

Internet Explorer version 8 and higher Tips and instructions for changing browser settings

Users that utilize Internet Explorer version 8 and higher may encounter issues with some of our internet applications. There are browser settings that must be enabled so that all of the functionality of our applications can work properly.

To determine what version of Internet Explorer you have, click on help on the browser tool bar and select the about internet explorer selection.

Known issues

Sales Ifile application-

On the payment option screen, if ACH debit is selected, there is a federally mandated question related to IAT transactions that pops up and needs to be answered with Yes or No. IE 8 browser users that do not have the java script browser setting enabled will not see the question pop up and will get an error that the question was not answered. Refer to section III to learn how to enable java scripting.

EZ-Pay application-

Application just hangs and eventually times out.
Won't allow input in a field

Recommendations

It is also recommended that all IE 8 browser users switch to the compatibility view and ensure that Use SSL 3.0 and Use TLS 1.0 browser settings are checked . Please refer to Section II and Section IV respectively for step by step directions.

Many IE 8 browser users also see the security warning as described in section I. Refer to that section to read about why this warning pops up and how to disable it.

In the case that you are not allowed to change your browser settings because they are set by an administrator, it is recommended that you download a different browser like Firefox or Chrome.

I. Security Warning

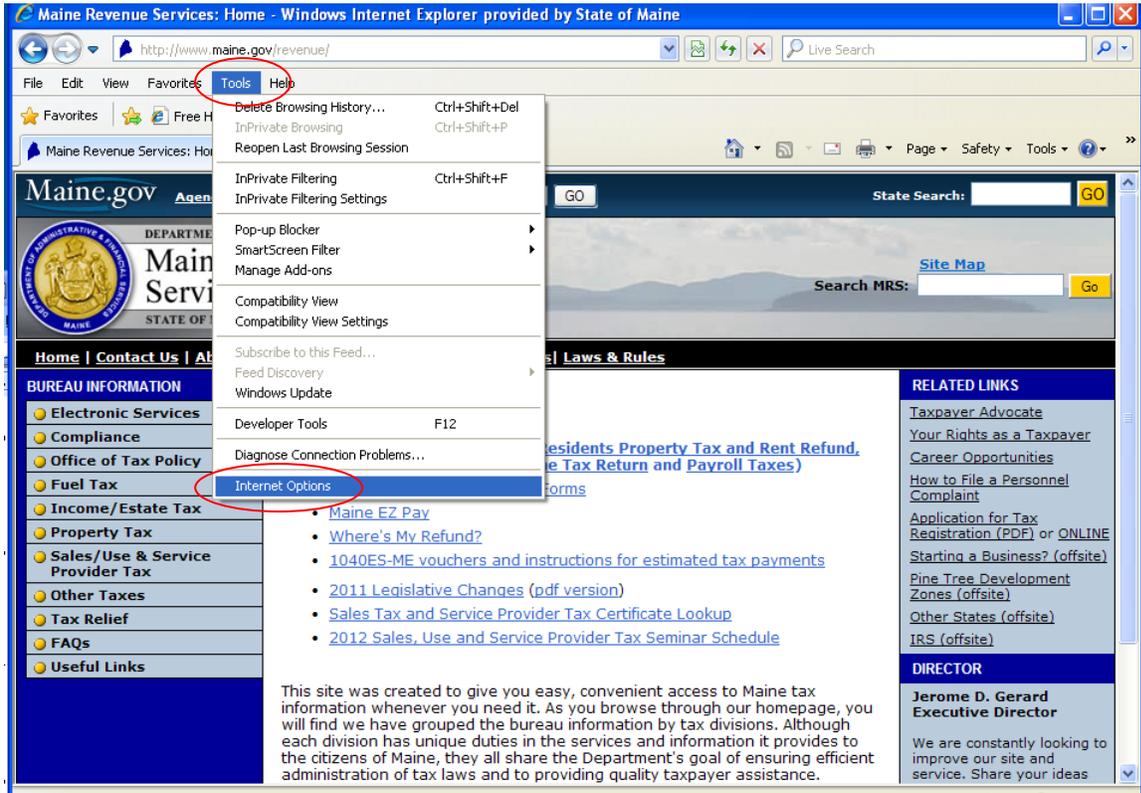


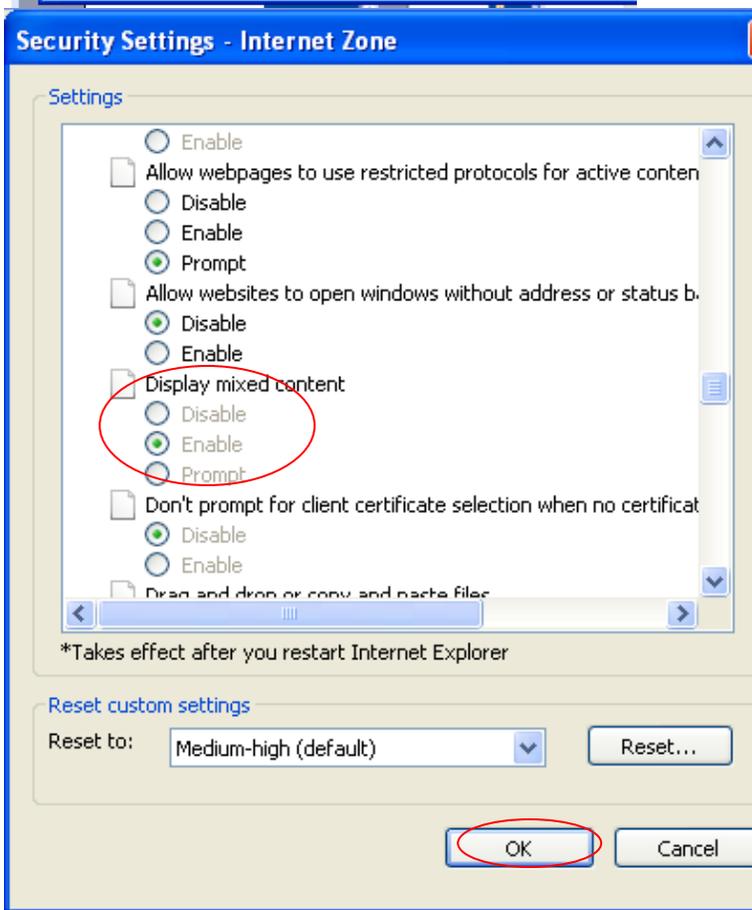
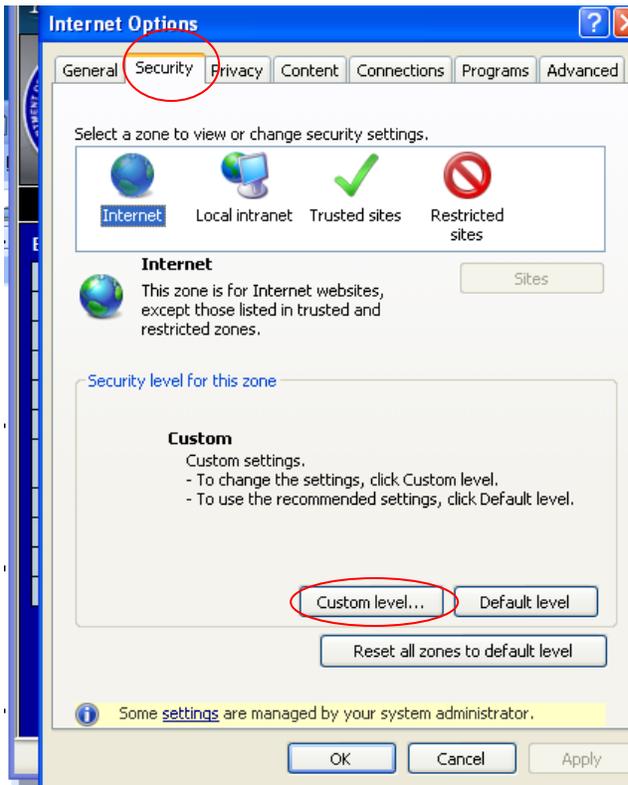
The cause of this message is that we have mixed content in our Ifile applications. The reason for the warning is that we have an SSL-Secured (https protocol) page that is

attempting to load non-SSL (http protocol) content. In other words, the data is secure, but perhaps there are some images, such as the state seal, that are not. We have had other inquiries about this security warning from other divisions as well.

