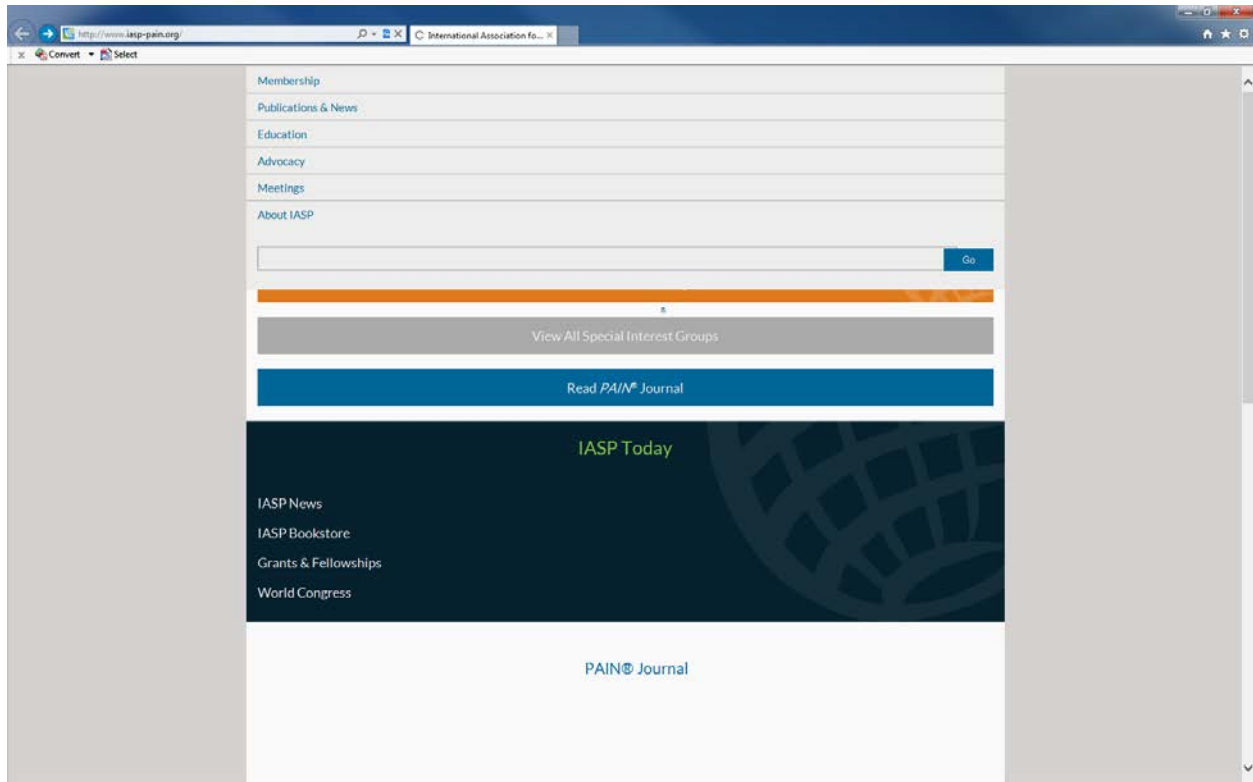


## Issue: Internet Explorer Errors

The website looks funny in my browser. I am unable to use the website or log in



## Solution

The user is most likely using Internet Explorer as their browser. What they need to do is to click on the little torn paper-shaped icon on their browser bar and the website will look normal.



## Background

The IASP website is enabled for mobile devices. That means the website automatically recognizes what type of device is being used to look at the website – an Ipad or other tablet, a mobile phone, or a desktop computer – and adjusts its display accordingly. This is a relatively new technology and issues have been encountered between web browsers and mobile enabled websites, particularly Internet Explorer and its older versions (IE 8 and below).

## Solutions

Download and use a web browser that is better at recognizing and displaying web-enabled websites such as:

- a. Google Chrome
  - i. <https://www.google.com/intl/en/chrome/browser/>
- b. Mozilla Firefox
  - i. <http://www.mozilla.org/en-US/firefox/fx/>
- c. Apple Safari
  - i. <https://www.apple.com/safari/>
- d. If you must use Internet Explorer please be sure to upgrade to the latest version
  - i. <http://windows.microsoft.com/en-us/internet-explorer/download-ie>