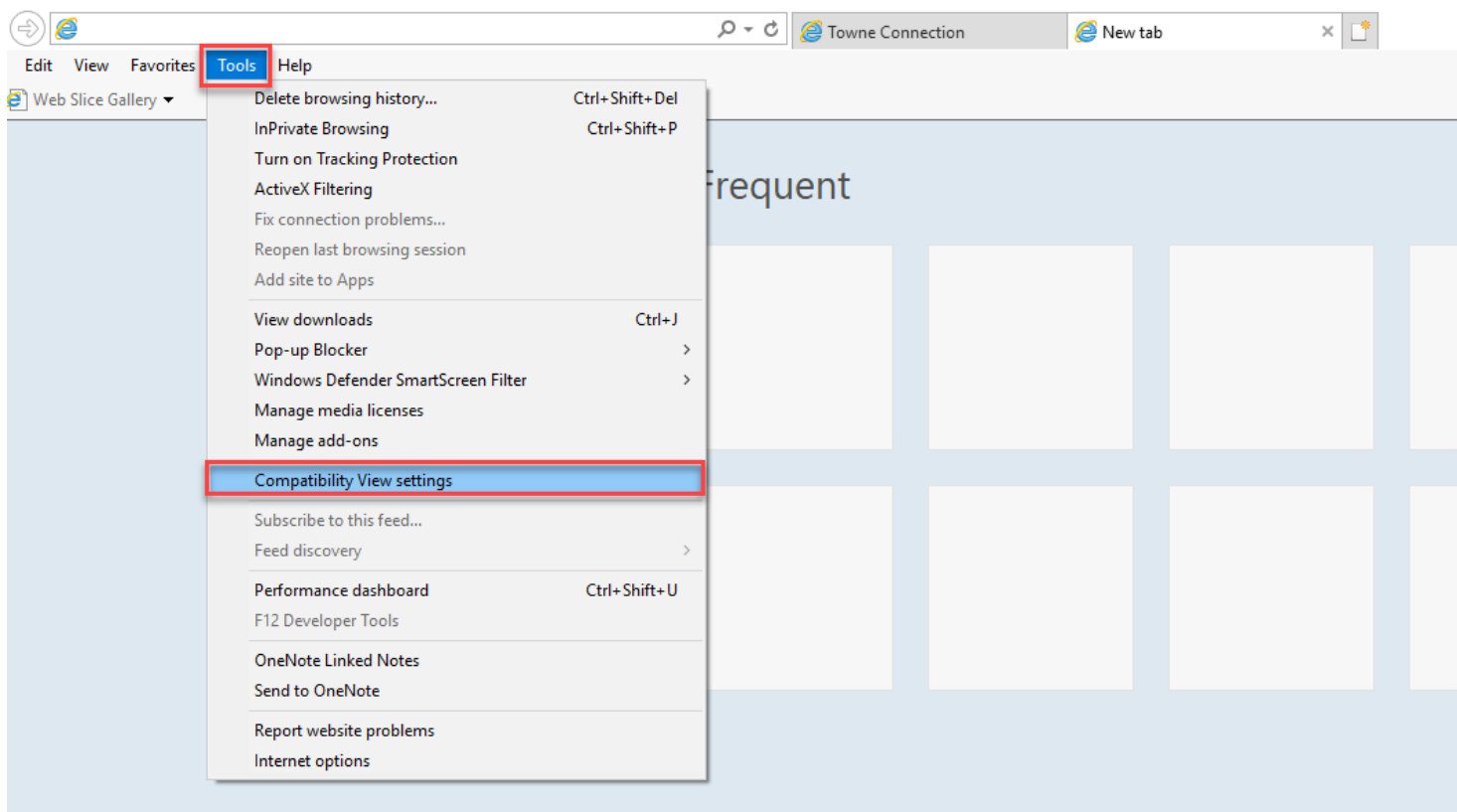


HOW TO: Disable the Compatibility mode in Internet Explorer

This job aid is to inform users utilizing the TPO Connect site that Internet Explorer at times is not compatible when users are trying to upload documents or document sets. If this problem occurs please use the following steps to disable the view or use Google Chrome.

Step 1:

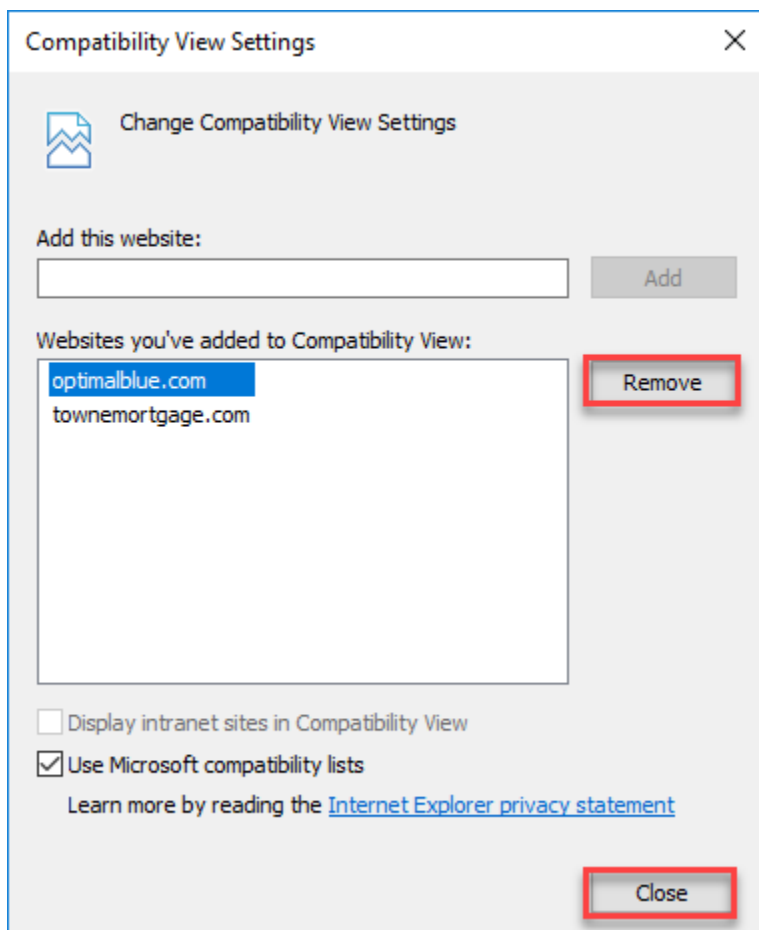
- Open up Internet Explorer
- Click on the Tools Tab



- Select the Compatibility View settings option

Step 2: The two websites you want to look out for are townemortgage.com and optimalblue.com

- If the website is in the yellow box, highlight the website.
- Click Remove
- Close the box
- Refresh the page



Don't forget you can use Google Chrome if Internet Explorer does not work.

