

## 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

)			Q - Q	<i>e</i> Towne Con	inection	<i>e</i> New tab	× 📑	
Edit View Favorites	Tools Help							
🗿 Web Slice Gallery 🔫	Delete browsing history	Ctrl+Shift+Del	1					
	InPrivate Browsing	Ctrl+Shift+P						
	Turn on Tracking Protection		L					
	ActiveX Filtering		frequ	ient				
	Fix connection problems							
	Reopen last browsing session							
	Add site to Apps							
	View downloads	Ctrl+J						
	Pop-up Blocker	>						
	Windows Defender SmartScreen Filter	>						
	Manage media licenses							
	Manage add-ons							
	Compatibility View settings							
	Subscribe to this feed		1					
	Feed discovery	>						
	Performance dashboard	Ctrl+Shift+U						
	F12 Developer Tools							
	OneNote Linked Notes							
	Send to OneNote							
	Report website problems							
	Internet options							
			·					

• Select the Compatibility View settings option

## **Encompass How To – Disable the compatibility mode in Internet Explorer**

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

Compatibility View Settings	Х						
Change Compatibility View Settings							
Add this website:							
Ado	ł						
Websites you've added to Compatibility View:							
optimalblue.com townemortgage.com	ve						
<ul> <li>Display intranet sites in Compatibility View</li> <li>Use Microsoft compatibility lists</li> <li>Learn more by reading the <u>Internet Explorer privacy statement</u></li> </ul>							
Clos	e						

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

