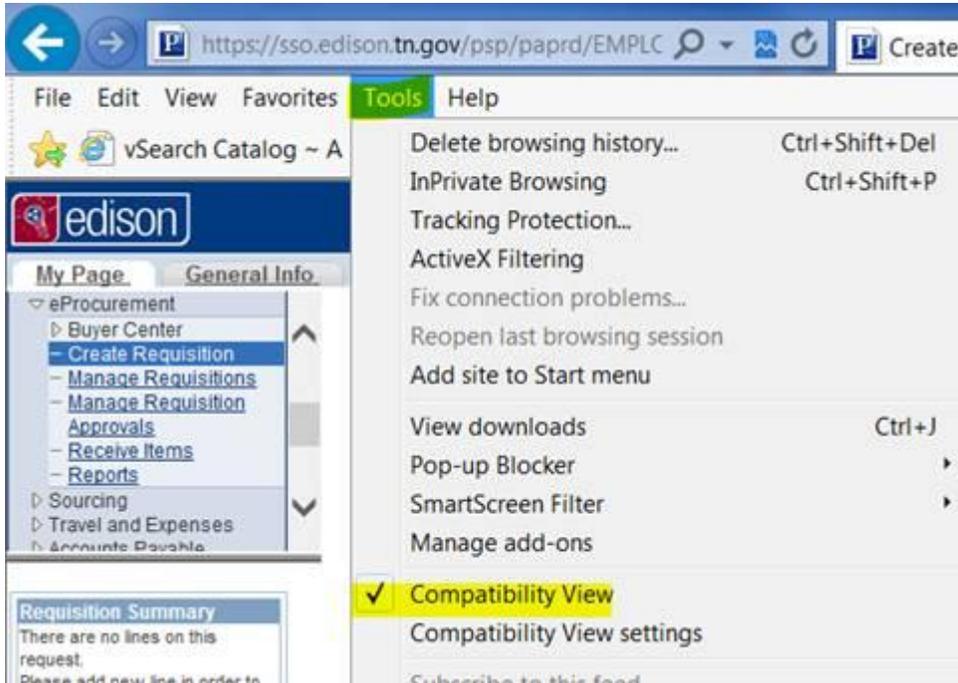
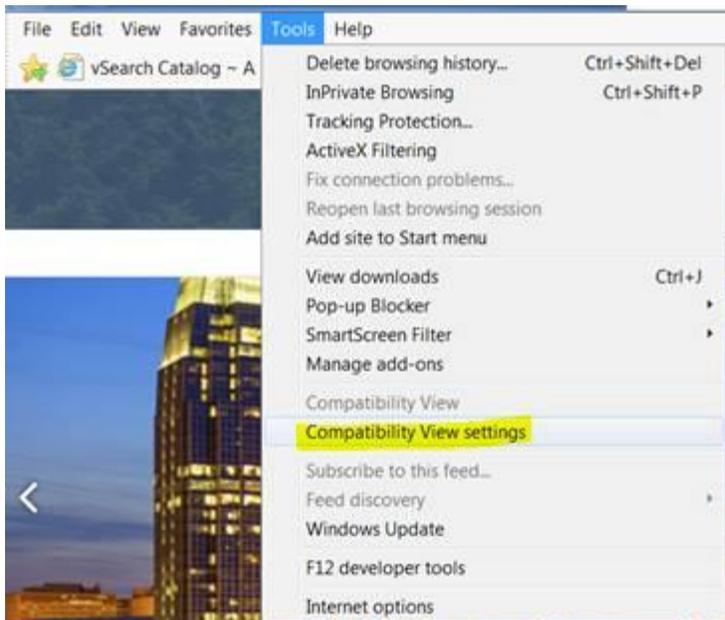


1. Compatibility Settings

- Click **“Tools”** and make sure **“Compatibility View”** is checked.



- In the same screen **“Tools”**, Click **“Compatibility View settings”**.

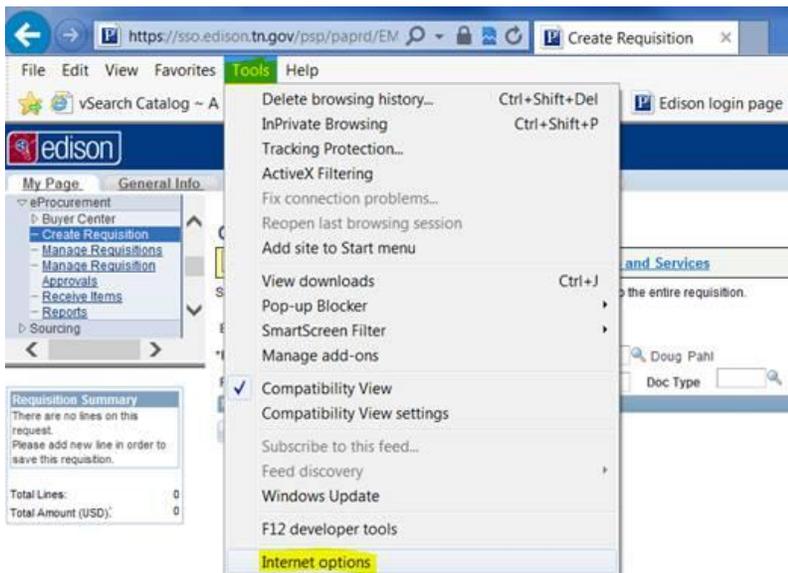


- This screen will pop up. In the space labeled **“Add this website”**, add **“tn.gov”** then Click the Add button. Check **“Display all websites in compatibility view”** are checked. Then Click the Close button.