The warning can be disabled by

1. going to tools>internet Options >Security
2. Select the Security tab
3. Click the custom level button
4. In the miscellaneous section change “Display mixed Content” to Enable

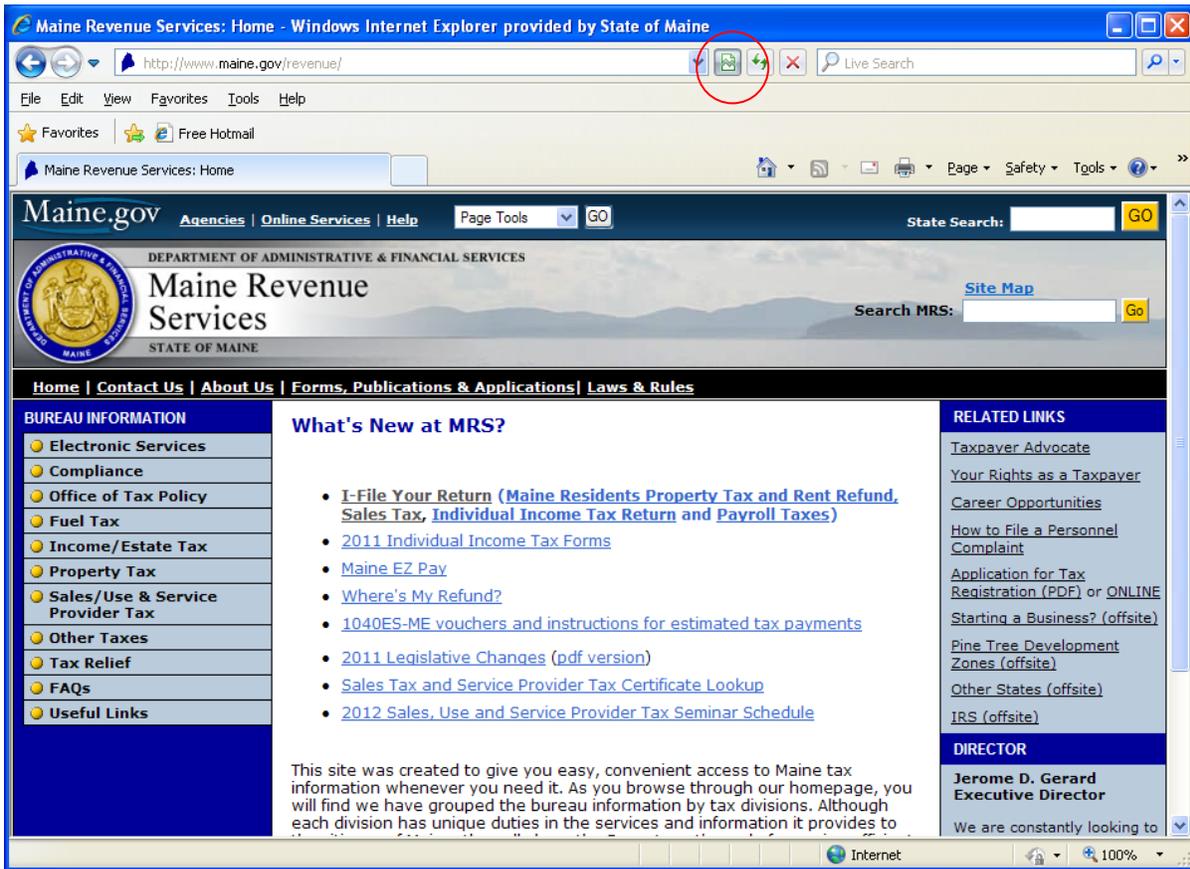




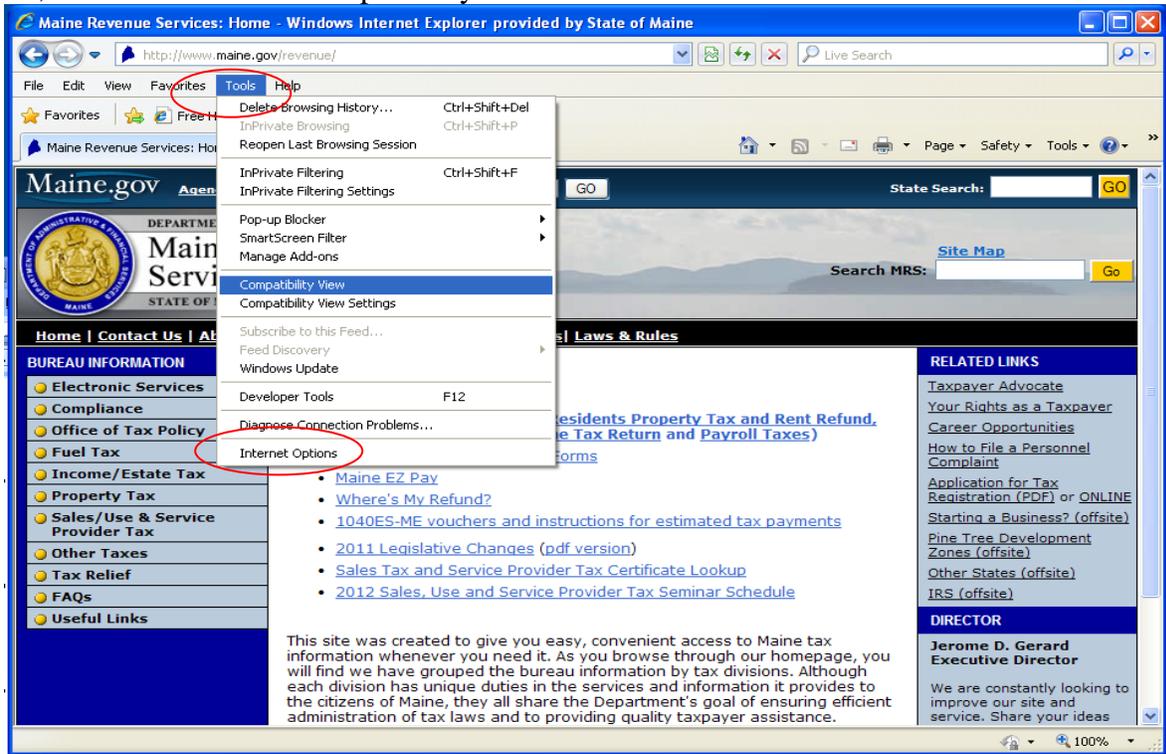
Refresh the browser

