

Steps to Correct IE 11 Kofax Electronic Delivery Site Log In Issue

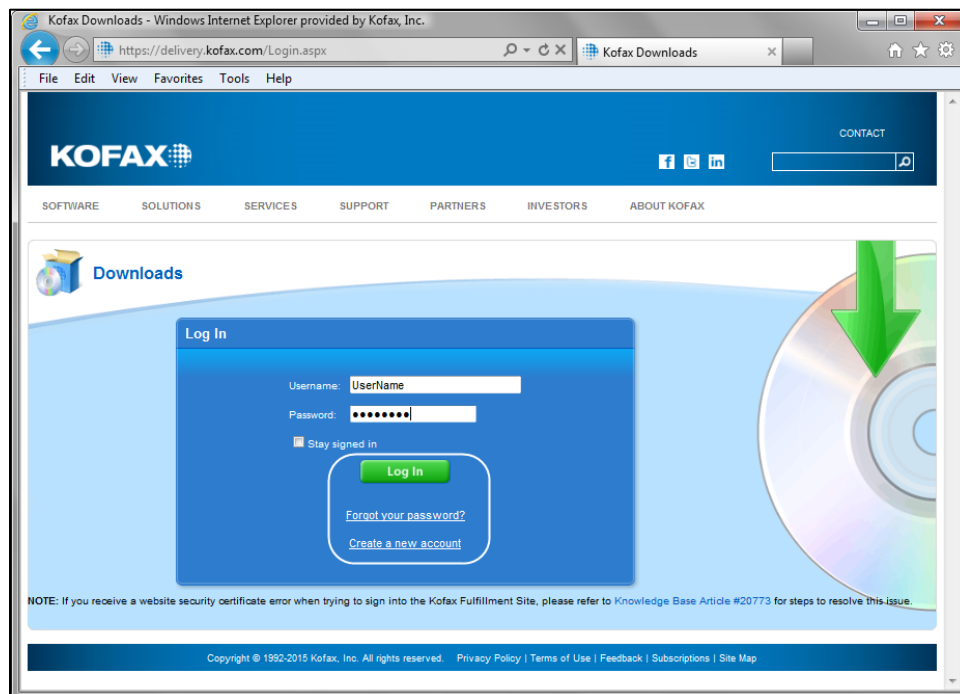
For Kofax Customers using Internet Explorer 11

Support Utility Note

Date	April 22, 2016
Applies To	Internet Explorer 11 The Kofax Electronic Delivery site
Summary	This document provides instructions for configuring Internet Explorer 11 to allow successful Log In to the Kofax Electronic Delivery site.
Revision	1.0

Kofax Electronic Delivery Site Log In Issue Overview

If the Kofax Electronic Delivery site's Log In button, "Forgot your password?" or "Create a new account" links (circled below) do not respond when you are using Internet Explorer 11, follow the instructions [below](#).



Steps to correct the Internet Explorer 11 Kofax Electronic Delivery Site Log In Issue

NOTE: The information below was copied, on April 22, 2016, from the **Microsoft TechNet** site's "**What if I still need Compatibility View?**" article, located at <https://technet.microsoft.com/en-us/itpro/internet-explorer/ie11-deploy-guide/missing-the-compatibility-view-button#what-if-i-still-need-compatibility-view->.

What if I still need Compatibility View?

There might be extenuating circumstances in your company, which require you to continue to use Compatibility View. In this situation, this process should be viewed strictly as a workaround. You should

Steps to Correct IE 11 Kofax Electronic Delivery Site Log In Issue

Support Utility Note

work with the website vendor to make sure that the affected pages are updated to match the latest web standards. The functionality described here is currently deprecated and will be removed at a time in the future.

Important

This functionality is only available in Internet Explorer for the desktop.

▶ To change your Compatibility View settings

1. Open Internet Explorer for the desktop, click **Tools**, and then click **Compatibility View settings**.
2. In the **Compatibility View Settings** box, add the problematic website URL, and then click **Add**. Compatibility View is turned on for this single website, for this specific computer.
3. Decide if you want your intranet sites displayed using Compatibility View, decide whether to use Microsoft compatibility lists, and then click **Close**.