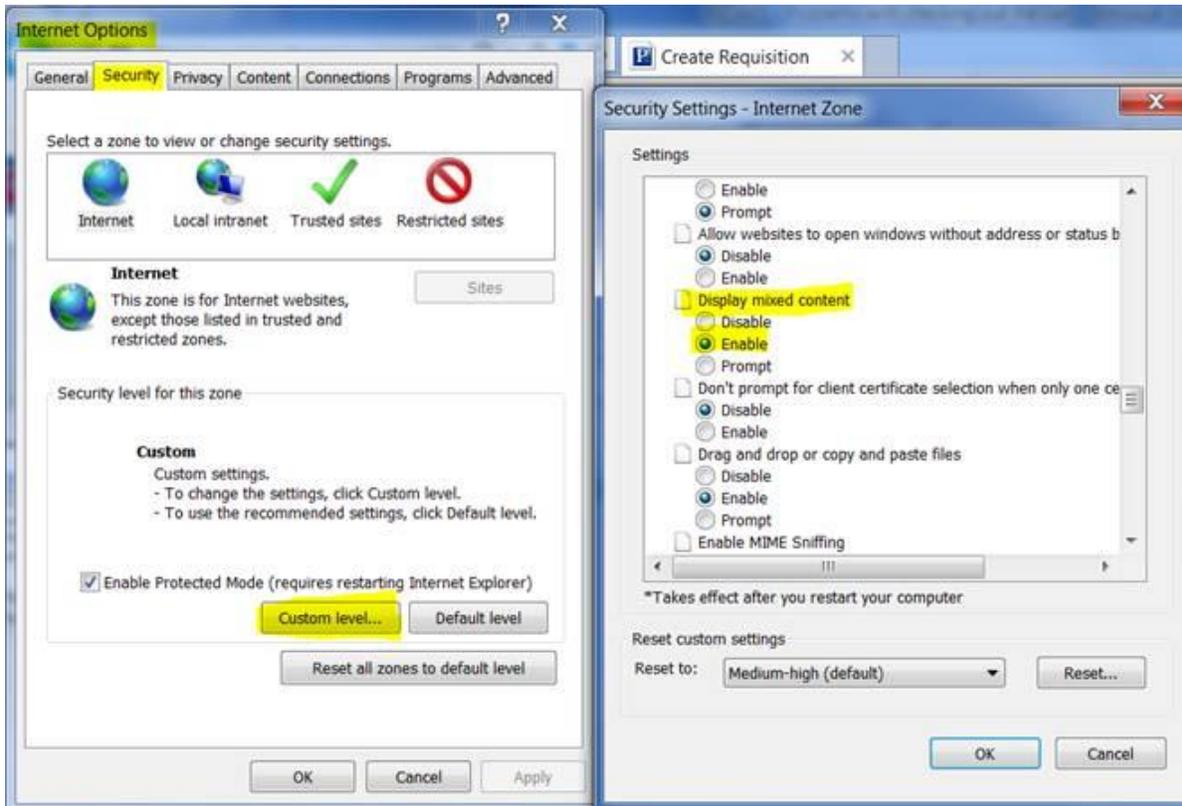


2. Security Settings

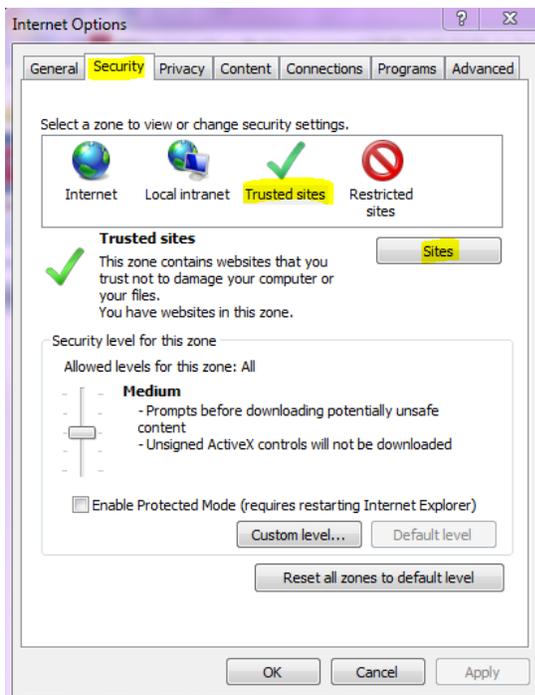
- Click **“Tools”** then **“Internet Options”**.



