

Browser advice & how to enable functionality for Internet Explorer

Date Written	30/01/2018	Date Updated	10/08/2018
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We recommended using modern browsers such as [Google Chrome](#) or [Mozilla Firefox](#) to ensure compatibility with our websites.


For mobile and smart devices (iOS, Android), our services should be compatible but this is entirely dependent on the size of your device's display. Smartphone devices with 3-4 inch screens (iPhone 4-5) may have difficulty. Larger devices (iPhone 6 >) will show full functionality. Tablet devices will also show full functionality.

If these browsers or devices are not available to you, follow the steps below to enable compatibility and functionality with Internet Explorer.

This guide will detail how to enable functionality for Internet Explorer across all websites and services: [PEP](#), [POW / TMS](#), [Audit tool](#), [Mentor Update Quiz](#), [eOAR](#)

Please note: if amending internet explorer's system setting is unavailable, you must use an alternative browser.

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 **Caution**

N.B. This guide assumes you are a Windows/ PC user.

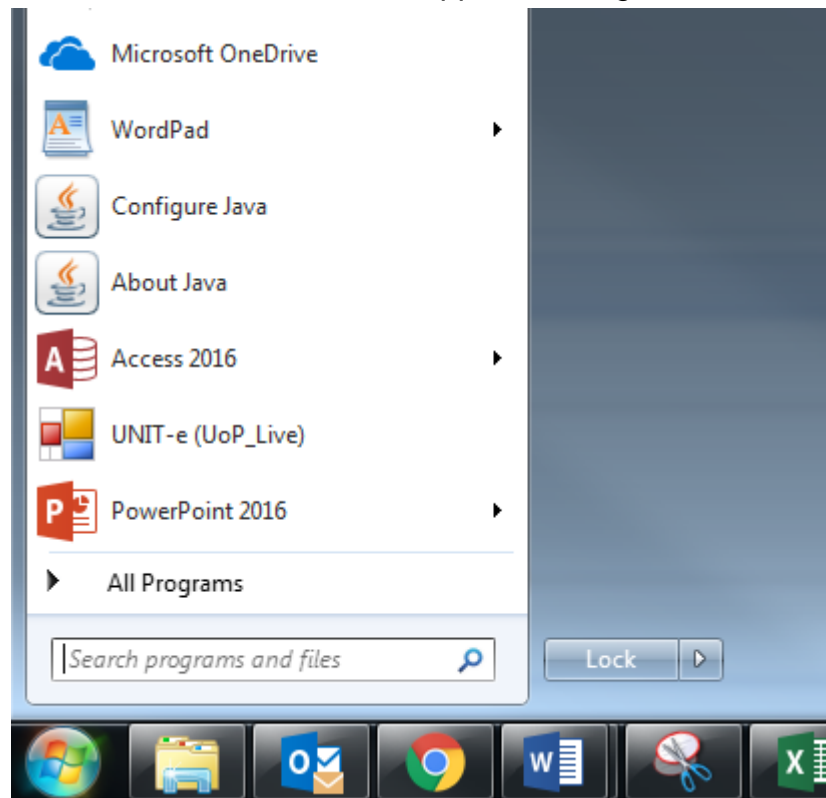
Check your browser availability

 **Now Do This ...**

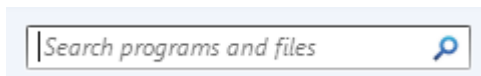
1. On your desktop/ laptop look for the Start icon and select it. On all operating systems, it is typically found in the bottom left corner




2. Once opened, the Start Menu should appear looking similar to this:



3. Within the Search programs and files box:



Type the name of your desired browser to see if it is available on your machine:

 <p>The screenshot shows a Windows search interface. At the top, it says 'Programs (1)' and lists 'Google Chrome' with its logo. Below this is a search bar containing 'google chrome' and a 'Lock' button. A 'See more results' button is also visible.</p>	
<p>In searching for google chrome, we have found the programme is available for use.</p>	
<p>4. If a browser is not available to use, the search will confirm it could not find anything.</p> <p>5. You may have the option to install new browsers. We recommended using modern browsers such as Google Chrome or Mozilla Firefox to ensure compatibility with our websites.</p>	
<p>6. If you are unable to install new browser software, speak to your IT department to see if they are able to provide access.</p>	
<p>7. On your Windows/ PC device the default internet software should be Internet Explorer. This browser is compatible with our services but be aware it is no longer supported by Microsoft.</p>	

Enabling functionality for Internet Explorer

Now Do This ...

1. You must be on a website where the web address begins:
`https://arc.plymouth.ac.uk/...`

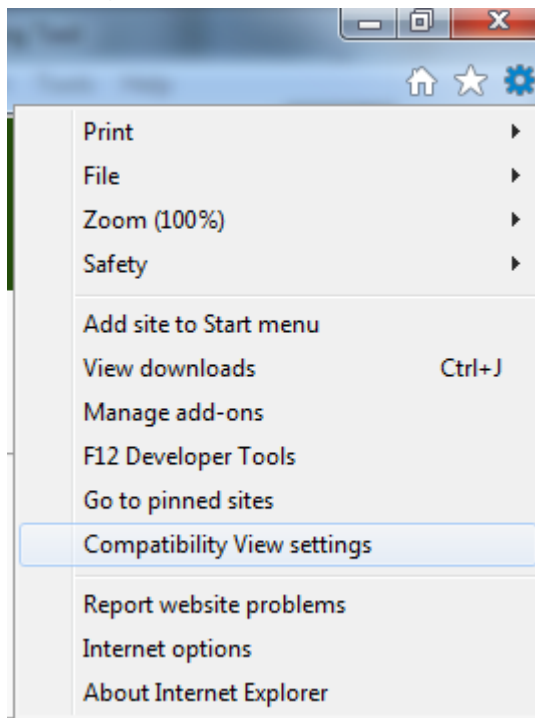


Links to our complete websites and services can be found at the following:
[PEP](#), [POW / TMS](#), [Audit tool](#), [Mentor Update Quiz](#), [eOAR](#)

