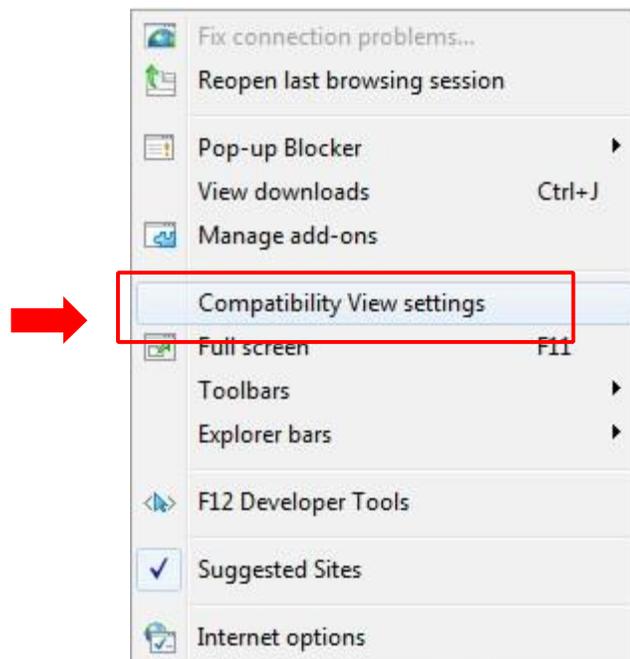


Internet Explorer 11

Website Compatibility

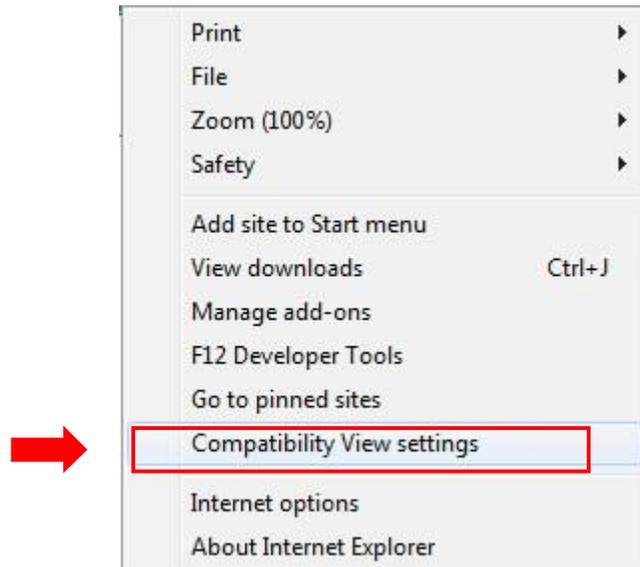
If you have recently updated your Internet Explorer software, you may experience difficulties with using the features of this web page. Before logging into your account, please follow the below instructions:

1. Select **Tools** in the Internet Explorer 11 toolbar. If you do not see the **Tools** option, select the  icon in the top right corner of the browser.
2. From the **Tools** option or the  icon, select **Compatibility View Settings**.
3. From the **Tools** option selection, the **Compatibility View Settings** as shown below.

