

# IE: "Unsupported Browser"



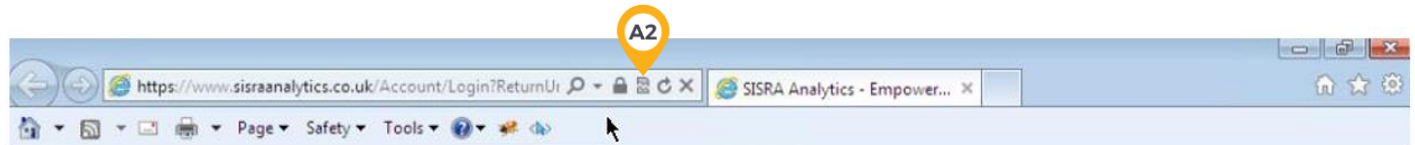
SISRA Analytics has not been optimised for use with Internet Explorer so we cannot guarantee all features will work as expected. We highly recommend switching to a more modern browser.

If you're using Internet Explorer 9 and you are presented with a 'Turn Off Compatibility View' message (A1), it is most likely that you have compatibility view enabled in your browser.

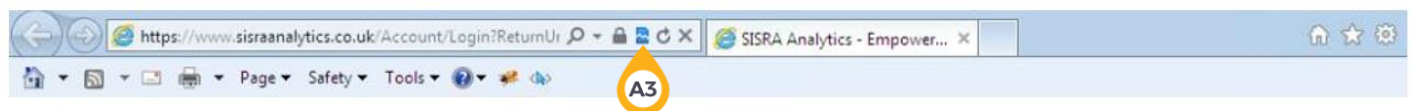
Compatibility view is a setting which can be enabled for older websites which may not work correctly or function fully in the latest version of browsers.

We would recommend asking your IT department to update your browser. Alternatively, there are a couple of things which you may need to do in order to disable compatibility view, these are outlined below.

**Option 1** / Check the address bar in your browser. There may be a broken page icon to the right hand side of your address bar. If this is greyed out, compatibility view is disabled (A2) and you can skip to Option 2, below.



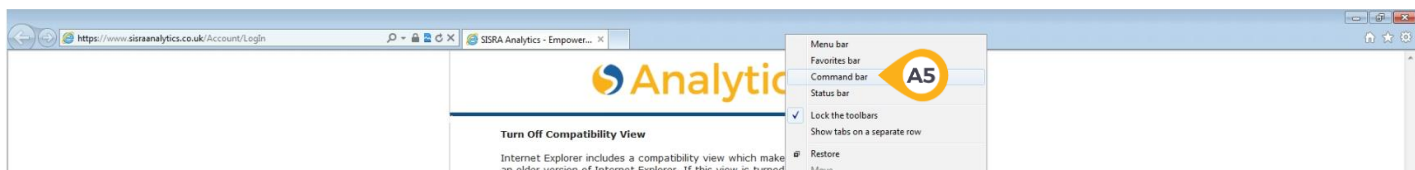
If this is blue, compatibility view is enabled (A3). In this case you can click the icon once to disable compatibility view and your page should re-load in standard mode.




**Option 2** / If the broken page icon is already greyed out then it could be a different setting which can be found in your command bar (A4).



If you cannot see this in your browser you can add this by right clicking next to your browser tab, then selecting 'Command bar' (A5).





