A. Clear browser cache for Internet Explorer (version 10):

NOTE: if you have a browser version other than Internet Explorer 10, please reference the following site for steps to clear cache for your browser.

http://www.refreshyourcache.com

1. Launch Microsoft Internet Explorer
2. On Internet Explorer select Tools from the top menu → click on Internet Options to get Internet Options window:

3. Click the Delete button in the Browser History section to get Delete Browser History window → select only Temporary Internet Files → click Delete → click Apply button on Internet Options Window and → then click OK button → The Internet Options window will be closed
4. Close the Internet Explorer window by clicking on the X button on top right corner

5. Launch Internet Explorer and try again

NOTE: if you have a browser version other than Internet Explorer 10, please reference the following site for steps to clear cache for your browser.

http://www.refreshyourcache.com
If clearing the browser cache does not correct the issue please do the following:

B. Steps to select browser compatibility mode:

1. Start Internet Explorer browser as shown in above steps
2. Click the Compatibility View button on the Address bar

   a. When Internet Explorer recognizes that a webpage is not compatible, you will see the Compatibility View button on the Address bar. Try clicking it.
   b. When Compatibility View is turned on, the button changes from an outline to a solid color when you view the page