

# IE: "Unsupported Browser"

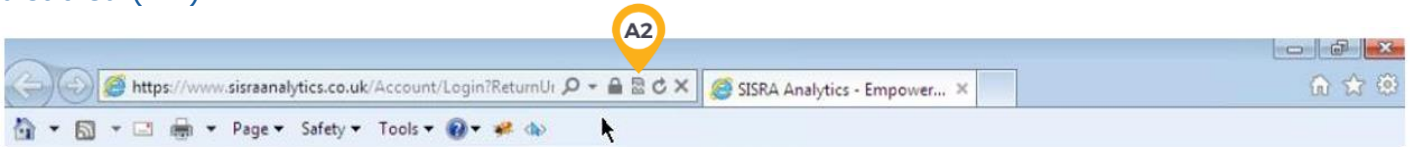
If you're using Internet Explorer 9 and you are presented with an 'Unsupported Browser' message it is most likely that you have Compatibility View enabled in your browser.

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. One way to check if you have this enabled is via the login page to SISRA Analytics (<https://www.sisraanalytics.co.uk>), which should prompt you with a message to show that Compatibility View has been detected (A1).



There are a couple of things which you may need to do in order to disable compatibility view, these are outlined below.

**Option 1:** Checking your address / URL bar in your browser. There may be a little broken page icon to the right hand side of your address bar. If this is greyed out, Compatibility View is disabled (A2).



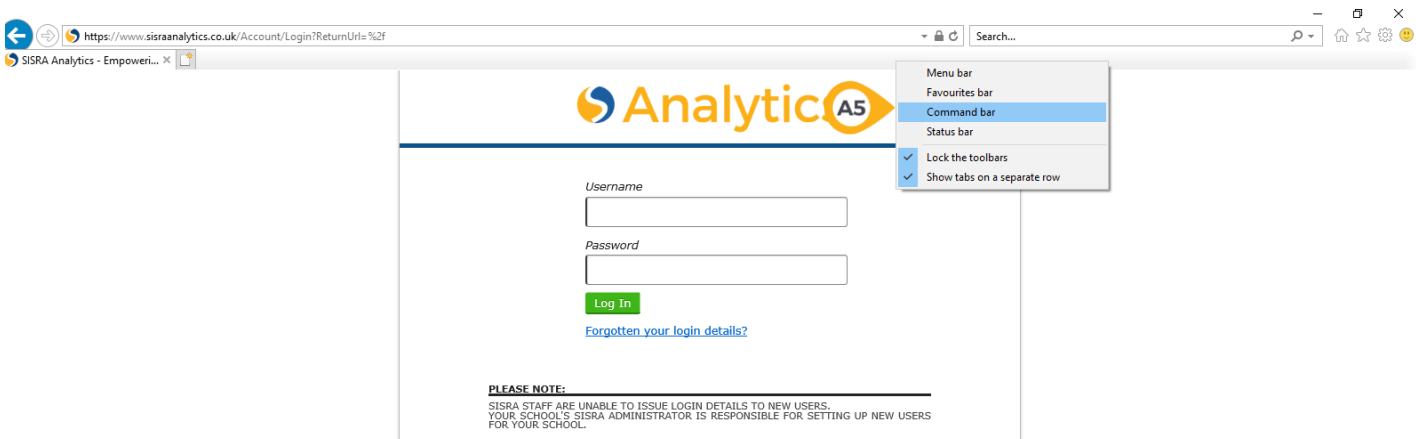
If this is blue, Compatibility View is enabled (A3). In this case you can click the icon once to disable compatibility view and your page should re-load in standard mode.



