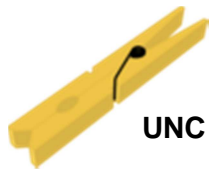


The University of North Carolina at Chapel Hill

UNC Laundry Ticket

Internet Explorer Compatibility Issues

Smith, Sharon (Enterprise Applications)
7/8/2014

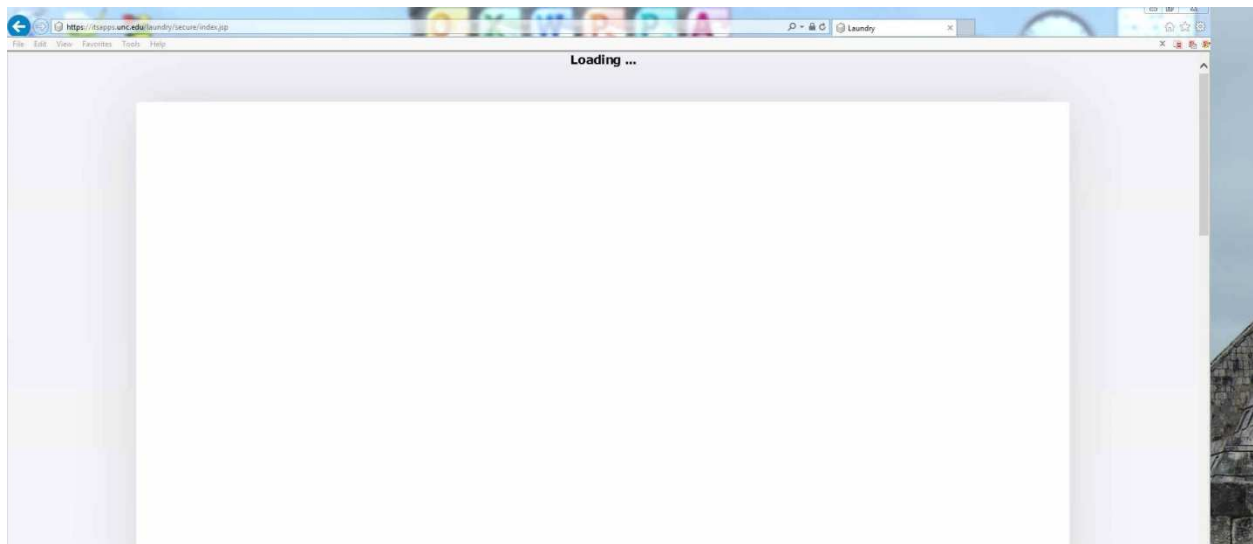


Welcome

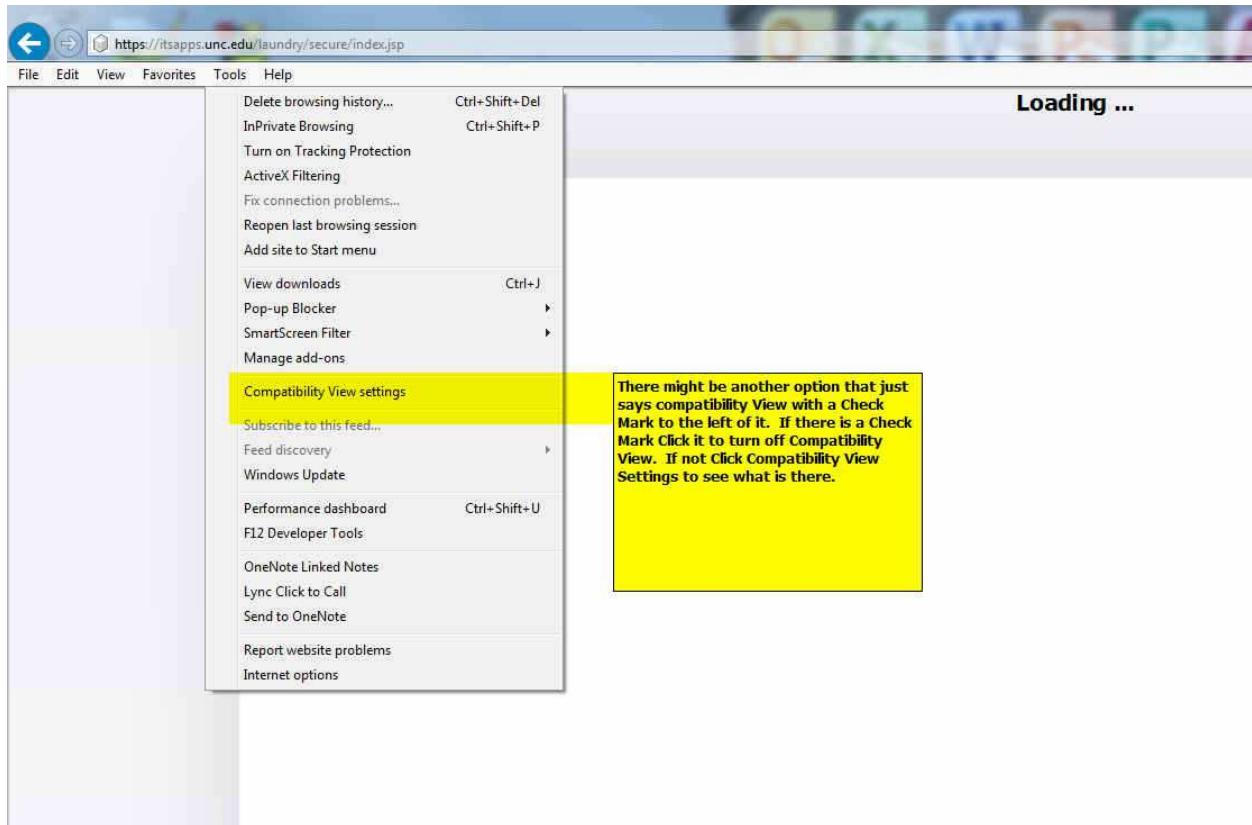
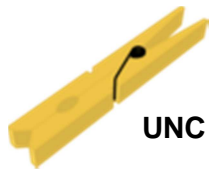
UNC Laundry Tickets for the Departmental Laundry Service are now online! The system works perfectly well with Internet Explorer, Mozilla Firefox and Chrome. There are display and functionality issues in Internet Explorer when Compatibility View is turned on. There are quite a few University web