EVOUCHER WEBSITE TROUBLESHOOTING
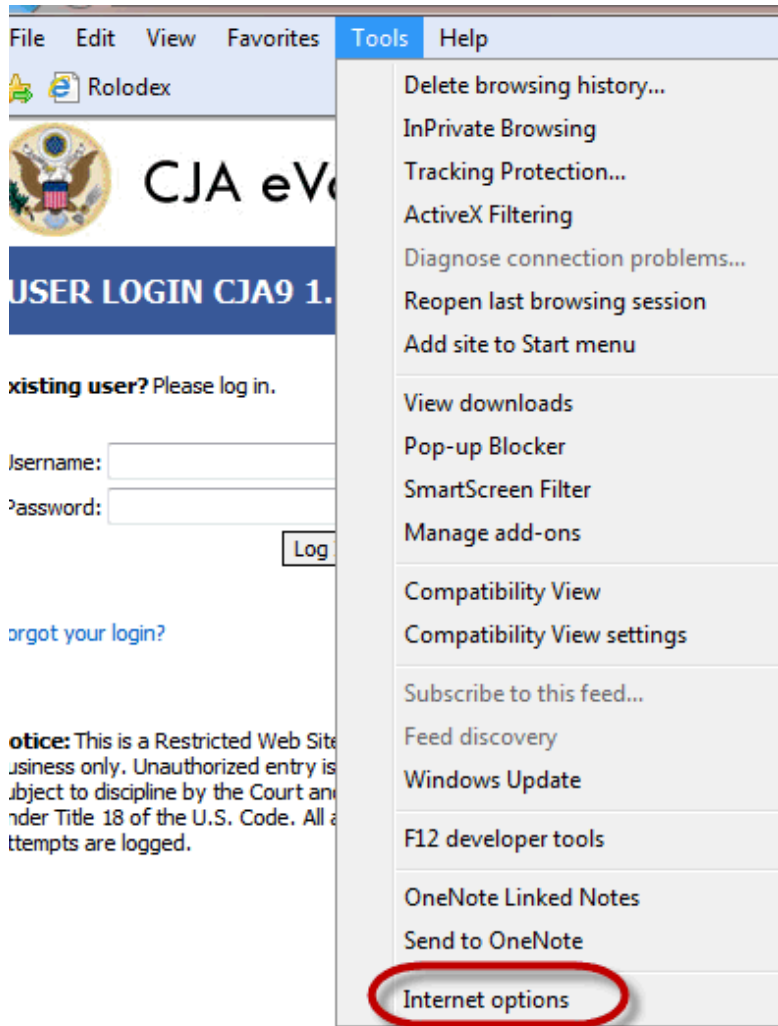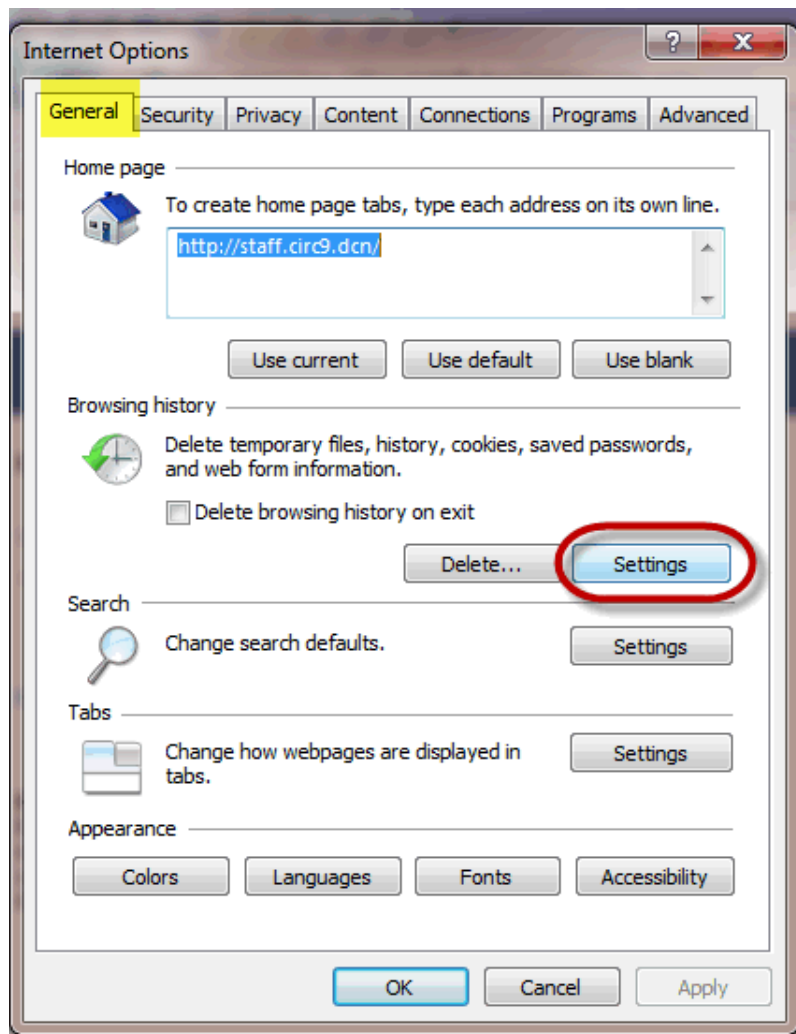
APPROVED BROWSERS

In Windows, Internet Explorer 8 or newer is approved (Safari 5.1 or newer is approved if you are on a Mac). In IE, ensure that your cache setting is set correctly:
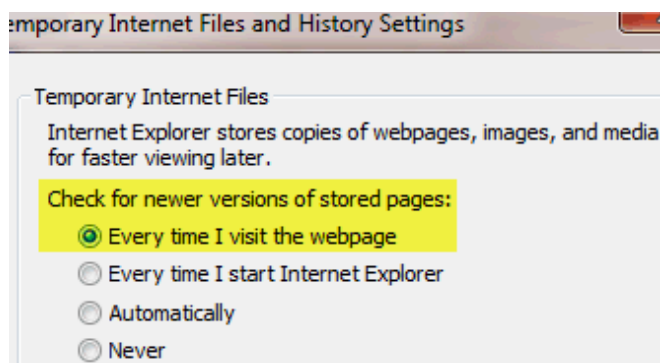
1. Go to TOOLS on your browser menu bar and click on "Internet Options":

2. From the "General" tab, click on the "Settings" button:

**3. Choose the option
   "Every time I visit the webpage":**



Click "Ok" and then "Ok" again on the remaining window.

INTERNET EXPLORER COMPATABILITY ISSUES

If you have 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.
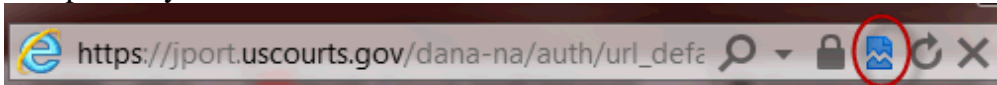
IE10:

In IE 10 turn on "compatibility mode" by clicking on what looks like a torn piece of paper after the web address box. If compatibility mode is on (as it should be for eVoucher to work properly) the icon will be blue:

Compatibility mode Off:
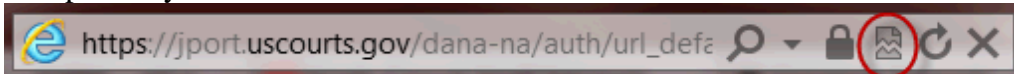
Compatibility mode On:

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.