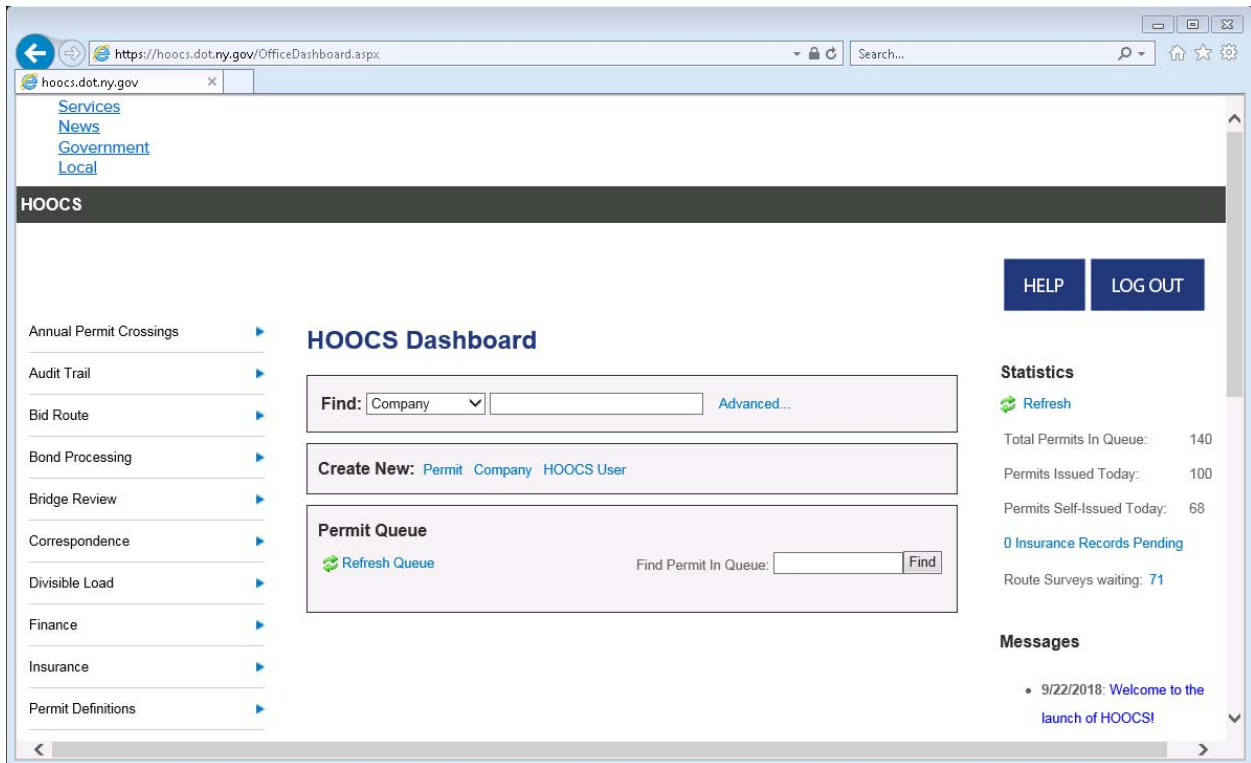


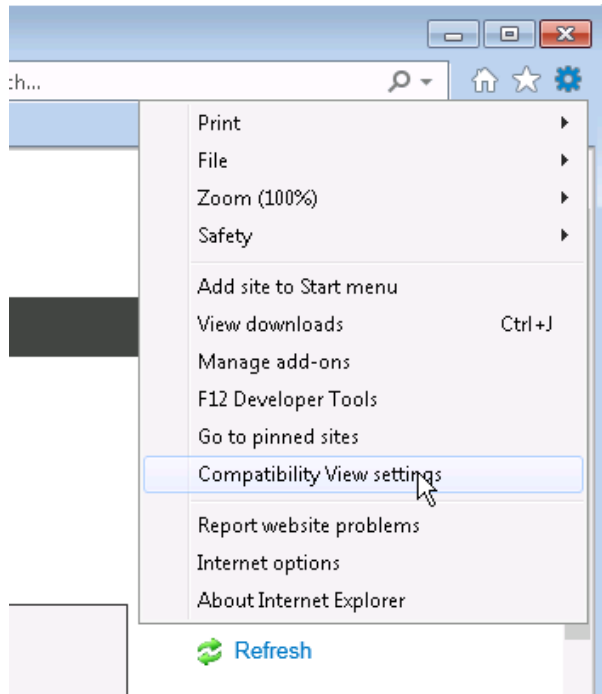
## HOOCS Internet Explorer Compatibility View Fix Instructions

Internet Explorer (IE) has a built in legacy mode called Compatibility View that will render webpages to be viewed incorrectly for modern applications. Because of the advances in programming and browser compatibility, much is lost in this reduced legacy mode, and it is necessary to disable it for the ny.gov domain.

