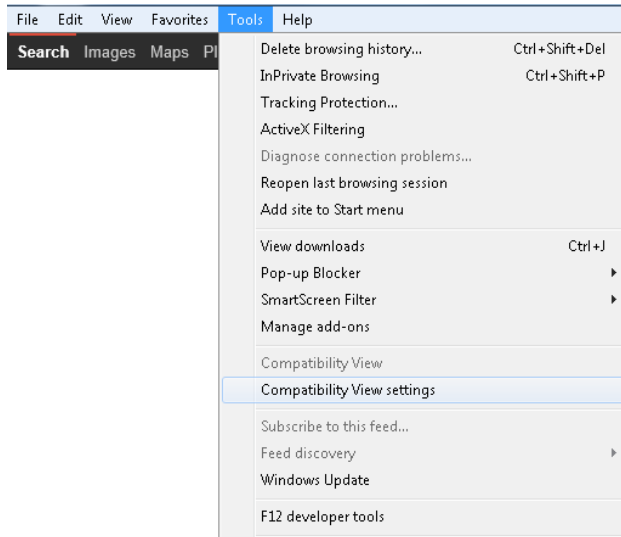


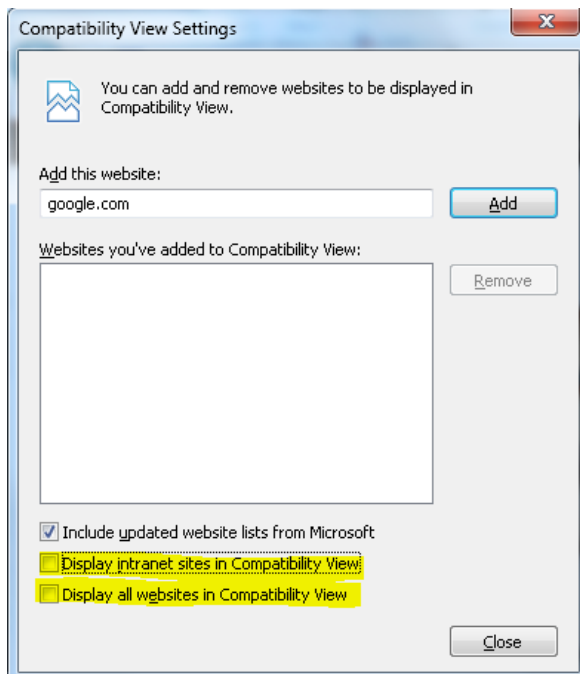
How to change IE9 Compatibility mode

Option 1

Select **Tools** then **Compatibility View Settings**



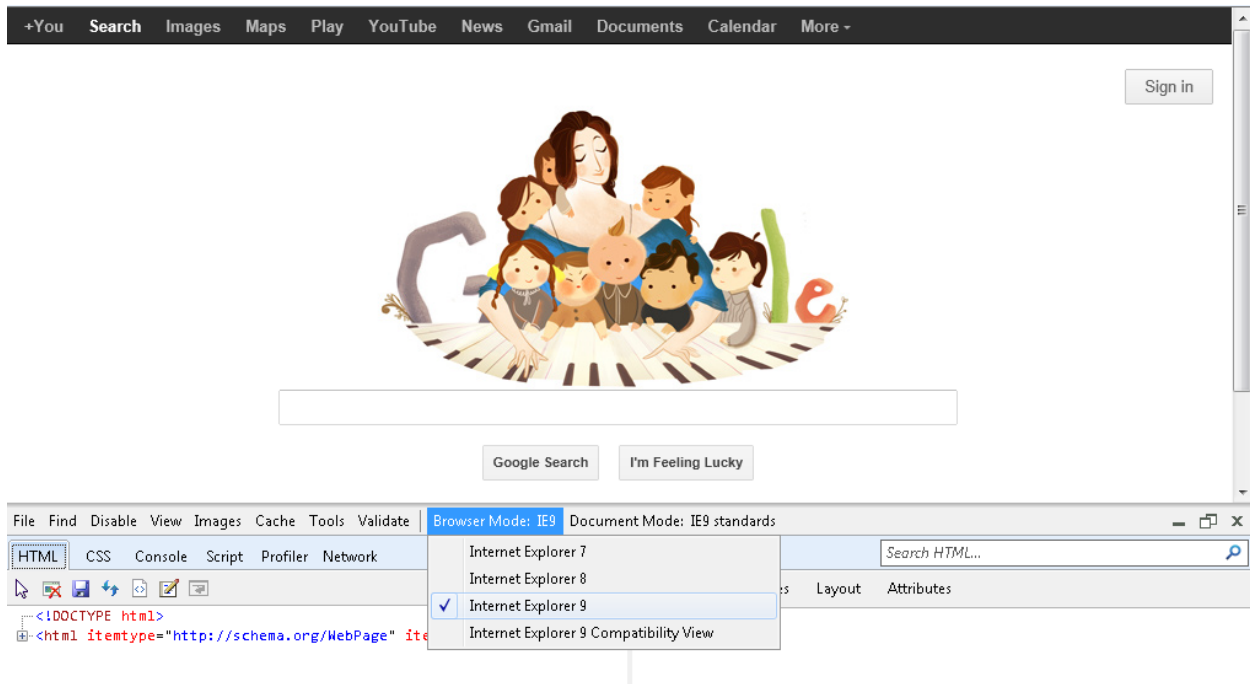
The following screen will be displayed:



If the checkbox for “Display all websites in Compatibility View” is checked, **un-check** it. Close the browser window and retry the operation.

