


Internet Explorer 11 - Setting a Website to Display in Compatibility View

If user trying to trying to login to ROAM with IE 11 browser, they will encountered the error message '**User Session does not exist**'. It is confirmed that this error is due to a bug in Microsoft IE 11 browser and not from ROAM system.

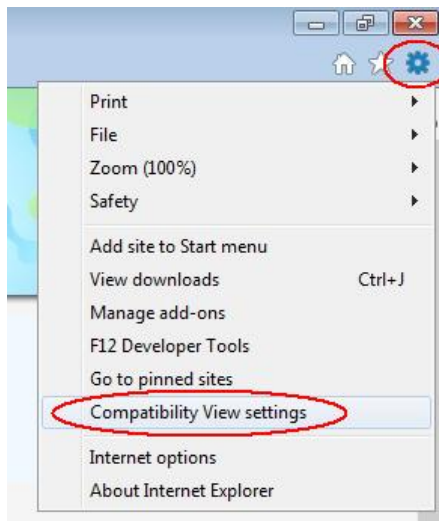


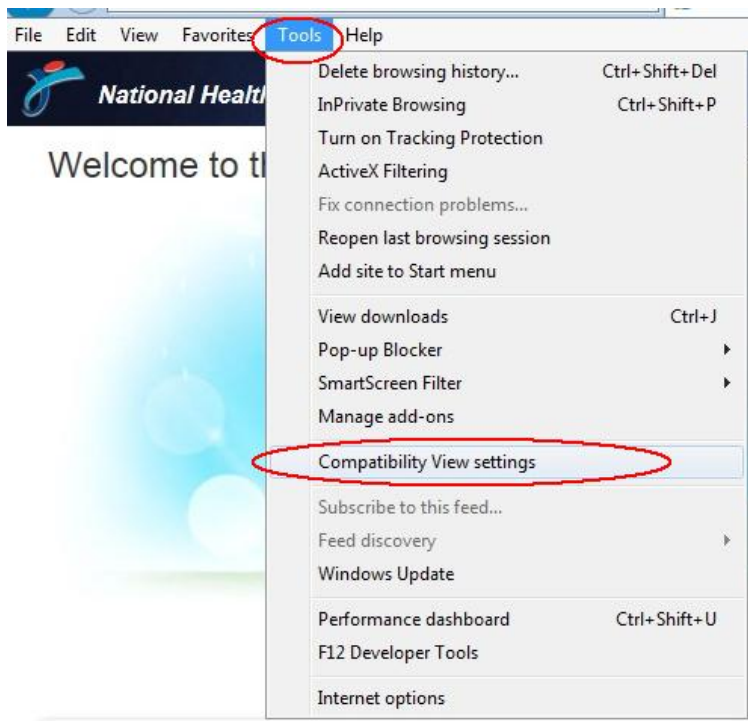
However, there is a workaround to resolve this issue, by adding the websites (nhg.com.sg) to the compatibility mode list. These websites can be added to the compatibility mode list by doing the following:

1. In Internet Explorer, click on the **Tools** menu. Unless you have the menu bar enabled, this will be a

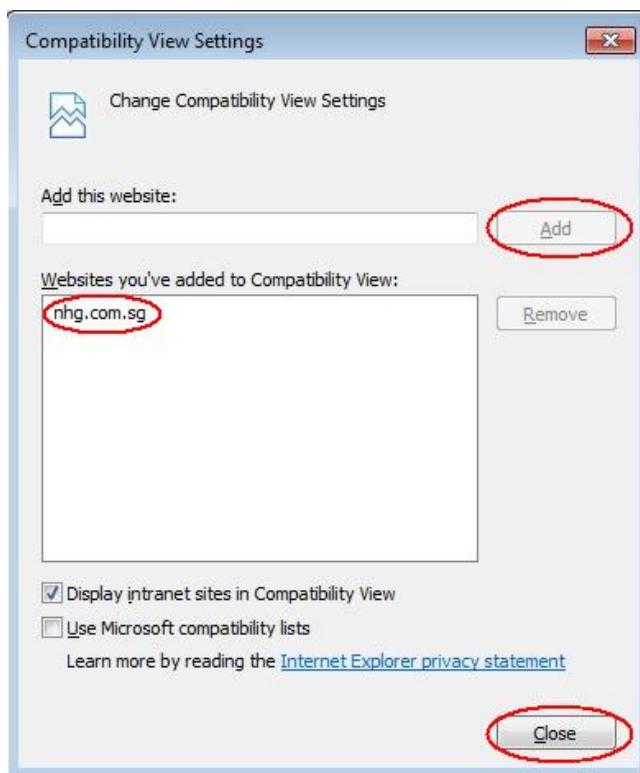
gear icon  :

2. Click **Compatibility View Settings**.

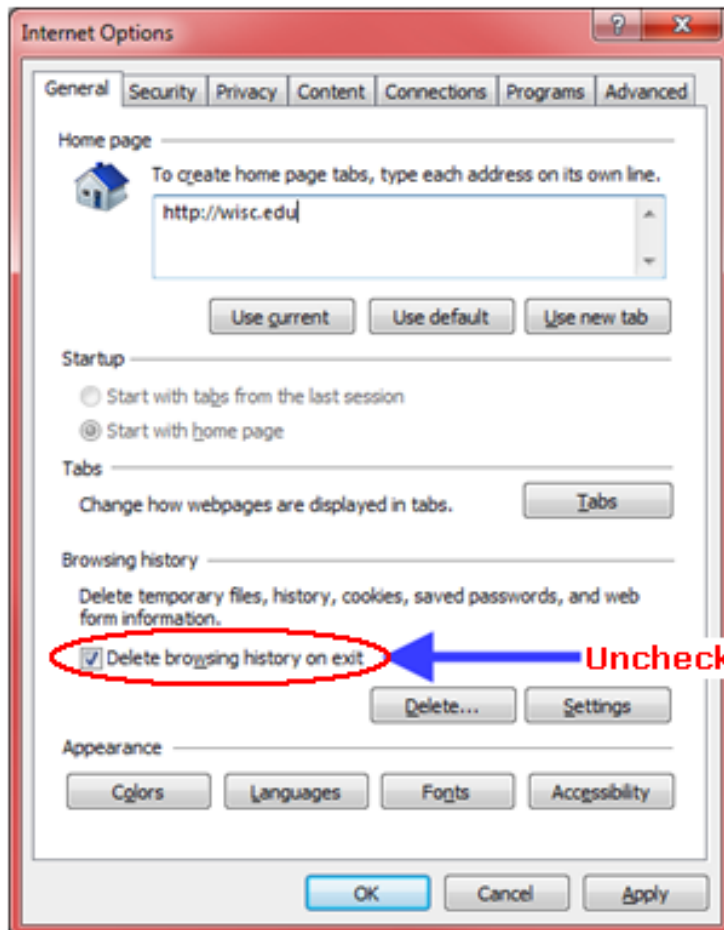




3. Under **Add this website**, enter the URL of the site you want to add. For this case, enter URL **nhg.com.sg** and click the **[Add]** button. The list should look like the following if you added the typical websites.



4. Upon reloading the webpage, you should be able to login to ROAM.
5. **Note:** By default, IE11 is set to clear your browser history when you quit, which also clears the list of websites added to Compatibility View. To disable this setting:
 - Open the **Tools** menu as described in step 1 above, then select **Internet Options**.
 - Under the **General** tab, uncheck the **Delete browser history on exit**, then click **Apply**. If you do not disable this setting, you will need to recreate this list every time you launch IE.



Unchecked this checkbox