II. Switch to compatibility view

Click on the “broken page” icon to switch to compatibility view

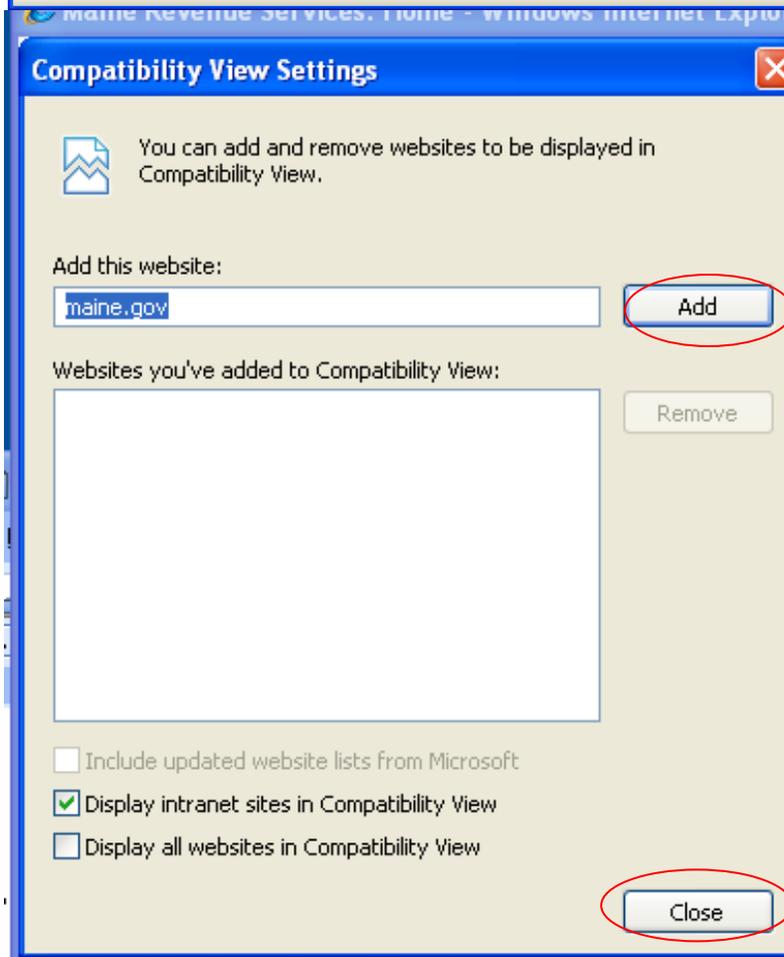
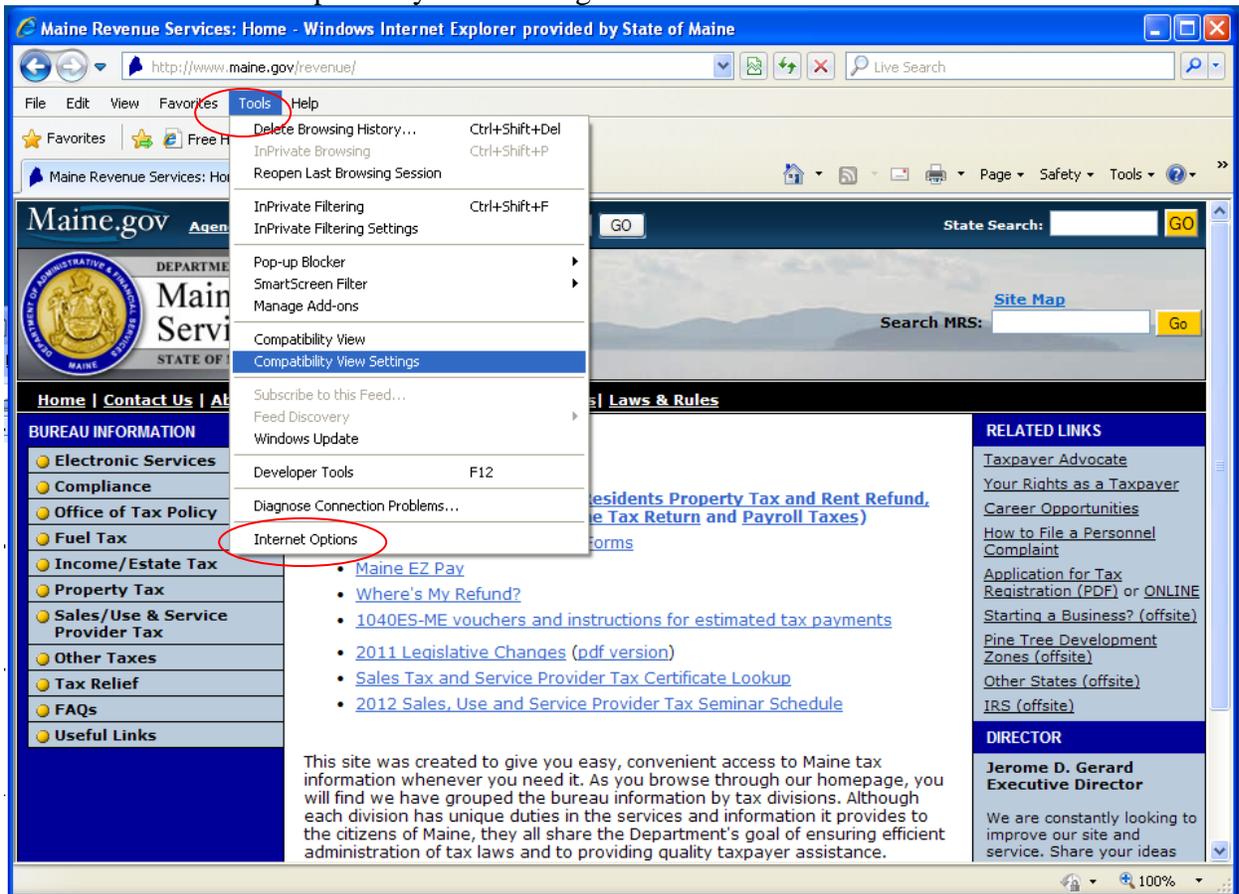