Option 2

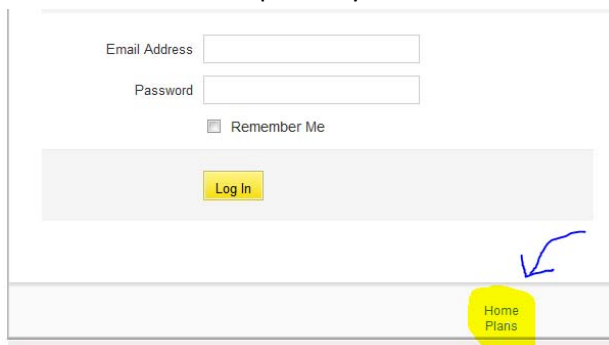
Press F12 to display the status bar along the bottom of the browser. Confirm Internet Explorer 9 is checked.



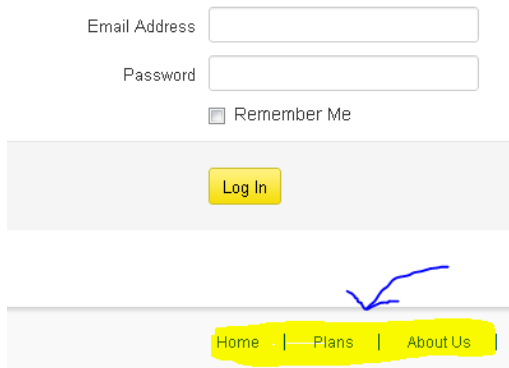
Please note that certain websites have been known to automatically change these settings.

Symptoms of compatibility mode

Notice how the words are “stacked” on the footer for the logon screen. (See highlighted area)
This is a result of compatibility mode.



The correct format for the footer should display words that are side by side separated by lines (See highlighted area)

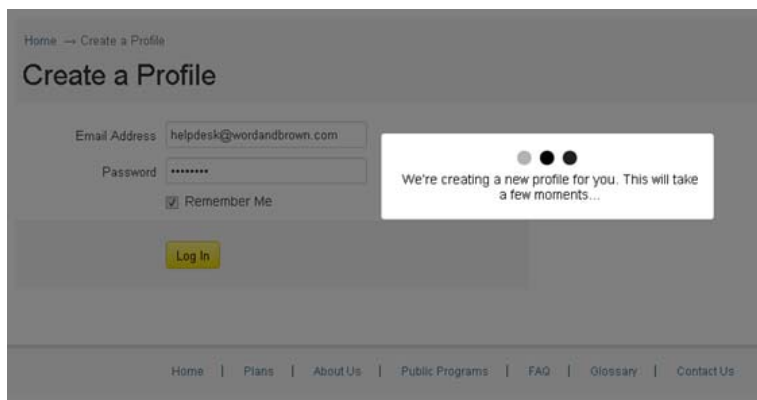


The image shows a login form with the following elements:

- Email Address:
- Password:
- Remember Me
-

Below the form is a horizontal navigation bar with the following items: Home | Plans | About Us. The navigation bar is highlighted in yellow, and a blue arrow points to it from above.

Once the user enters the proper credentials and presses the Log-In button, the user should see the profile creation panel. If the user presses the logon button and does not see any activity, the browser is likely in compatibility mode.



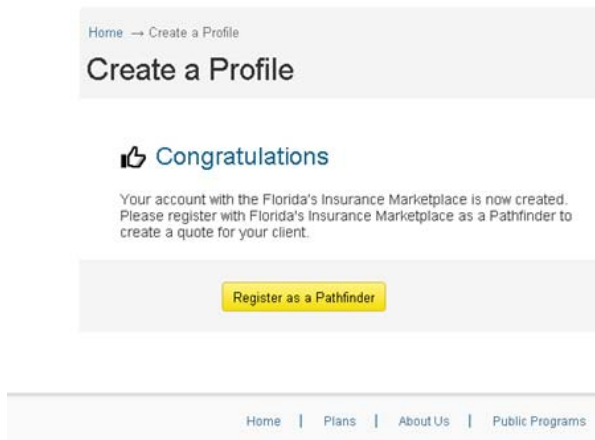
The image shows a 'Create a Profile' page with the following elements:

- Home → Create a Profile
- Create a Profile
- Email Address:
- Password:
- Remember Me
-


A white loading spinner is overlaid on the form with the text: "We're creating a new profile for you. This will take a few moments..."

At the bottom of the page is a navigation bar with the following items: Home | Plans | About Us | Public Programs | FAQ | Glossary | Contact Us

The user's credentials will not work unless they have received the "Congratulations" screen that is presented once the profile has been created. At this point they may continue on to register as a Pathfinder.



The image shows a 'Congratulations' screen with the following elements:

- Home → Create a Profile
- Create a Profile
-  **Congratulations**
- Your account with the Florida's Insurance Marketplace is now created. Please register with Florida's Insurance Marketplace as a Pathfinder to create a quote for your client.
-

At the bottom of the page is a navigation bar with the following items: Home | Plans | About Us | Public Programs