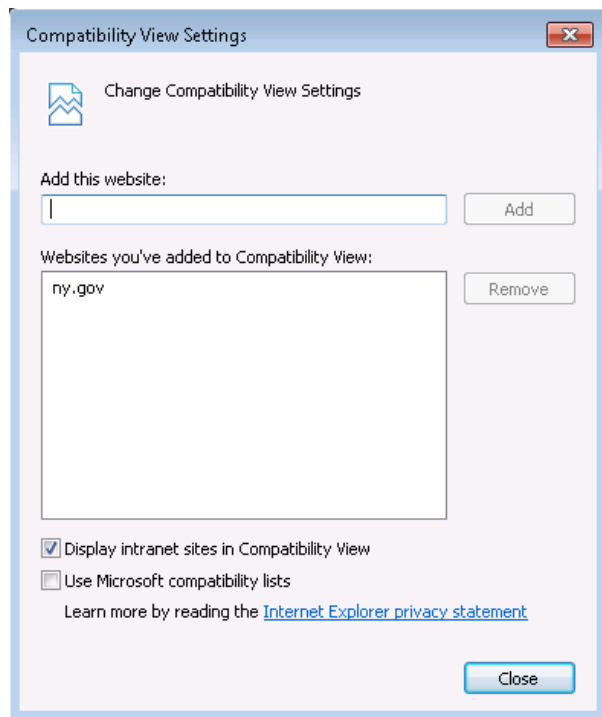
It is easy to verify that the issue is with Compatibility View. If there is an issue, the HOOCS Dashboard does not contain any queue information for a state user, or list any customers or permits for an external permit service or individual customer. The screenshot below provides an example where the list of queues or permits in the queue are missing.



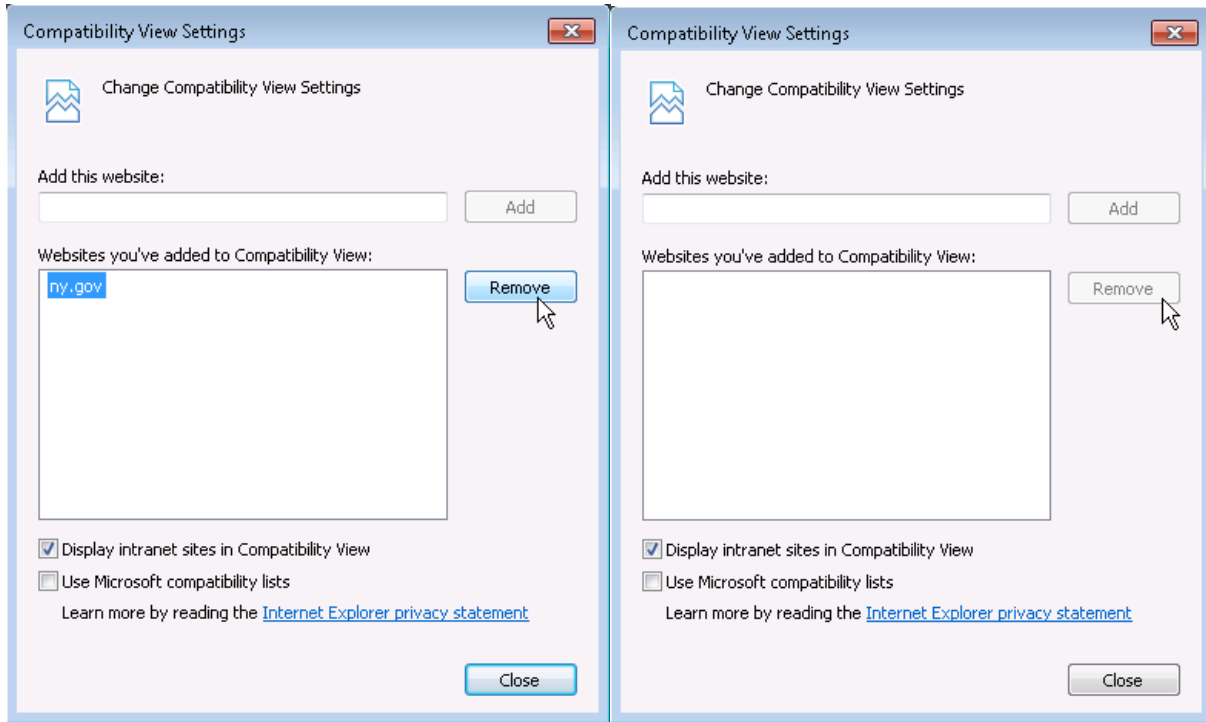
To begin correcting the issue, first click the **Tools** icon at the top right-hand corner in IE.



