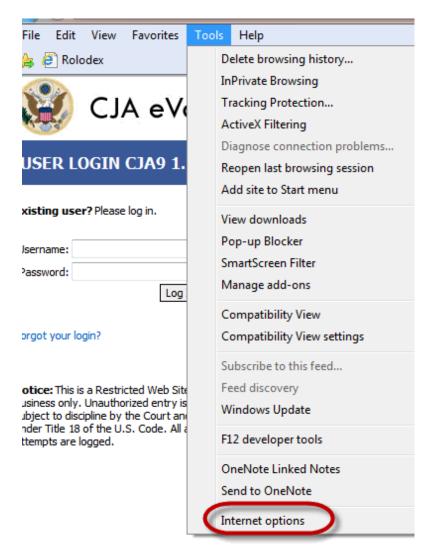
# **EVOUCHER WEBSITE TROUBLESHOOTING**

#### **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:

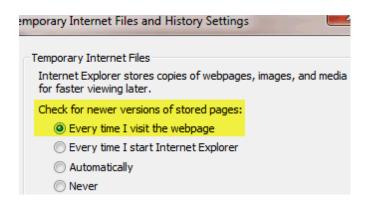
1. Go to TOOLS on your browser menu bar and click on "Internet Options"



2. From the General tab, click on Settings

Int	ernet Op	otions	-	-		? ×			
	General	Security	Privacy	Content	Connections	Programs Advanced			
	Home page To create home page tabs, type each address on its own line.  http://staff.circ9.dcn/								
	Use current Use default Use blank Browsing history Delete temporary files, history, cookies, saved passwords, and web form information. Delete browsing history on exit								
	Search			(	Delete	Settings			
	Change search defaults.					Settings			
Tabs Change how webpages are displayed in Setting tabs.						Settings			
	Appearance Colors Languages Fonts Accessibility								
	OK Cancel Apply								

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.

### <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:

liget https://jport.uscourts.gov/dana-na/auth/url_defa ♀ ■ 🖾 🗸 🗙
Compatibility mode On:
Attps://jport.uscourts.gov/dana-na/auth/url_defa 🔎 - 🔒 😒 🗙

## <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.

Compatibility View Settings	×						
Change Compatibility View Settings							
Add this website:	$\frown$						
uscourts.gov	Add						
Websites you've added to Compatibility View:							
facebook.com	Remove						
linkshare.com							
<ul> <li>Display intranet sites in Compatibility View</li> </ul>							
✓ Use Microsoft compatibility lists							
Learn more by reading the Internet Explorer privacy statement							
	Close						
	LIUSE						