Or, Click tools> select Compatibility view



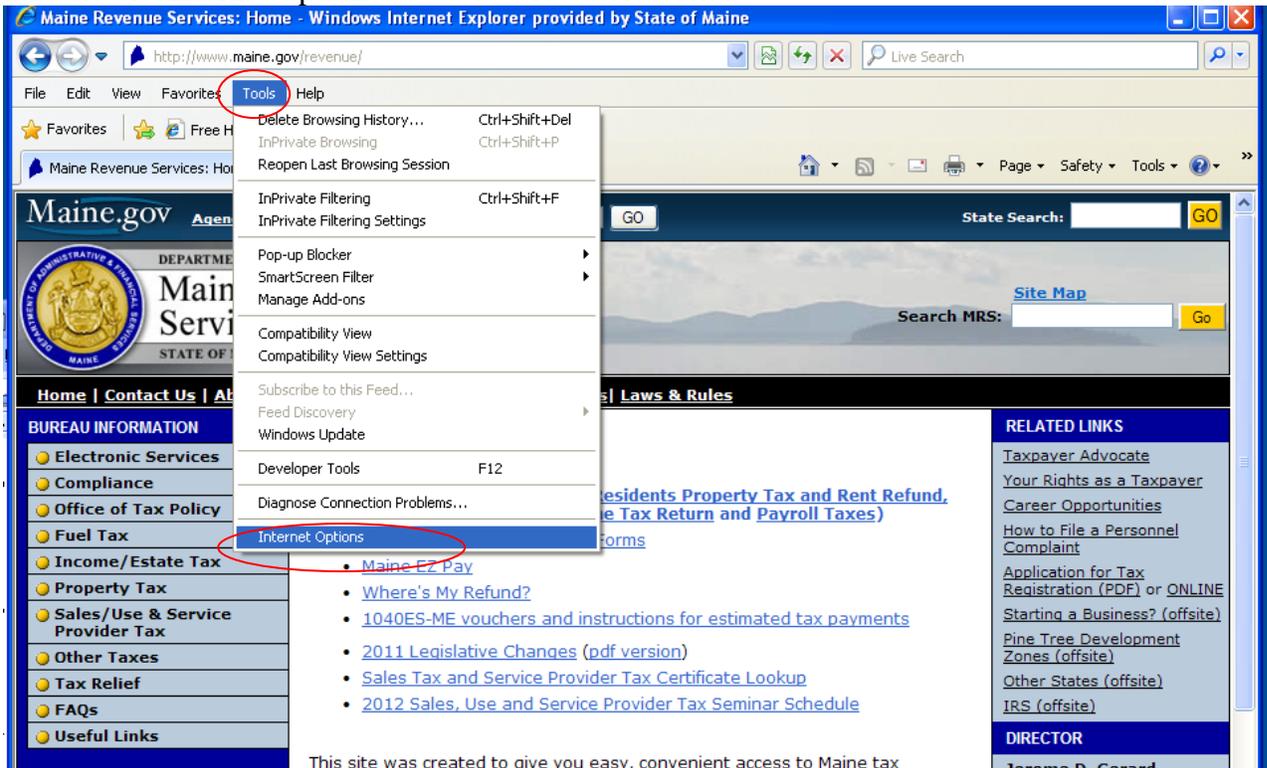
Refresh the browser

You can also select compatibility view settings and add our website.

