

Internet Explorer Troubleshooting – 10/15/2015

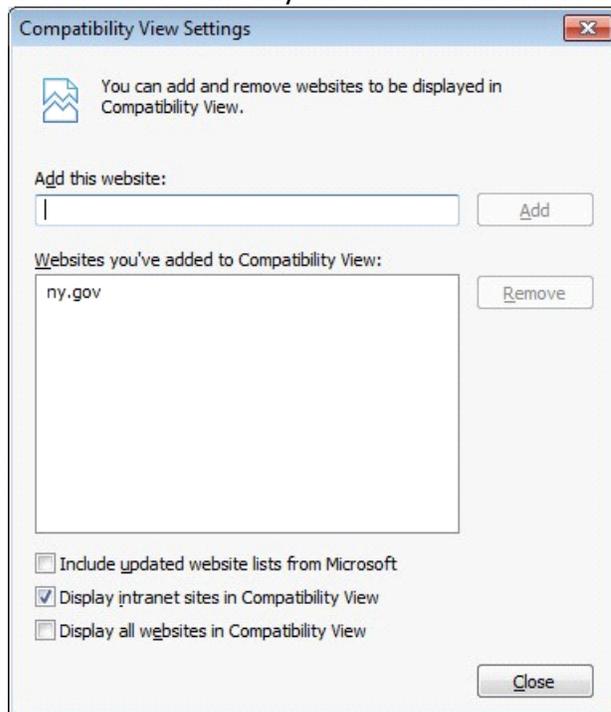
If you are using Internet Explorer and are experiencing a problem accessing any OASAS application page (for example, Client Data System or Monthly Service Report), you should be able to fix the problem by enabling Compatibility View as described here.

1. Select **Tools | Compatibility View Settings** from the main menu. If menu is not displayed, press the Alt key first.

Note: For Internet Explorer 11 and after, you can alternatively click the gear (Settings) icon in the top right corner of the screen, then select “Compatibility View settings.”



2. The Compatibility View Settings dialog will appear. Enter “ny.gov” in the “Add this website” field if it is not already entered and click Add.



3. Click Close.