Panorama Bulletin

May 19, 2015   **Information Bulletin 0038**

Quick Reference*: IE 9 and compatibility mode*

Issue(s):
- Unable to enter TB Skin Test reads – buttons are disabled
- Unable to submit requisitions – line items are removed when submitted
- Spinning radio buttons and check boxes

Resolution
- Turn compatibility mode on (suggest getting in the habit of turning it on each time you log in)

1. When Internet Explorer recognizes that a webpage is not compatible, you will see the **Compatibility View** button on the **Address** bar. Try clicking it.

2. When Compatibility View is turned on, the button changes from an outline to a solid color when you view the page.

- Suggest turning compatibility mode on each time you logon
- Must be turned on before entering the page(s) where it is required
- There are other ways of using compatibility mode but they don't seem to work consistently

User Action

Please continue to report other issues compatibility mode resolves so they can be added to the bulletin and submitted to the vendor for resolution.

Contact

If you have any questions or concerns please contact the eHealth Service Desk
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