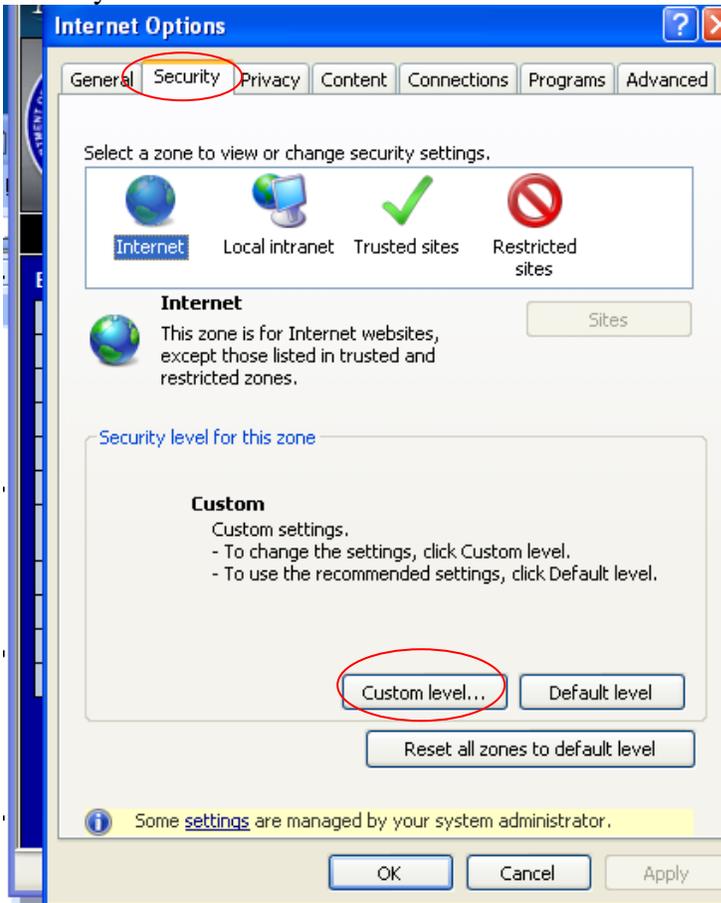


III. Ensure Java Scripting enabled

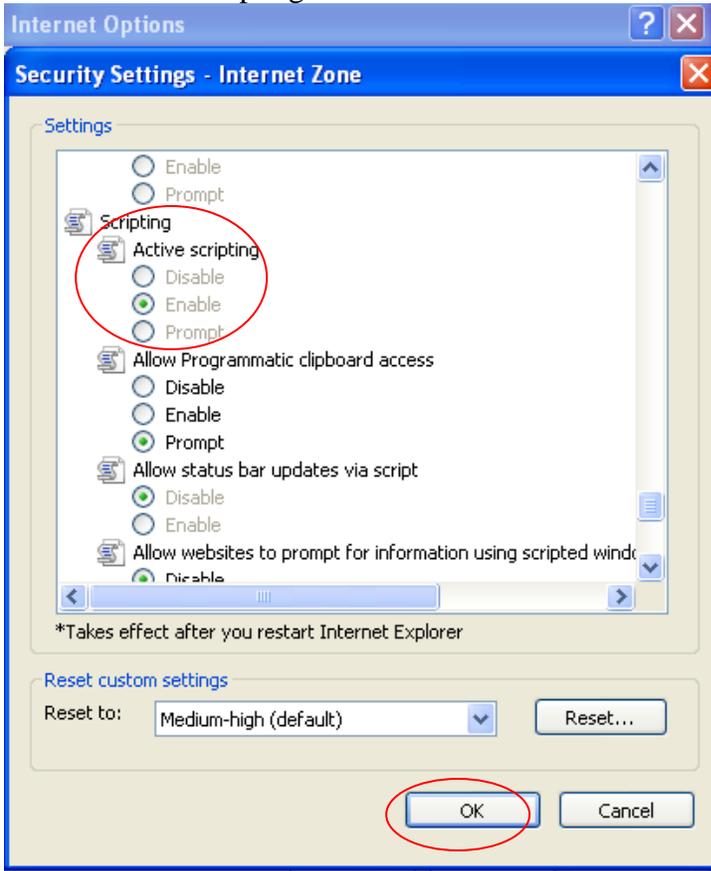
Select tools>Internet Options



Security tab>Custom Level

