



Client Platform Management T e c h n i c a l B u l l e t i n

Bulletin ID: TB1080

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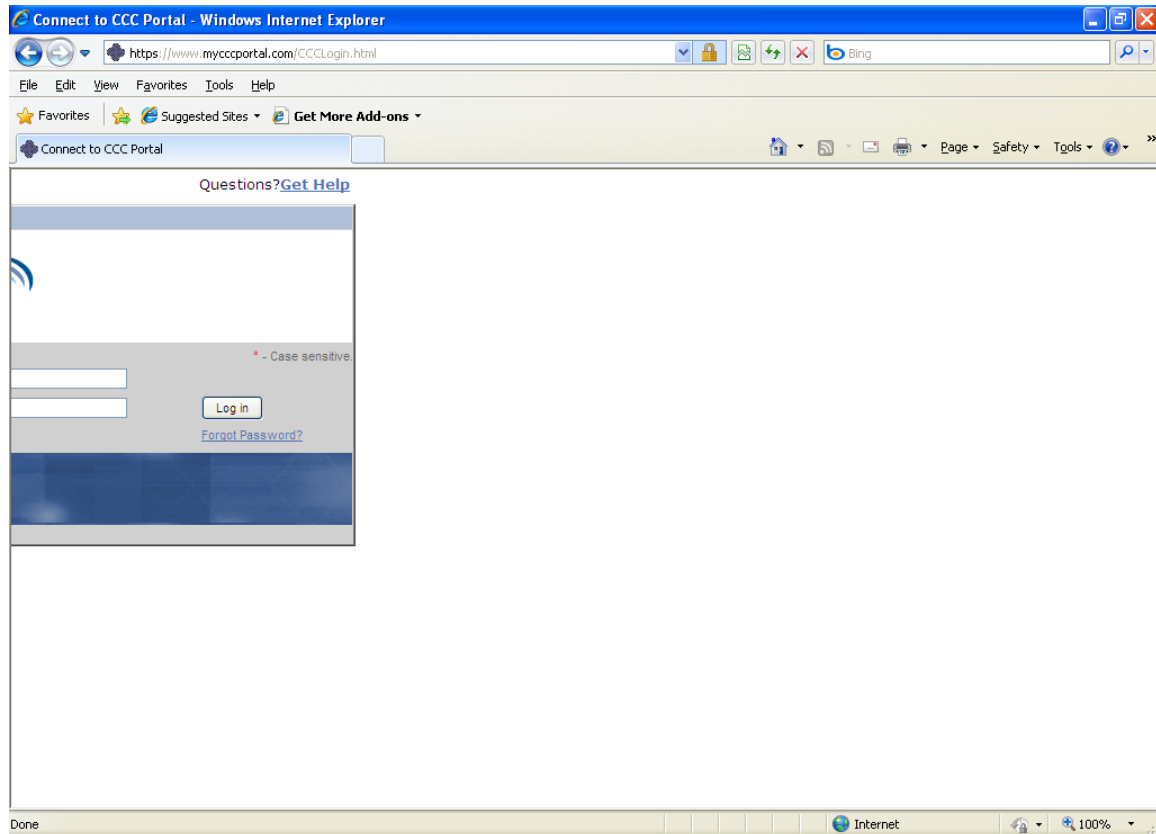
Issue: CCC Portal login page may be off-center for some IE 8 users

This bulletin applies to:

- www.mycccportal.com login page
- Internet Explorer 8 (IE 8)

Symptoms:

For some IE 8 users, the portal login may appear off-centered as depicted below:



Cause:

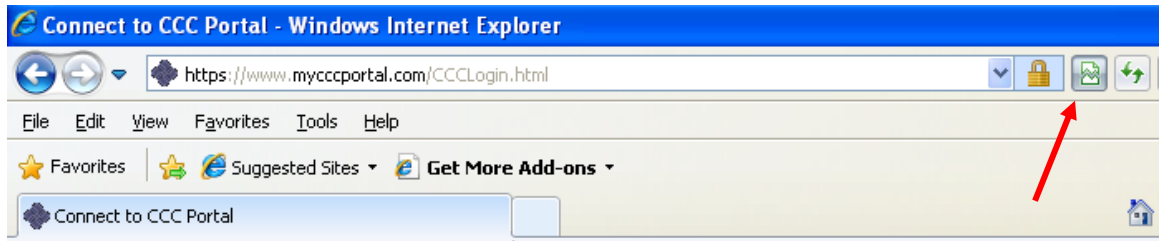
The www.myccportal.com site is optimized for browsers older than IE 8. Microsoft changed the way IE 8 displays some pages as compared to earlier releases. These changes can have an adverse effect on some web pages like the www.myccportal.com login page.