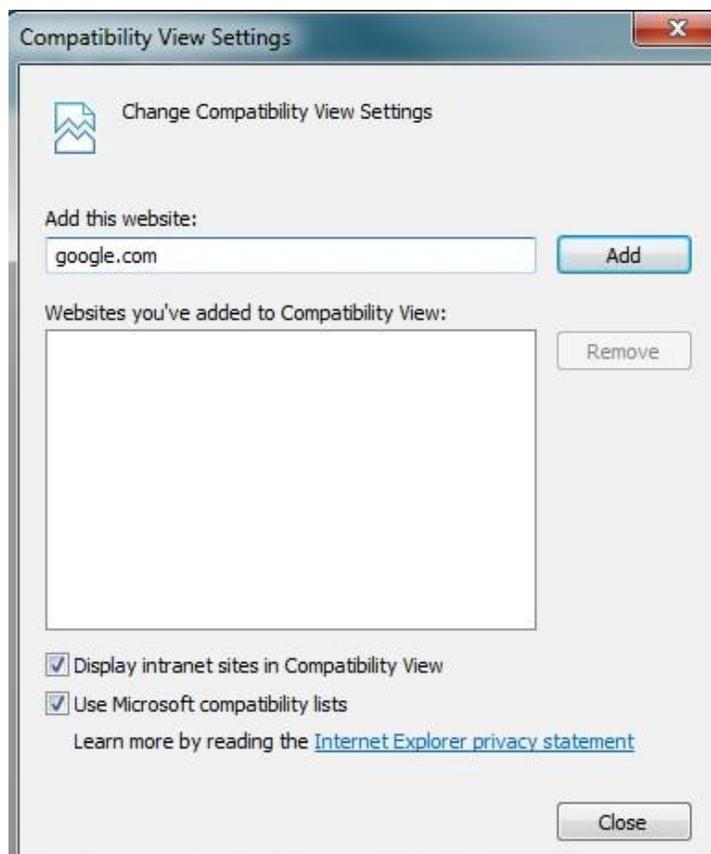


OR:

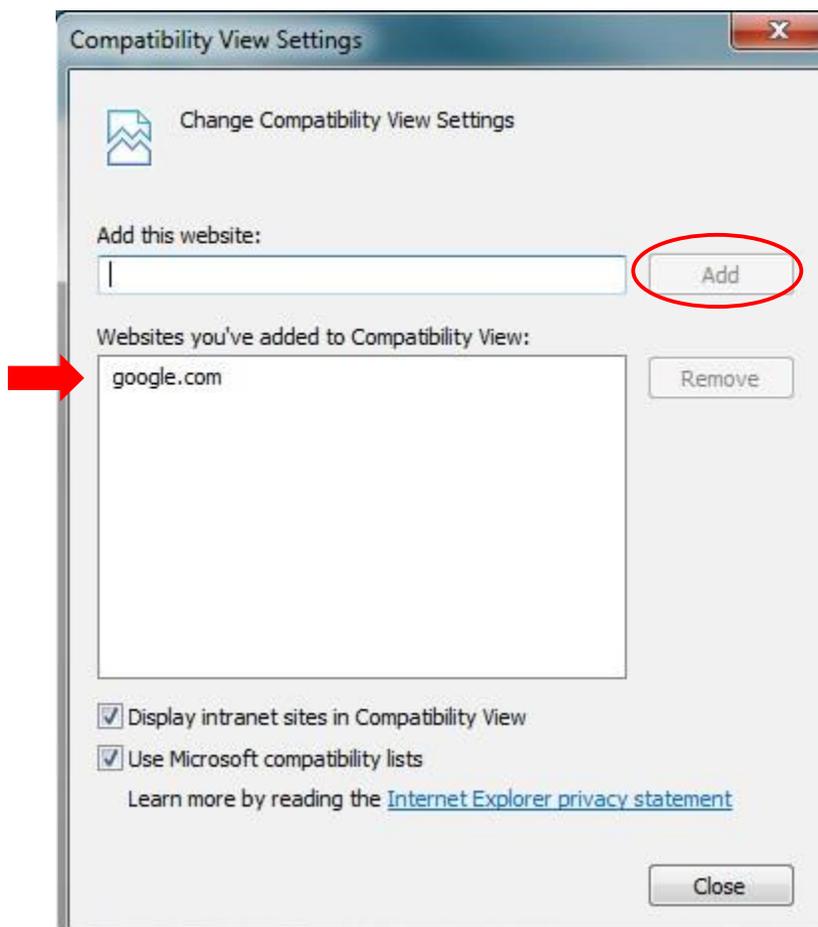
4. From the  icon select **Compatibility View Settings** as shown below.



5. When **Compatibility View Settings** is selected, the following screen is displayed.



6. Within this screen, type the URL (web address) of the site you are attempting to access into the **Add** box. Note that the URL may already be listed in the **Add** box. The sample screen above shows google.com in the **Add** box as an example.
7. Select **Add** and the web address is added to the list of **Websites you've added to Compatibility View**: Note the example screen below:



8. Click on **Close** and you will be returned to your original web page. This site has now been added to **Compatibility View** and you may continue with logging in and accessing your account. If you continue to experience difficulty with the site, please review the instructions again carefully or contact customer services for assistance.