

IMS Browser Compatibility Assistance


On occasion you may find an issue running the IMS application on various browsers. This is because IMS is not a website like most things accessed through browsers, but is an application based upon specific technical protocols.

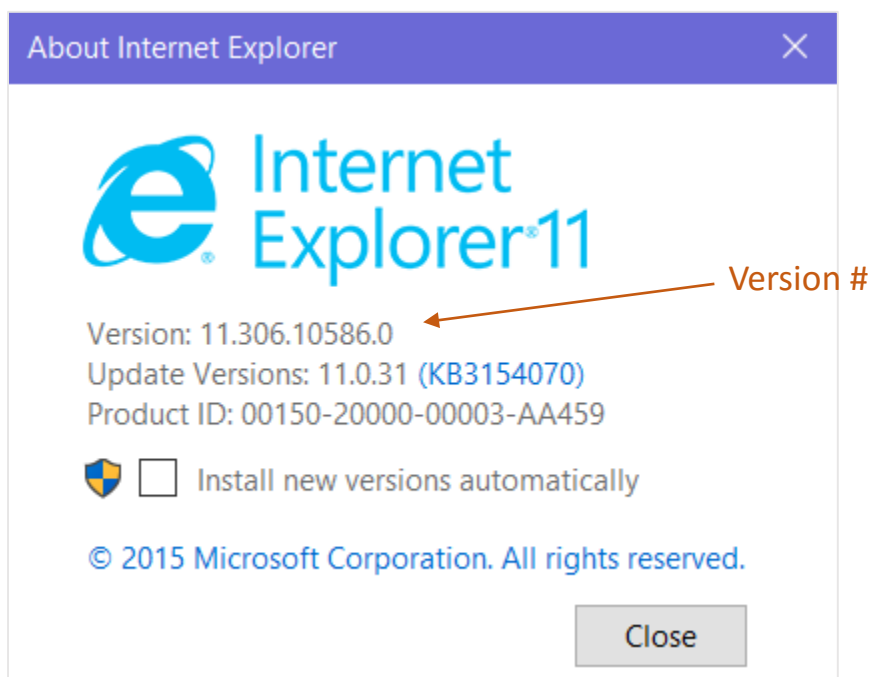
Originally built for Internet Explorer (IE), the system currently best functions on the browsers listed below without need for additional adjustments. Because Microsoft and other browsers are consistently changing their technical backend (and then changing back due to user outcry) we have found some browsers and versions of browsers require a change or two on the user's browser setting to enable IMS to work properly.

If you are experiencing any issues with IMS on your machine, please refer to the assistance below to see if this resolves these issues. On the following pages you will find browser/version specific instructions as well as general technical suggestions that are not browser specific. Please follow both instructions for your browser/version and the general instructions if you are having issues. These solve 99% of all issues. If not, please contact conversions@inetmember.com.


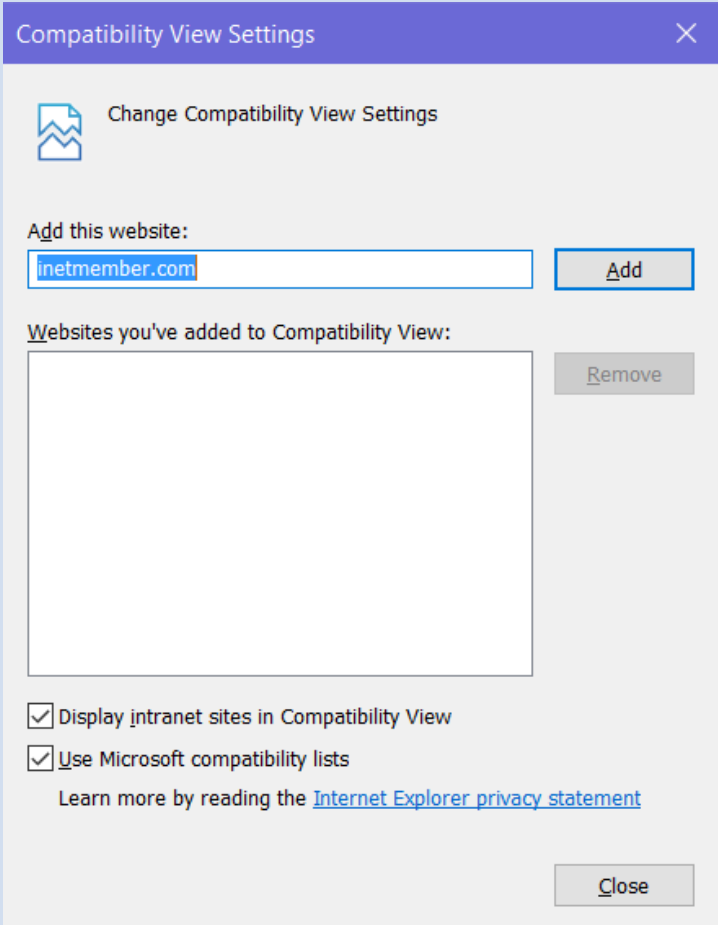
Browsers that run IMS without problem:

- Edge (the replacement for Internet Explorer)
- Internet Explorer versions 9

To check what version you have on Internet Explorer, click the gear icon  and select "About Internet Explorer". You will see a window like the one below.



For other IE versions and other browsers please see below:

| Browser & version | Changes you can make |
|-------------------|---|
| IE 11 | <p>Add your community website to the Compatibility View Settings page using the following steps:</p> <ol style="list-style-type: none">1. Click on the gear icon 2. Select the option for "Compatibility View Settings"3. In the window, you will see "inetmember.com" in the "Add this website:" box, click "Add" to add it to the list as shown in the window below, then click "Close" to close this window.4. You should see a change in how the IMS application appears on your screen.5. If it is still showing oddly on the screen, close your browser and open your community site back up. <div data-bbox="501 902 1212 1831"></div> |

| Browser & version | Changes you can make |
|------------------------|---|
| IE 10 | <p>This version of IE they implemented included a number of technical issues that impact many sites, even beyond IMS, which caused so many problems they removed these changed in IE 11. The following change will have to be implemented each time the browser is opened, so we suggest downgrading to IE 9 or upgrading to IE 11 and implementing the fix on the previous page.</p> <p>For IE 10:</p> <ol style="list-style-type: none">1. Upon first opening of IE 10 hit F12 (you may have to hold your “fn” key and hit F12). This will bring up a dialog box at the bottom of the screen.2. Look for and click “Browser Mode: IE 10” and change it to “IE 9”.3. This change will have to be performed <i>each time the browser is opened</i>. |
| IE versions prior to 9 | <p>If you are experiencing issues with earlier versions of Internet Explorer, please upgrade your version to 9 or 11. If you are not sure how to do this you can find instructions through a Google search.</p> |
| Chrome | <p>We suggest not using Chrome at this time for IMS.</p> |
| Safari | <p>If you are using a Mac and have Safari there are great step-by-step directions on the following website to set the compatibility view, similar to what is required for some IE versions.</p> <p>Follow these instructions, and select “Internet Explorer 9.0” in the “User Agent” drop-down.</p> <p>http://www.imore.com/how-view-websites-your-mac-require-internet-explorer-or-pc</p> <p>This will also enable you to view other sites that may not show correctly on Safari.</p> |

For non-browser specific assistance please see below:

| Steps to take: | Changes you can make |
|------------------|---|
| Clear your cache | <p>This will keep your machine from trying to pull up the last technical info for a website and disregarding any changes that have been made.</p> <p>This option is typically under a menu option called “Internet Options” and is found in a variety of places based upon what browser and version you are using. A simple Google search of your browser name, version and “cache” will find instructions on where to find this option. For example, you could search “IE 11 cache” to find how to clear your cache.</p> <p>You can also sometimes change the setting to determine how often your browser checks for new versions of pages. Changing this to a more frequent time frame simply will take a second or two longer to load web pages.</p> |