applications that do require Compatibility View to be on. Here are instructions on how to turn it off. If you use Internet Explorer as your only browser you will have to turn the Compatibility View on and off as needed.

The following are general instructions. The menus change with each version of Internet Explorer so consider these guidelines. The screenshots were created using IE 11 on a Windows 7 computer. Your screens may not look the same, especially if you are using a different version of IE.

How you know you need to turn Compatibility View off.

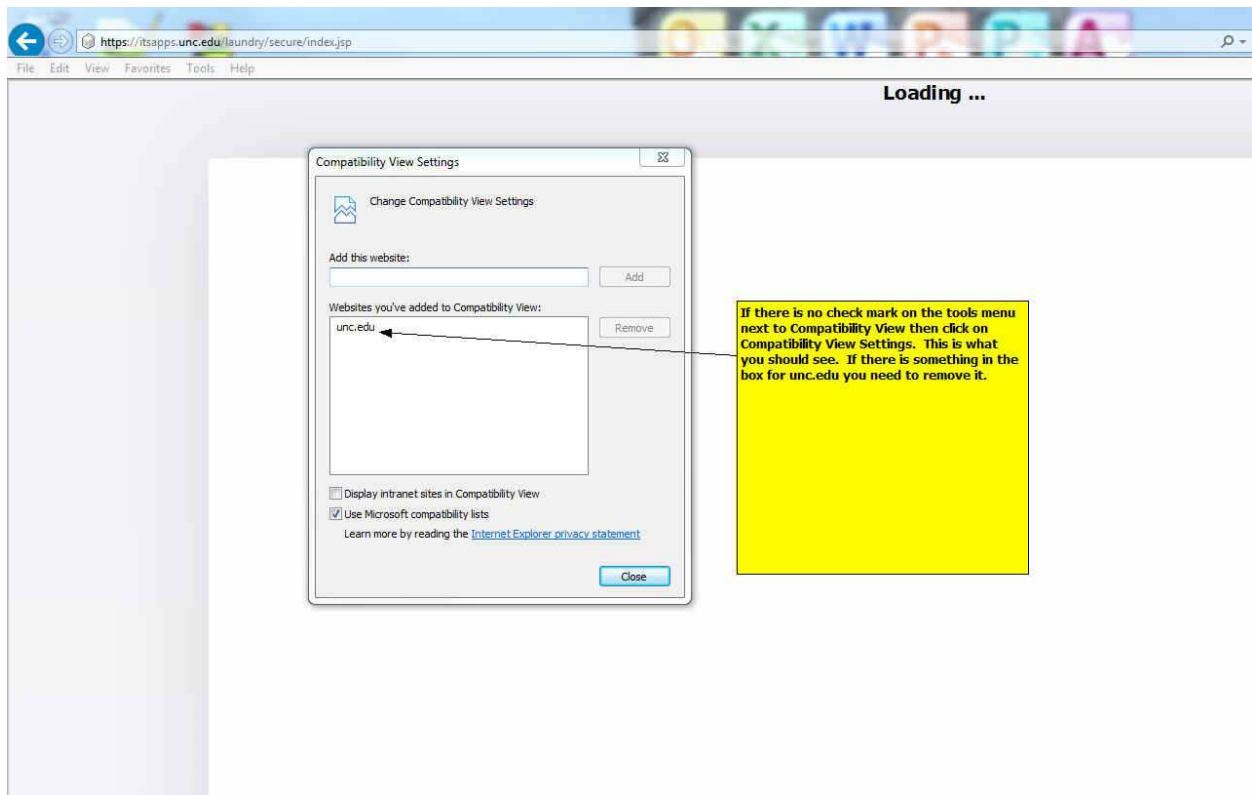
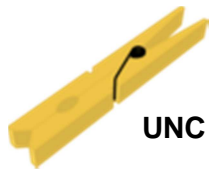