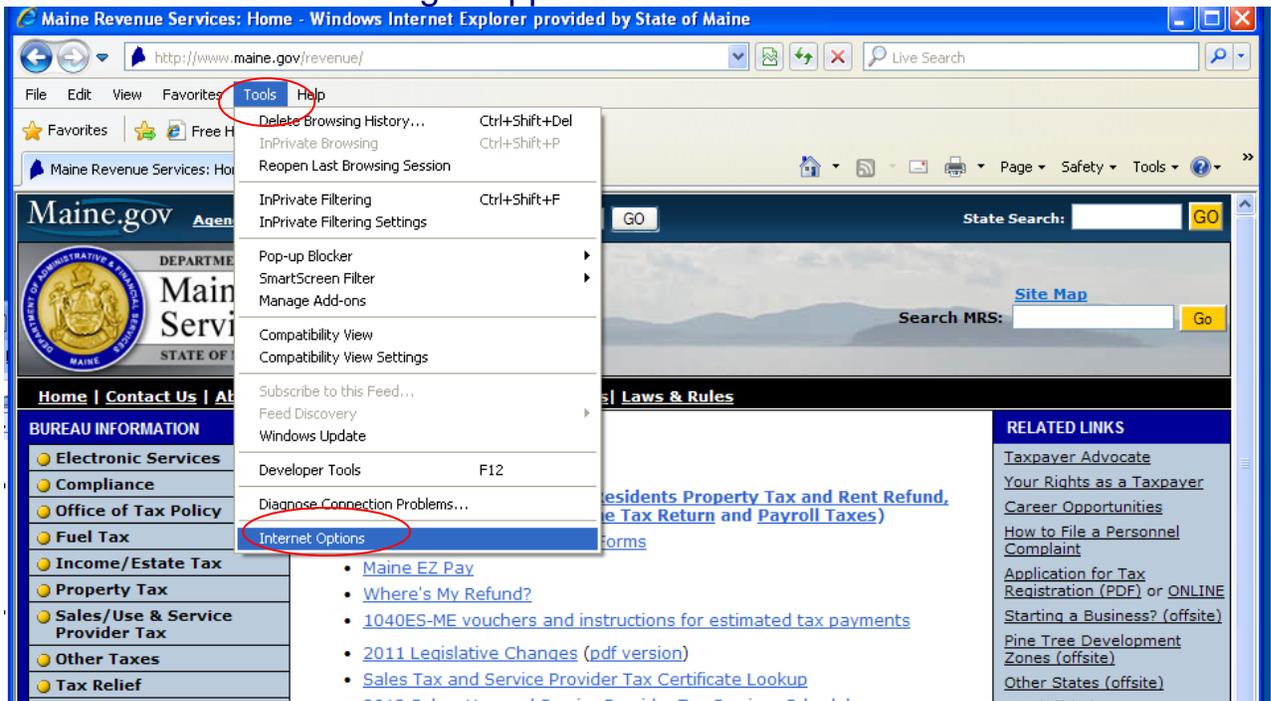


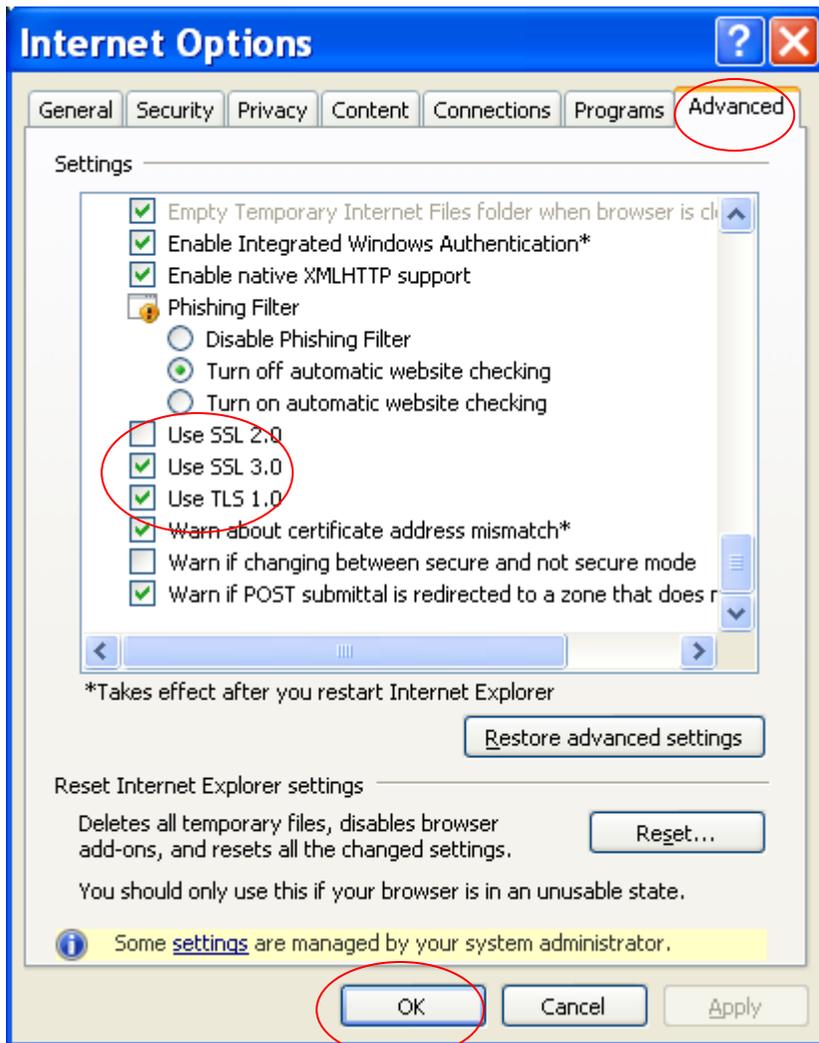
Enable Active scripting>OK



Refresh the browser

IV. Ensure SSL 3.0 setting is applied





Refresh the browser