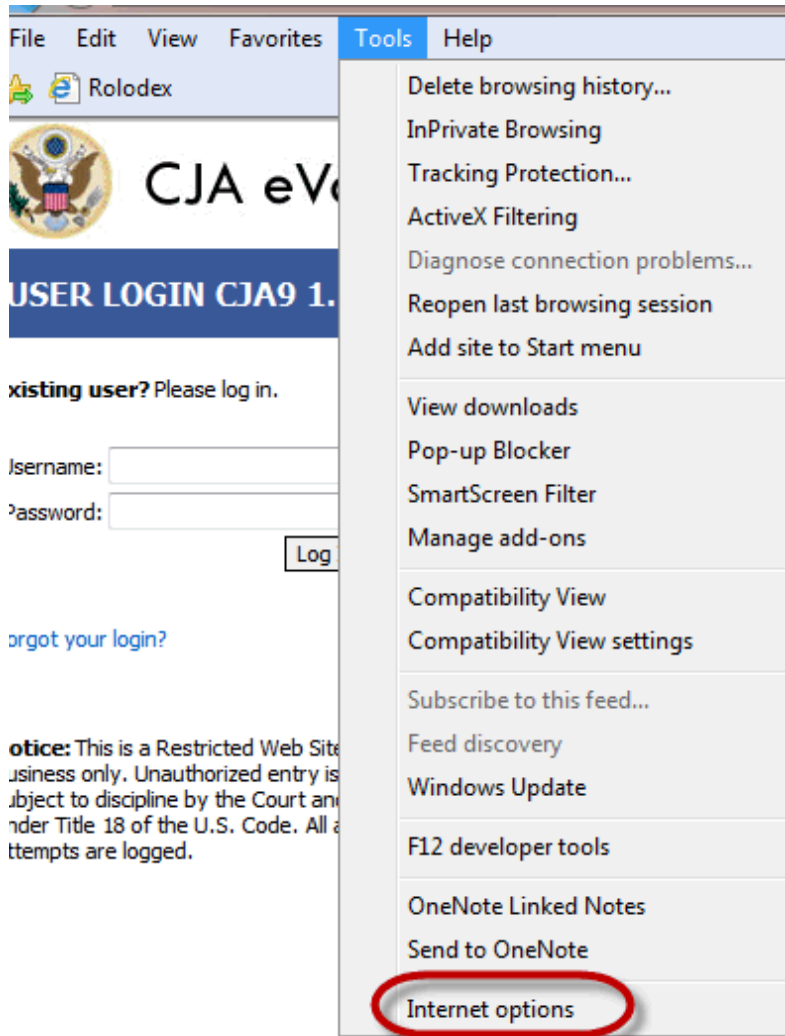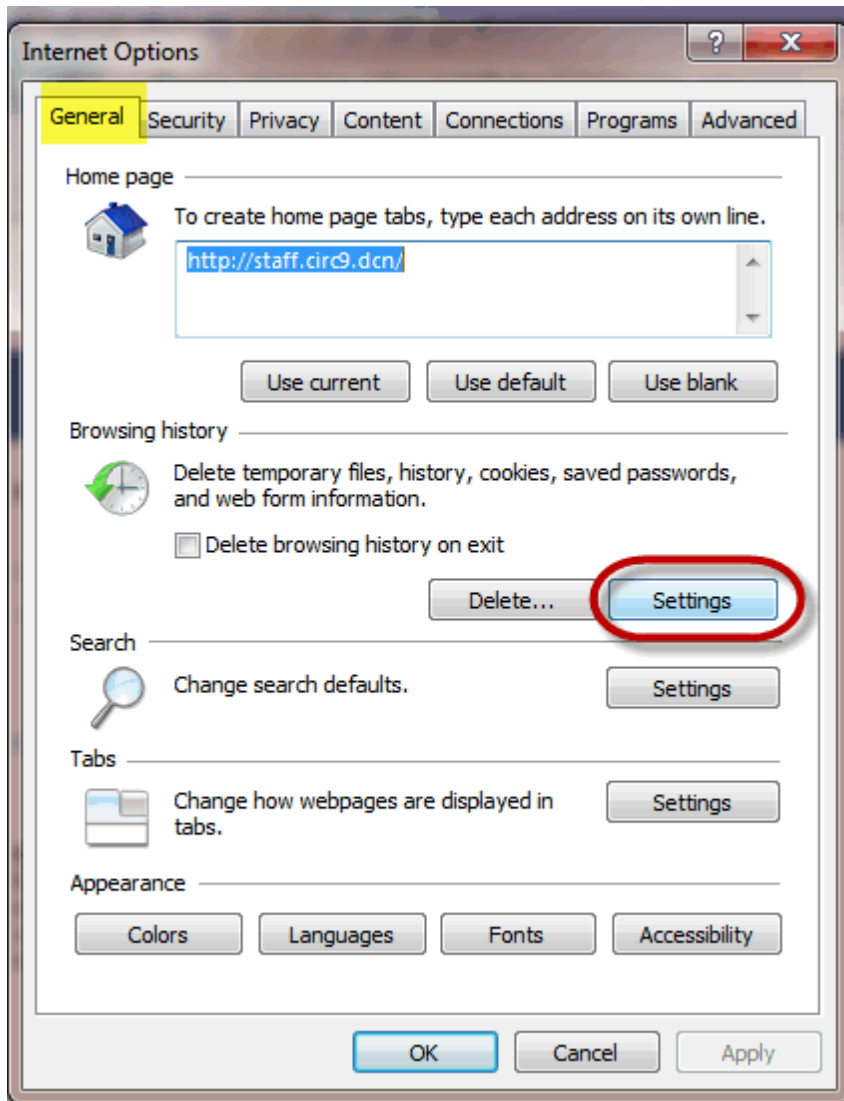# EVOUCHER WEBSITE TROUBLESHOOTING

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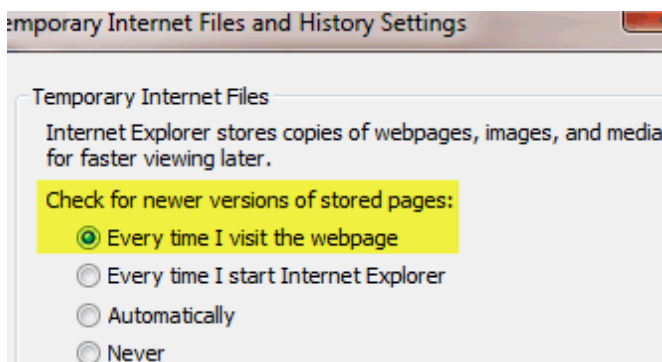
1. Go to TOOLS on your browser menu bar and click on "Internet Options"

2. From the General tab, click on Settings

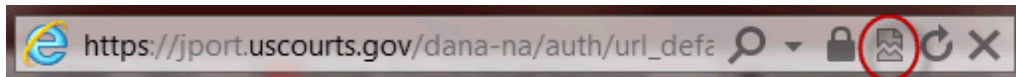## 3. Choose this option:

INTERNET EXPLORER COMPATABILITY ISSUES

The electronic vouchering program used by the Ninth Circuit 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.
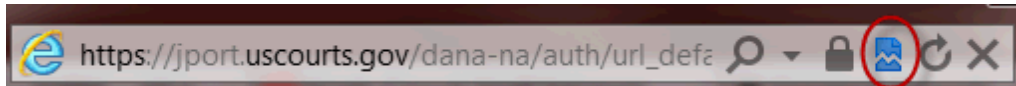
IE10:

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:

IE 11:

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.