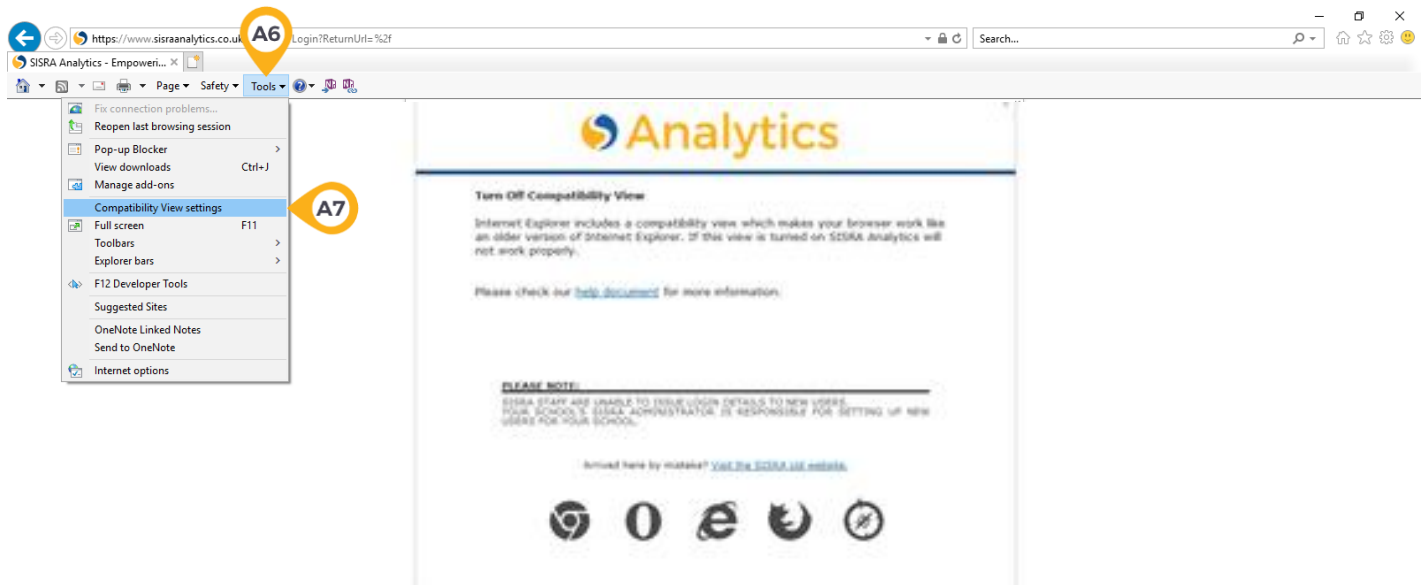
**Option 2:** If your broken page icon is already greyed out then it could be a different setting which can be found in your Command bar (A4).



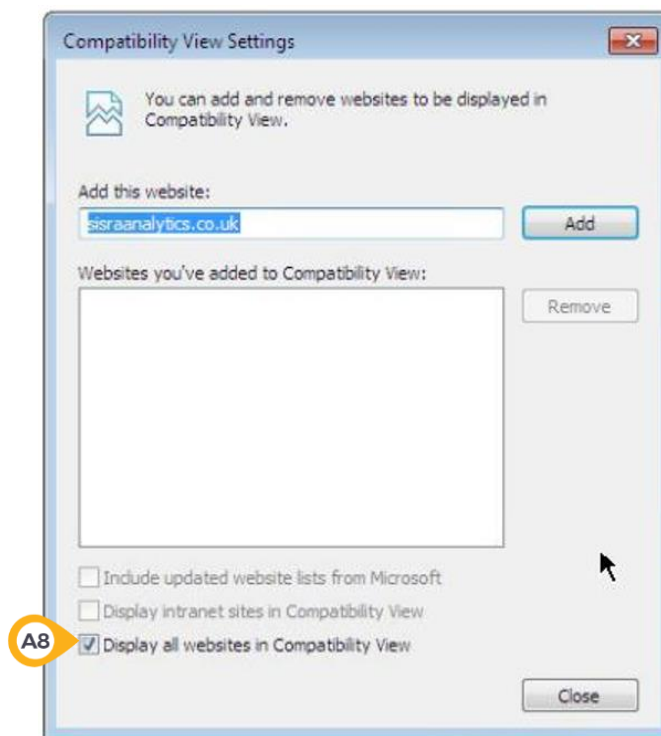
If you cannot see this in your browser you can add this by right clicking next to your browser tab, then selecting **Command bar** (A5).



Once you have your Command bar open, click Tools (A6) > Compatibility View Settings (A7).



Remove the ticks from the Display Intranet sites in Compatibility View and Display all websites in Compatibility View (A8) at the bottom of the window. Click Close.



Once you have made these changes you should be able to log in and use SISRA Analytics successfully. If you still cannot log in after following the steps above, feel free to pop onto Live Chat.

Thanks for reading.  
Feel free to pop onto Live Chat if you have any queries.