How to Activate Compatibility View – for Internet Explorer, Version 9, 10 and 11

If your computer is running Internet Explorer, version 9 or version 10, you must turn on "Compatibility View" in order to view and access your complete chapter database **and** submit your online chapter financial reports.

> If your PC has **Windows 8.1, Internet Explorer 11** will not enable you to view your chapter database. You will have to use Firefox as your browser.
>
> If your PC does not have Windows 8.1, but is still using **Internet Explorer 11**, you will not be able to view your database. You will need to use a different computer with Internet Explorer, version 8, 9 or 10.

Please note: The chapter database and online financial reporting will not work properly if using **Google Chrome** as your browser. The only two browsers that should be used to access these resources are **Internet Explorer** and **Firefox**.

First, you must have your Menu Bar toolbar open to turn on compatibility mode. To do that:

1. Open your Web browser to enter the Internet.

2. With your cursor in a blank area of your screen, left-click so that the box to the right opens, and either ensure there is a checkmark in front of Menu Bar or left-click Menu Bar and the checkmark will appear.

3. Once Menu Bar is checked, you will then see the words "File", "Edit", "View", "Favorites", "Tools" and "Help" directly under the URL address line, on the upper-left side of your screen:
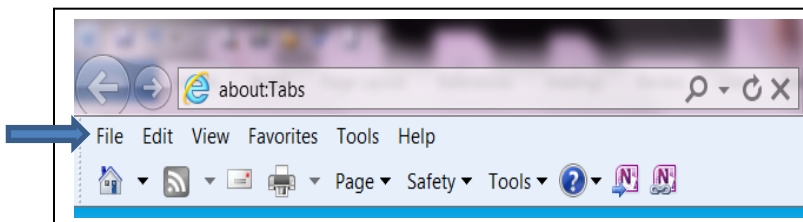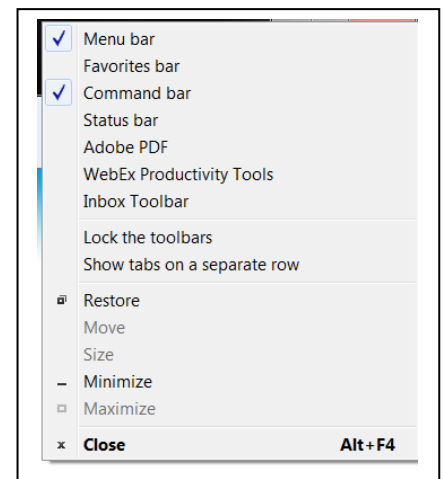
Next, check what version of Internet Explorer your computer is running. To do that, click on "Help" and select "About Internet Explorer."
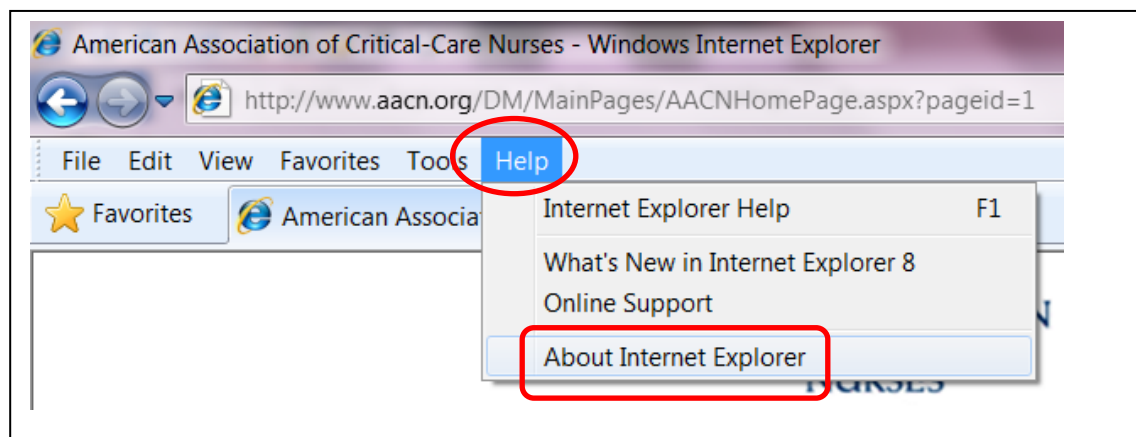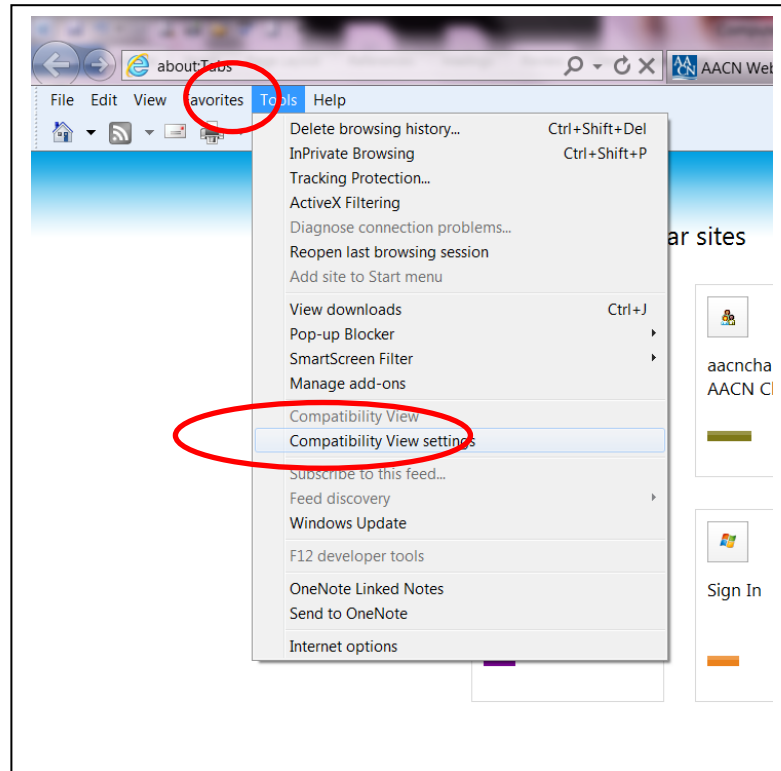
A box will pop up showing you what version you have. In this example, it's Explorer 9.
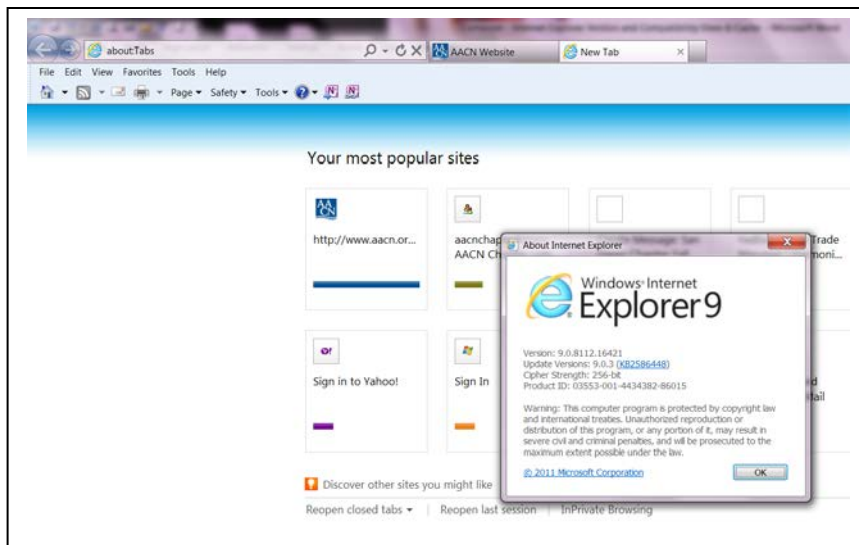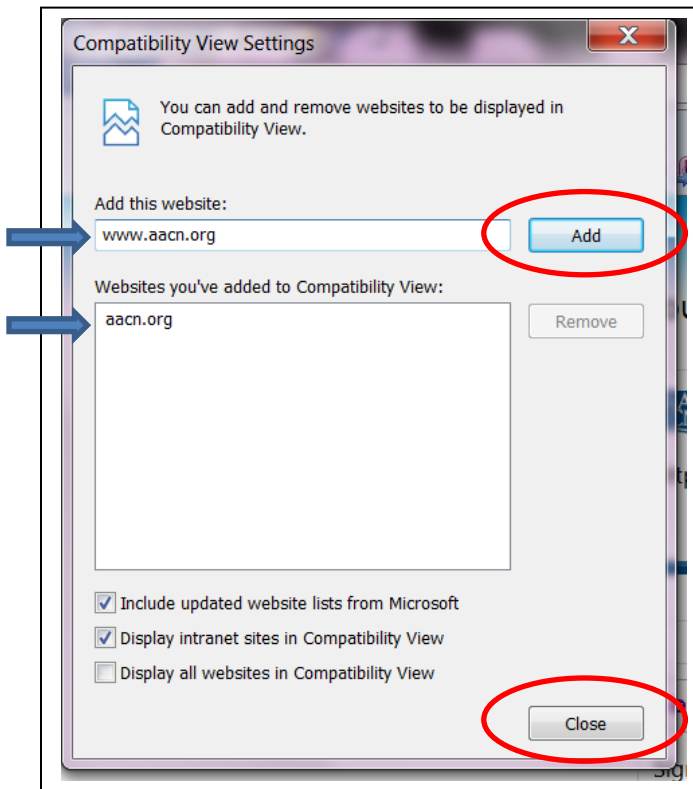

