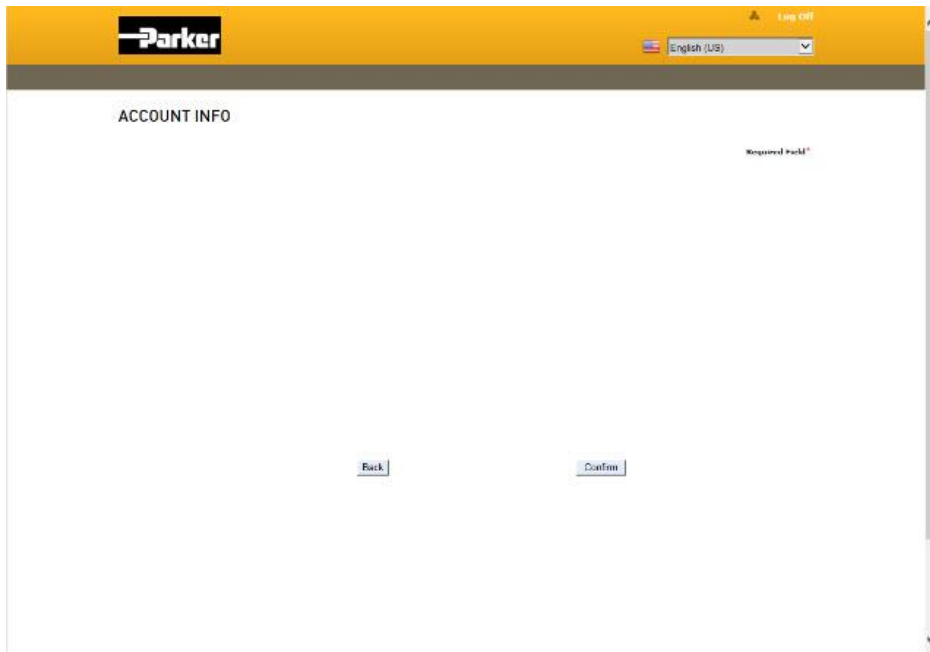


## Blank Screen in Internet Explorer

### Known Issue:

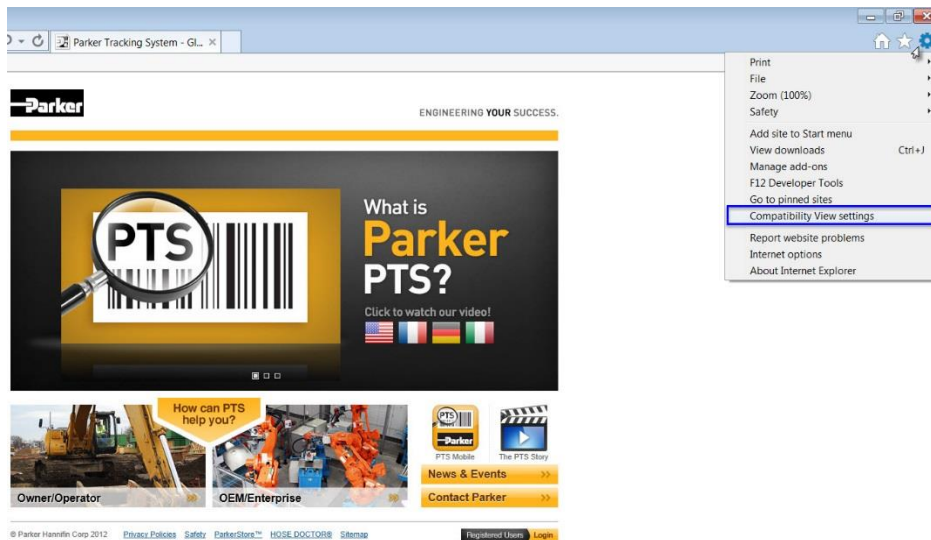
*A blank screen appearing when creating a new record, or at the print screen, is a result of using an older version of Internet Explorer.*

Example:



From within Internet Explorer *navigate* to the 'Tools' icon in the navigation toolbar menu, or select **Alt + X** from the keyboard

Select 'Compatibility View Settings'



1. Select [PHConnect.com](http://PHConnect.com) from the list of 'Websites you've added to Compatibility View:'
2. Click **Remove**
3. Ensure that **both** the 'Display intranet sites in Compatibility View' and 'Use Microsoft compatibility lists' are not selected.
4. Click **Close**

