

Ensure BROWSER SETTINGS are:

Check for newer versions of stored pages = EVERY TIME I VISIT THE WEB PAGE.

The image shows a Windows Internet Explorer browser window with the address bar set to <http://www.google.com/>. The browser interface includes a menu bar (File, Edit, View, **1** Tools, Help) and a toolbar with various icons. A red bracket on the right side of the browser window points to the 'Tools' menu and is labeled 'In some cases you may see TOOLS in this area.'

Overlaid on the browser are two dialog boxes:

- Internet Options** (labeled **2**): This dialog box has tabs for General, Security, Privacy, Content, Connections, Programs, and Advanced. The 'General' tab is active. It shows the home page as <http://www.google.com/>. Under 'Browsing history', the checkbox 'Delete browsing history on exit' is checked, and the 'Settings' button is highlighted with a pink box and labeled **3**.
- Temporary Internet Files and History Settings** (labeled **4**): This dialog box has two sections: 'Temporary Internet Files' and 'History'. Under 'Temporary Internet Files', the radio button 'Every time I visit the webpage' is selected and highlighted with a pink box. Under 'History', the 'Days to keep pages in history' is set to 20, and the 'OK' button is highlighted with a pink box and labeled **5**.

Numbered annotations (1-5) are placed on the browser's menu bar, the 'Internet Options' dialog, and the 'Temporary Internet Files and History Settings' dialog to highlight specific settings.

Ensure COMPATIBILITY SETTINGS = *Display all websites in Compatibility View*

Knowledgebase Article Description

Article ID: [21257] Article : Compatibility View

If you recently transitioned or upgraded your browser to **Internet Explorer 8 or 9**, there are some viewing compatibility issues. To help manage these issues, we recommend you display your Lumens web site in COMPATIBILITY VIEW. To do this, go to the menu bar at the top of your browser...

Click **TOOLS**, from this menu

Click **COMPATIBILITY VIEW SETTINGS**

Click **DISPLAY ALL WEBSITES IN COMPATIBILITY VIEW**

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