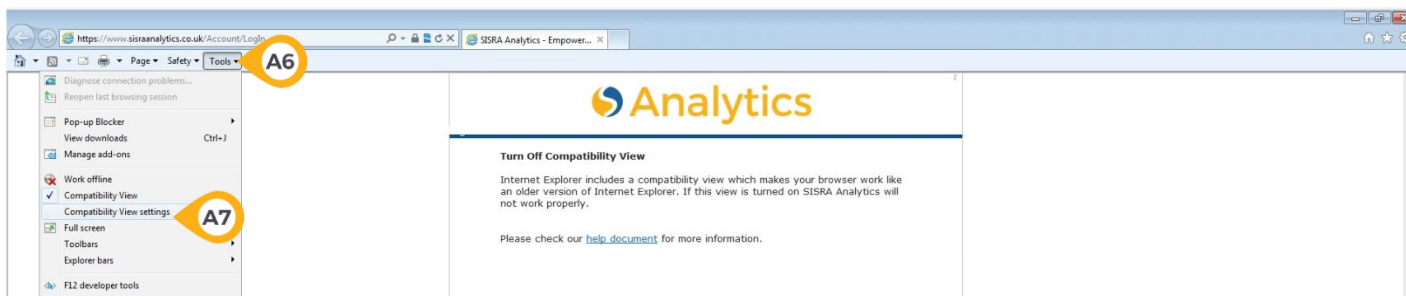
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**A1 Turn Off Compatibility View**

Internet Explorer includes a compatibility view which makes your browser work like an older version of Internet Explorer. If this view is turned on SISRA Analytics will not work properly.

Please check our [help document](#) for more information.

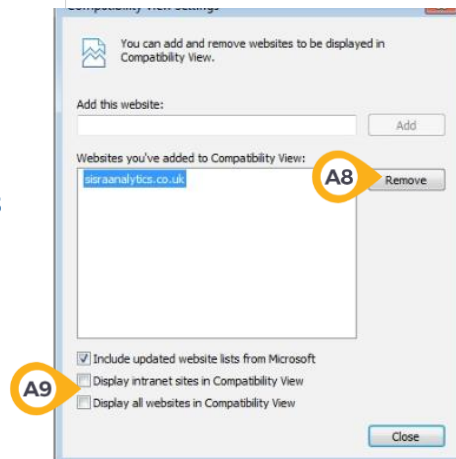
Once you have your command bar open, click 'Tools' (A6) > 'Compatibility View settings' (A7).



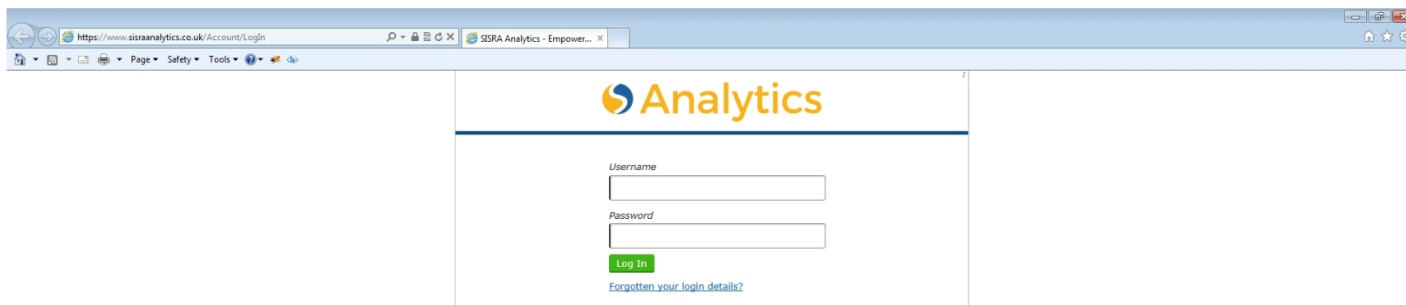
Firstly, you may need to select sisraanalytics.co.uk from the "Website you've added to Compatibility View" section (if listed) and click Remove (A8).

You would also need to remove the ticks from 'Display intranet sites in Compatibility View' and 'Display all websites in Compatibility View' (A9) at the bottom of the window.

Then, click 'Close'.



Once you have made these changes you should be able to enter your Username and Password to log in and use SISRA Analytics successfully.



If you still cannot log in after following the steps above, feel free to contact the SISRA Administrator at your school, who can discuss this further with SISRA Support.

Thanks for reading.