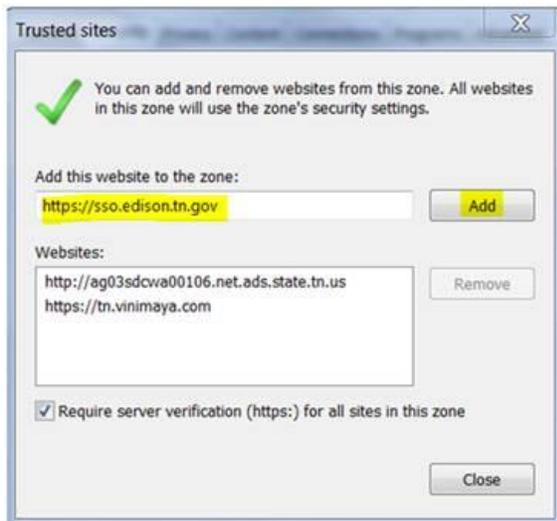
- Click the tab labeled **“Security”**. Next, Click the button labeled **“Custom Level”**. Scroll about half way down until you see **“Display mixed content”** and set it to **“Enable”**. Click the OK button..



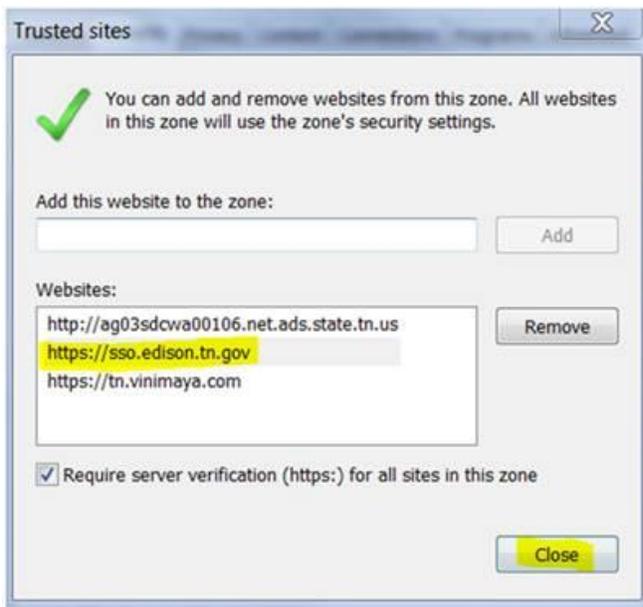
- Next Click the green check mark labeled **“Trusted Sites”**. Click the button labeled Sites.



- You will see this screen. Click the **“Add”** button so the web site name is copied to the field labeled **“Websites:”**

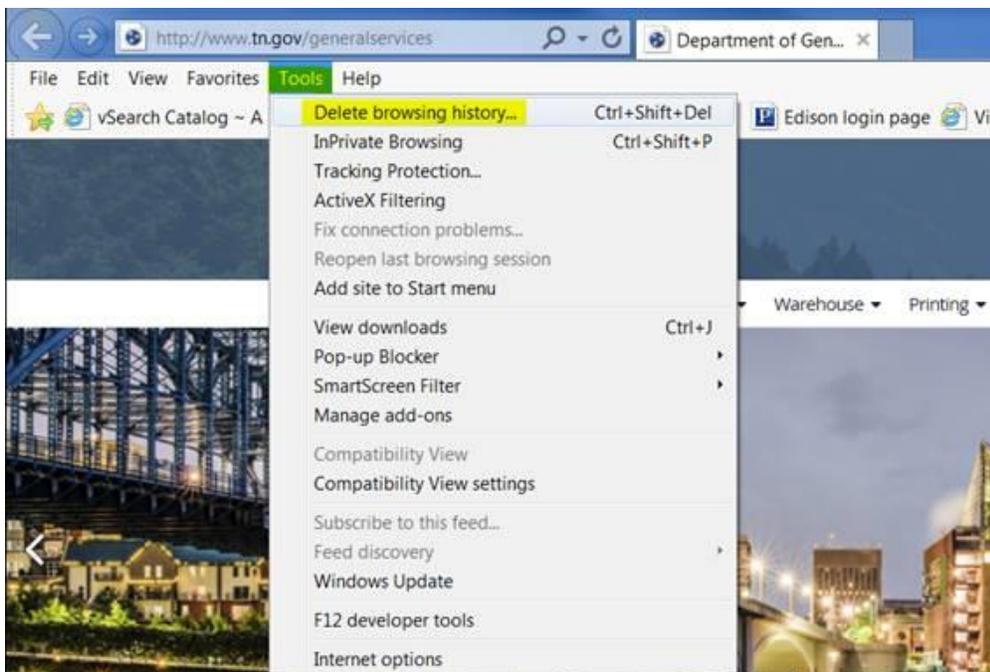


- Click the button labeled **Close**.



3. Clear Cache

- Click on the **“Tools”** menu option. Click on **“Delete browsing history”**.



- Click **“Delete”**.



After delete, you are done!!