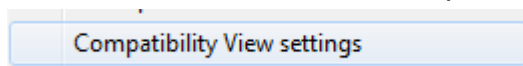
2. On Internet Explorer, look to the top right corner for the Tools symbol 



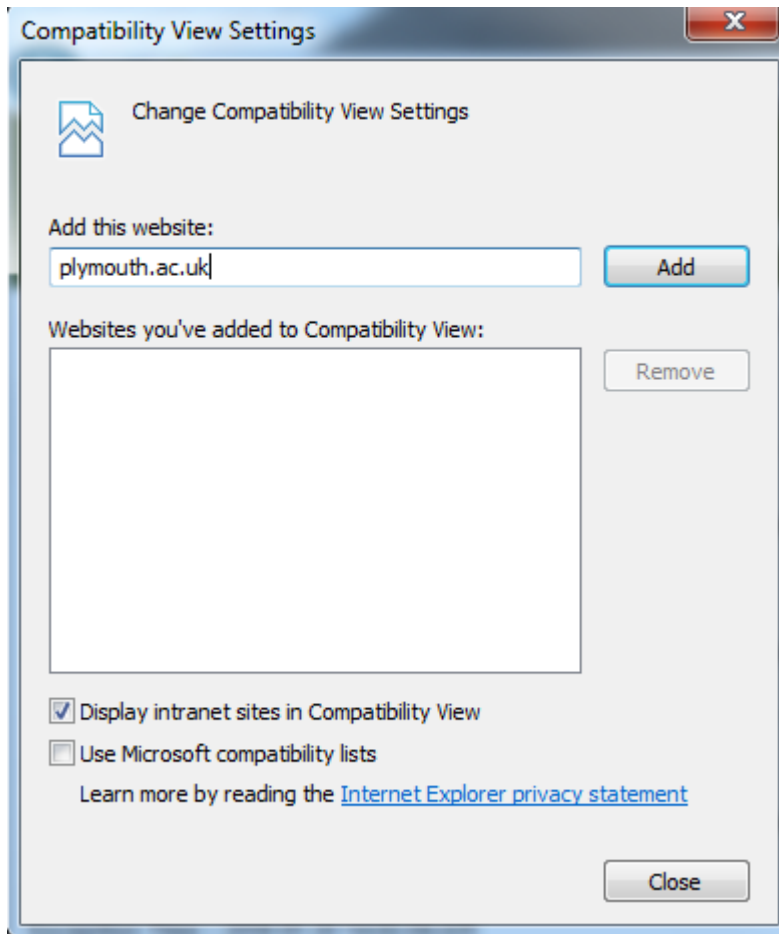
3. Clicking on the Tools symbol will opening the following menu:



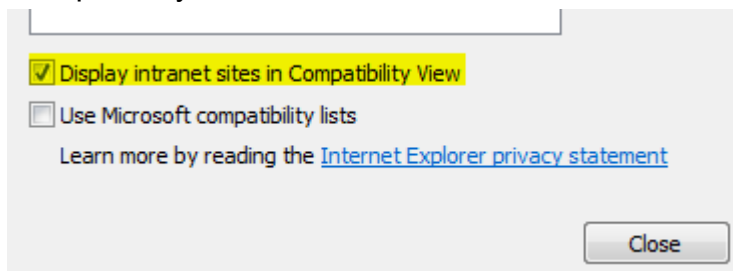
4. Within this menu, click on Compatibility View settings:



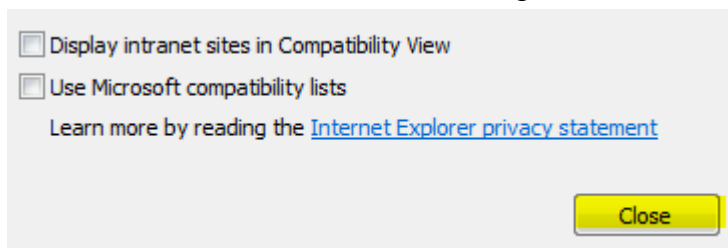
5. This will open the following Compatibility View settings menu:



6. Within this menu you need to untick the option “Display intranet sites in Compatibility View”



7. Once unticked, as shown in the image below, select the Close button:



8. Selecting the Close button will automatically refresh the web page. This refresh will enable all of our websites and services to work with Internet Explorer.

Help and Support

Now Do This ...

1. 1. If you have any issues or queries, please contact
POPPI: poppi@plymouth.ac.uk
PEP Support (placement hosts): pepsupport@plymouth.ac.uk
POW Support (students and personal tutors): powsupport@plymouth.ac.uk