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



2. Click Compatibility View Settings.





 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.

Compatibility View Settings	×
Change Compatibility View Settings	5
Add this website:	\sim
Websites you've added to Compatibility Vie	w:
nhg.com.sg	Remove
Display intranet sites in Compatibility Vie	W
Learn more by reading the <u>Internet Exp</u>	lorer privacy statement
	\sim
	Close

- 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.

Internet Options	
General Security Privacy Content Connections Programs Advanced	
Home page	
To create home page tabs, type each address on its own line.	
http://wisc.edu	
Use gurrent Use default Use new tab	
Startup	
Start with tags from the last session	
Start with home page	
Tabs	
Change how webpages are displayed in tabs.	
Browsing history	
Delete temporary files, history, cookies, saved passwords, and web form information.	
Delete browsing history on exit	ed this checkbox
Delete Settings	
Appearance	
Colors Languages Foots Accessibility	
OK Cancel Apply	