If you have Explorer 8, you don't have to do anything. Your viewing problem is related to something else. Please contact Chapters@aacn.org.

If you have Explorer 9 or 10, you will need to turn on Compatibility View. Select "Tool"s, then "Compatibility View Settings":

The Compatibility View Settings box will open:

In the space that reads "Add this website:" enter www.aacn.org, and then click on the "Add" button, which will add the website to the Compatibility View box. Select Close.

You may have to refresh your screen or log off and then log on again to www.aacn.org. If you've been accessing the AACN website via a Bookmark, you will want to delete that bookmark and then re-establish a new one after you turn on "Compatibility View" (for Internet Explorer 9 and 10).
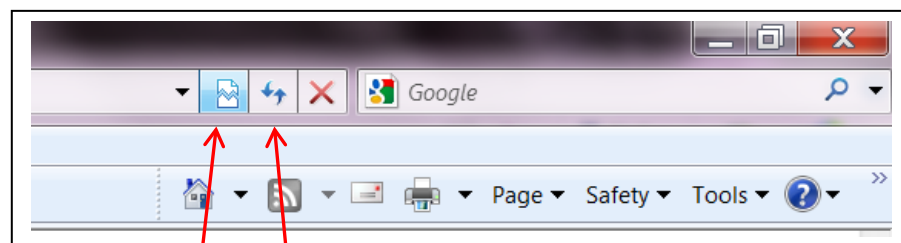
Compatibility View   Refresh

You should now be all set. However, if you still have an issue, you may need to clear your computer's cache (see next page).

Computer Cache

Your computer keeps a history of every website you visit. After a while, it is possible to experience problems accessing some websites, if you haven't cleared (or have never cleared) your computer cache. If you clear your computer cache on a regular basis (say, every three or six months), you should not experience any problems accessing any websites.

It is also a good idea to update your Bookmarks or Favorites once in a while, as many organizations update their websites, and doing so will help ensure you are accessing the most current information.

To clear your computer's cache:
1. Close all Internet programs.
2. Open your internet Web browser (Internet Explorer on a PC; Firefox on a Mac).
3. Click the **Tools** menu.
4. Click **Internet Options.** The Internet Options window will appear.
5. Click the **Delete Browsing History Files** button. A Delete Browsing History Files window will appear.
6. Check the **Delete All** or **Delete All Offline Content** box.
7. Click the **OK** button. Your Temporary Internet Files will be deleted.

You may have to refresh your screen or log off and then log on again to www.aacn.org. It is recommended that you type the full address in the URL address line.