Resolution:

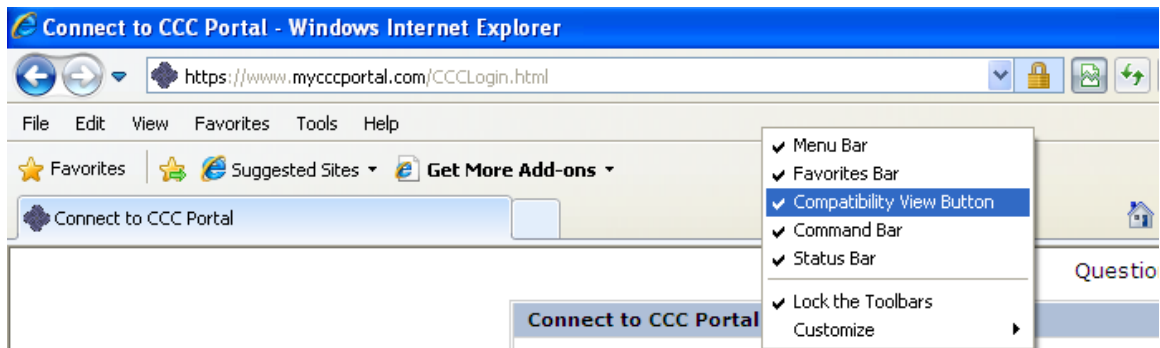
In anticipation of the potential adverse effect that IE 8 may have with some web pages, Microsoft included a compatibility mode option. This option will allow pages that were optimized for older browsers to display correctly in IE 8.

Changing IE 8 to display specified sites in Compatibility Mode:

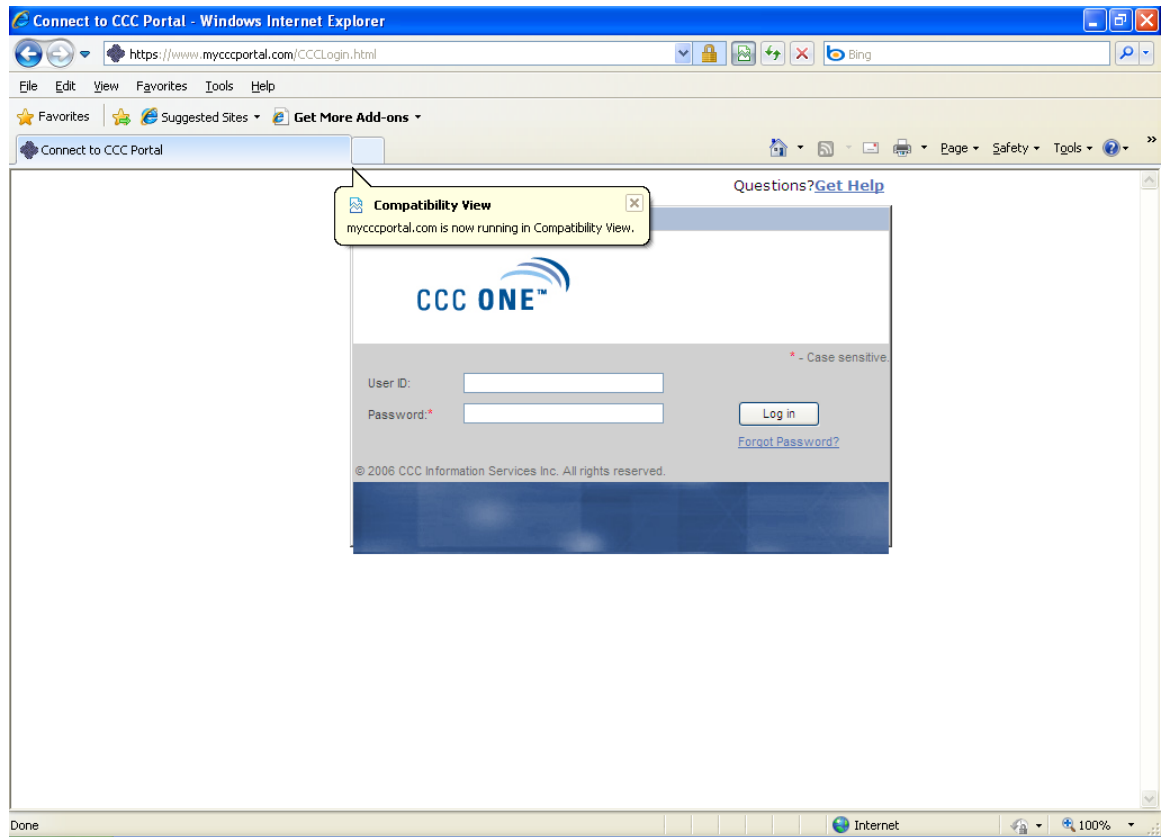
1. The easiest way to switch to compatibility mode is to select the Compatibility View button, usually located just to the right of the Address Bar.



2. If the button is missing, right-click on an open area of the Address or Menu bar and select Compatibility View Button.



3. Once selected, the site will appear correctly.



Note: If you delete your Browsing History, you will need to reselect the Compatibility Mode button.

Changing IE 8 to display all sites in Compatibility Mode:

1. To set all sites to display in Compatibility mode, select the Tools drop-down then select Compatibility View Settings.
2. Once the following view is displayed, select the “Display all websites in Compatibility View” checkbox and select Close.

