EVOUCHER WEBSITE TROUBLESHOOTING

APPROVED BROWSERS:

In Windows, Internet Explorer 8 or newer is approved (Safari is approved if you are on a Mac). In IE, ensure that your cache setting is correct:

1. Go to TOOLS on your browser menu bar and click on "Internet Options"



2. From the General tab, click on Settings

Internet Options						
General	Security	Privacy	Content	Connections	Programs	Advanced
Home	To crea	ite home pa		type each add	dress on its	own line.
Browsi	and we	Use curr temporary b form info	files, hist	Use default ory, cookies, s on exit		e blank words,
Search	Search Change search defaults.				~	ttings
Tabs Change how webpages are displayed in Settings						
Appea	rance Colors	Langu	ages	Fonts	Acc	essibility
			OK		ancel	Apply

3. Choose this option:



INTERNET EXPLORER COMPATABILITY ISSUES

eVoucher must be accessed via the web browser Internet Explorer (or Safari on an Apple product). If you have recently upgraded your Microsoft Office Operating System and/or your Internet Explorer to IE 10 or 11, you need to take the following steps in order for the program to function correctly.

<u>IE10</u>:

In IE 10 turn on "compatibility mode" by clicking on what looks like a torn piece of paper after the web address. If compatibility mode is on (as it should be for eVoucher to work properly) the icon will be blue:

Compatibility mode Off:



Compatibility mode On:



<u>IE 11</u>:

1. In Internet Explorer, go to the eVoucher website.

2 Click Tools on the menu bar (if you can't see the menu bar, there should be a "cog" icon in the upper right corner of the browser -- click on that to get the menu bar)

3. Scroll down to Compatibility View Settings. The website you are currently viewing should pop up, but it might just say uscourts.gov (which is correct).

- 4. Click the Add button and it should add "uscourts.gov" in the area below.
- 5. Make sure the two check boxes below that are checked.

Compatibil	lity View Settings
Change Compatibility Vie	ew Settngs
Add this website:	Add
Websites you've added to Comp	atibility View:
facebook.com linkshare.com	Remove
✓ Display intranet sites in Comp	atibility View
Use Microsoft compatibility lis Learn more by reading the In	ts ternet Explorer privacy statement
	Close