# Having Trouble Viewing Connx?

SOMETIMES THE WEBSITE YOU'RE VISITING DOESN'T LOOK LIKE HOW YOU EXPECT IT TO. IMAGES MIGHT NOT SHOW UP, MENUS MIGHT BE OUT OF PLACE, AND TEXT BOXES COULD BE JUMBLED TOGETHER. THIS CAN SOMETIMES BE CAUSED BY A COMPATIBILITY PROBLEM.
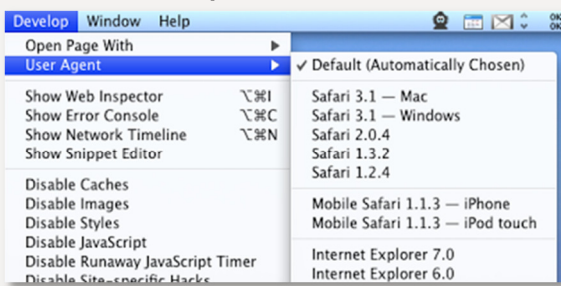
SAFARI

To adjust the setting in Safari:

1. Close all Safari windows.
2. Select **Safari → Preference → Advanced**
3. Checkmark the box for "**Show Develop menu in menu bar**".
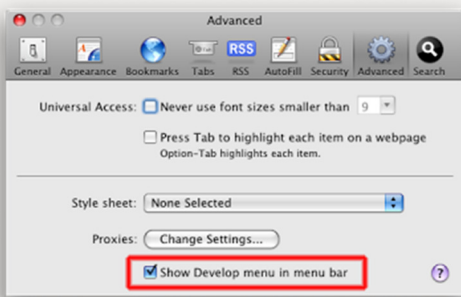
The "**Develop**" menu will then appear in the Safari menu bar.

4. Select **Develop → User Agent → Internet Explorer 8.0**

FIREFOX

Many site issues can be caused by corrupt cookies or cache. In order to try to fix these problems, the first step is to clear both cookies and the cache. To clear cache and cookies do the following:

1. Go to **Firefox → History → Clear recent history** or (if no Firefox button is shown) go to **Tools → Clear recent history**.
2. Under "**Time range to clear**", select "**Everything**".
3. Now, click the arrow next to **Details** to toggle the Details list active.
4. From the **Details** list, check **Cache** and **Cookies** and uncheck everything else.
5. Now click the **Clear Now** button.

GOOGLE CHROME

Google Chrome does not have any Compatibility settings.

FEELING TECH SAVVY?

Try installing 'IE Tab'. This is a browser extension that allows you to use Internet Explorer to display pages in a tab within Google Chrome or Firefox.
Check out: www.ietab.net

INTERNET EXPLORER

You will need to know what version of Internet Explorer you are using.

Go to the Help (?) icon in Internet Explorer and select **About Internet Explorer**.

Then select Option 1 or 2 below depending on what Browser you are using.

Internet Explorer Continued

OPTION 1: *Internet Explorer Version 8 to 10*

To turn on Compatibility View
1. See if the **Compatibility View** button appears in the Address bar. (If you don't see the button, there's no need to turn on Compatibility View.)
2. Tap or click the **Compatibility View** button to display the site in Compatibility View.

Once you turn on Compatibility View, Internet Explorer will automatically show that site in Compatibility View each time you visit. You can turn it off by tapping or clicking the button again. Or, you can clear the entire list of sites using Compatibility View by deleting your browsing history.

OPTION 2: *Internet Explorer Version 11*

1. Open the desktop, and then tap or click the Internet Explorer icon on the taskbar.
2. Tap or click the **Tools** button, and then tap or click **Compatibility View settings**.
3. Under **Add this website**, enter the URL of the site you want to add to the list, and then tap or click **Add**.

NOTE:
- If you add a site to the Compatibility View list and the page looks worse, the problem might not be compatibility and you should remove the site from the list.