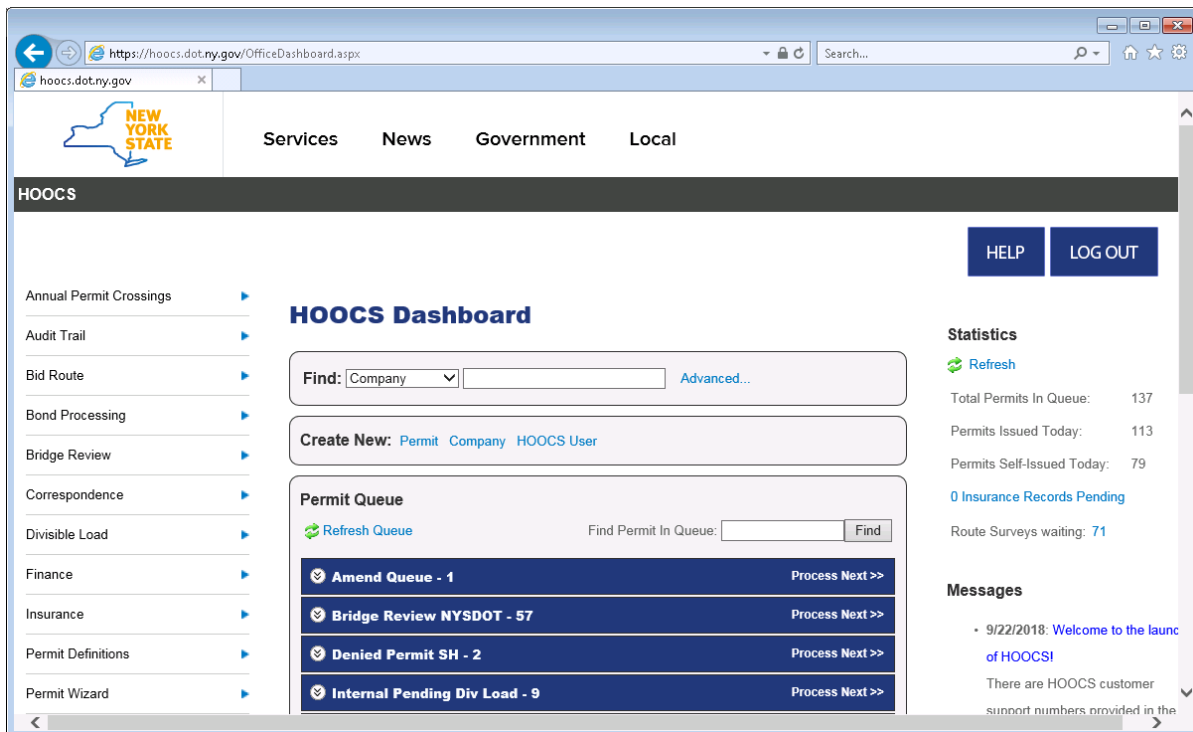
From the displayed menu, choose **Compatibility View Settings** by left clicking on it.



On the Compatibility View Settings window, you will see “ny.gov” listed in the text box in the center of the screen.



Click on “ny.gov” and then click on the **Remove** button to the right. The text is removed from the box as seen above. Click the **Close** button to close the window and return to IE.



The page will refresh showing the missing queues, etc., or the user will be logged out and need to log back into the system to see the changes.