

WEB BILLING COMPUTER ISSUES

- Why do I have a blank page when I try to log on?
- Why do the dates look wrong?
- Why won't the application accept my password when I know it is correct?
- Why won't the application recognize my mother's maiden name?
- How do I know what version of Internet Explorer is on my computer?

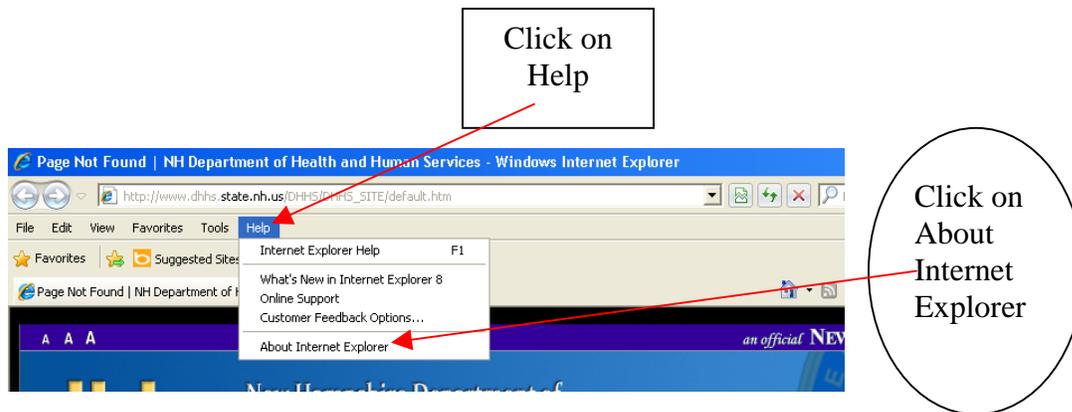
WHAT VERSION OF INTERNET EXPLORER IS ON MY COMPUTER

To determine what version of Internet Explorer you are using:

Click on Internet Explorer

Click on Help (might display as a question mark with a carrot next to it to drop down a list)

Click on About Internet Explorer



IF it's IE 9 or later, running the application under compatibility mode should alleviate the issues.

Click on Compatibility View in order to run the web billing application smoothly.

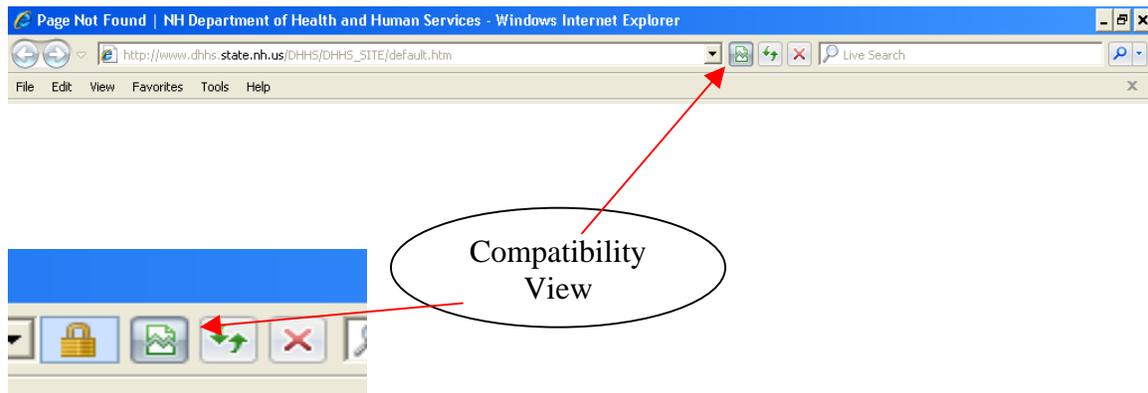
The web application must be run using Internet Explorer. If any other browser is used it will not run correctly. Eg: Mozilla, Firefox Chrome, Safari to name a few.

Sometimes the website you're visiting doesn't look right. It shows up as a jumble of out-of-place menus, images, and text boxes or a **blank page**. What's going on?

One possible explanation:

The site might have been designed for an earlier version of Internet Explorer. If Internet Explorer recognizes that the webpage isn't compatible, you'll see the **Compatibility View button on the Address bar**. Try clicking it.

Note: This button is located in different places depending on the browser version you are using.



In Compatibility View, websites will be displayed as if you were viewing them in a previous version of Internet Explorer, which will often correct display problems. You don't need to click the button for a site after you've done it once. The next time you visit the site, Internet Explorer will automatically show it in Compatibility View mode.