After you sign in, at the very top of the screen the “Loading . . .” message will stay and will not stop. If you were to scroll down some you would find the screen you are expecting, but it will not function completely. So if you see the Loading and it never goes away, your Compatibility View is turned on.



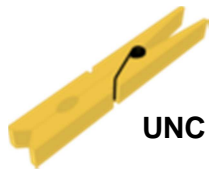
Click on the Tools menu option from the tool bar. If you do not see a menu bar place your cursor slightly above and between the back and forward arrows at the top left of the screen. Now right click your mouse. The first option on the menu that appears should be "Menu Bar"; click on that option to enable the menu bar.

On the Tools Menu There should be either Compatibility View and/or Compatibility View Settings. If you have Compatibility View and there is a check mark next to it your Compatibility View is turned on. All you have to do is click on that option to remove the check mark and turn it off. If it is not checked or you don't have that option you will have to click on the Compatibility View Settings option.



If there are websites that have been setup to use Compatibility View they will be listed in the large box. If the site you are on is not in the box it will be in the area under “Add this Website”.

If “unc.edu” is in the box than Compatibility View is turned on for University sites and applications. This needs to be turned off.



Loading ...

Compatibility View Settings

Change Compatibility View Settings

Add this website:

Websites you've added to Compatibility View:

Display intranet sites in Compatibility View

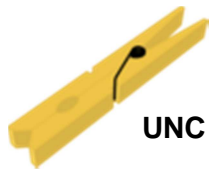
Use Microsoft compatibility lists

Learn more by reading the [Internet Explorer privacy statement](#)

Clicking on the **unc.edu** in the box enables the "Remove" button. Click on it to turn off Compatibility View.

This will make is so that other **UNC** websites/ applications do not display properly. You will have to keep switching them back and forth or use Chrome or Mozilla Firefox for the Laundry Applicaton.

To do that you need to click on the "unc.edu" in the larger box and then click on the "Remove" button. The "Remove" button does not become enabled until you click on an entry in the larger box.



Loading ...

Compatibility View Settings

Change Compatibility View Settings

Add this website:

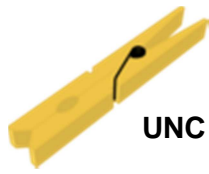
Websites you've added to Compatibility View:

Display intranet sites in Compatibility View
 Use Microsoft compatibility lists

Learn more by reading the [Internet Explorer privacy statement](#)

Now Click Close to activate the change.

Once the entry is removed from the box you must click on the “Close” button for the change to take effect. When you do this, the application will reload with Compatibility View turned off.



UNC Laundry Tickets

Internet Explorer Compatibility

Click on the Close button will reload the Laundry Application and this is what you should see.

THE UNIVERSITY of NORTH CAROLINA at CHAPEL HILL

UNC Laundry Tickets
Welcome: Sharon Smith

Tickets Search Problem Reports Laundry Accounts Users/Contacts Invoices Privileges Admin ITS Logout

Tickets | Create New Ticket

Create New Ticket Submit/Print My Tickets Validate Tickets

UNC Laundry No: Please Choose: (dropdown)
Charging Account: (dropdown) [refresh] [add]
Campus Box: (text input)
Billing Contact: Please Choose: (dropdown) [Create New Laundry Service Ticket]

Items Help - Creating a New Laundry Ticket

Now the Laundry application should be at the top of the screen and the “Loading . . . “ message will go away when the application has been loaded.