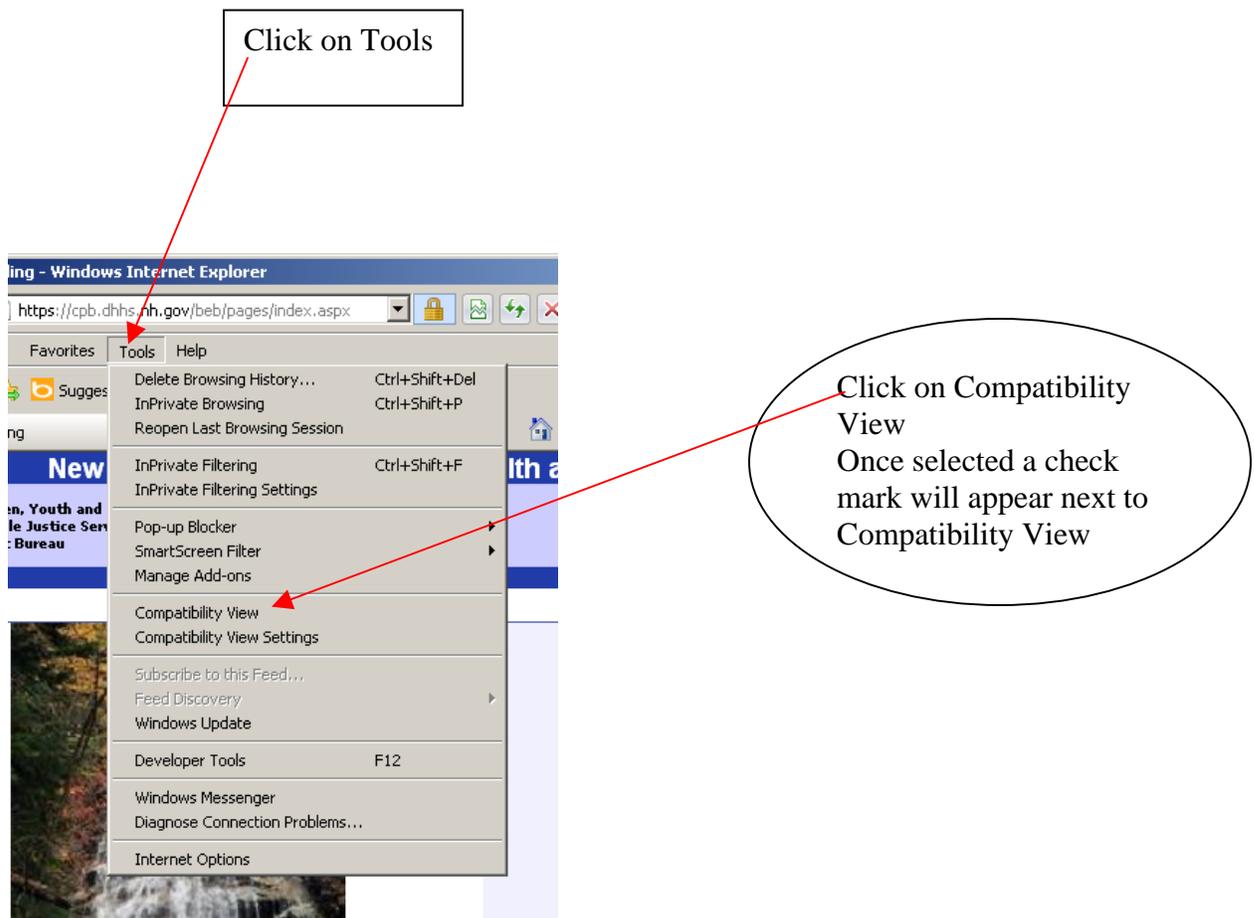
If you cannot locate the Compatibility View Button and you **ARE** on the web billing application log on screen:

On the browser toolbar there should be a **Tool** button.

Click on the **Tool** Button

Select Compatibility View

The browser will now run under mode



If you cannot locate the Compatibility View Button and you are **NOT** on the web billing application log on screen:

On the browser toolbar there should be a **Tool** button.

Click on the **Tool** Button

Select Compatibility View Settings

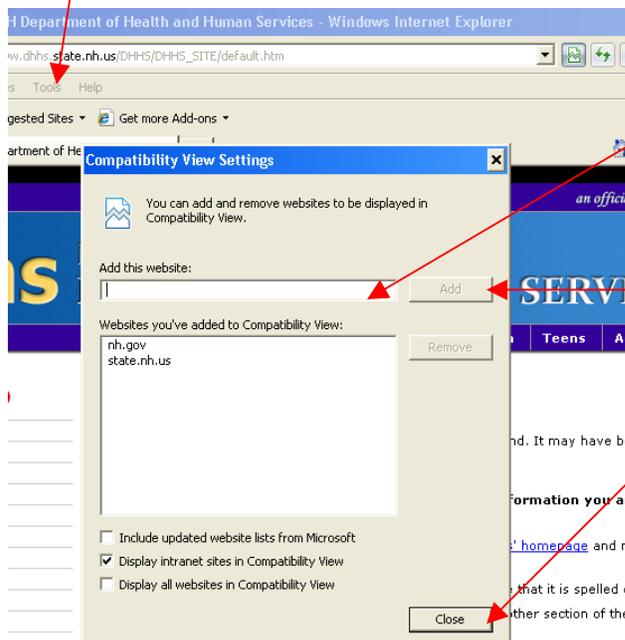
Type in the URL: <https://cpb.dhhs.nh.gov/beb/pages/index.aspx>

Click Add

Click Display intranet sites in Compatibility View

Click Close

Click on Tools
then
Click on Compatibility
View Settings



Type in the URL:
<https://cpb.dhhs.nh.gov/beb/pages/index.aspx>

Click Add
Click Close

> At the top of this page is Search box where you can enter a word or phrase and