**IE Error Correction**

1. Clear the browser’s history
   1. Click Tools from the top menu bar (If you do not see the top menu bar > Go through the steps (i, ii, iii) otherwise continue to step b.)
      1. Click the Cog on the upper right side of the browser window.
      2. Click Internet Options
      3. A pop up window will appear, on this front page (General tab) there is a section for Browsing History. > In this section, click the Delete button. (After clicking the Delete button move the step c.)
   2. Click Delete Browsing History
   3. Make sure only the first 4 boxes are checked in the Pop up window > Click Delete button.
   4. Once it has completed the deletion process> Log out then back into ProcureAZ and try again. (If you had to go through the Internet Options you’ll first need to click OK to close out of the Internet Options window)
   5. If this is not successful > Continue to Step 2.
2. Check the Compatibility View Settings
   1. Click Tools from the top menu bar or the Cog on the upper right side of the browser window.
   2. Click Compatibility View Settings
   3. Check to see if ‘az.gov’ is in the window for “Websites you’ve added to Compatibility View: “, if it is > Click the domain to highlight it and then the Remove button. Once it has cleared click Close button.
   4. If the screen doesn’t auto refresh after clicking the Close button > Press the F5 key on your keyboard to refresh the screen. This will refresh the browser’s cache and pull in the newest page possible.
   5. If this is not successful > Continue to Step 3.
3. Change your browser version through the Developer Tools. (Depending on the browser version you have, the steps may vary.)
   1. For IE 11 – Click Tools from the top menu bar or the Cog on the upper right side of the browser window.
      1. From the Menu > Click F12 Developer Tools
      2. A pop up window will open. From the top menu bar of the window, the upper right side will have an option to choose a different browser for the session of using the internet. It will default to “Edge”, click the button to choose a different version of browser (Generally it is best to choose Version 10).
         1. **BE SURE TO LEAVE WINDOW OPEN AFTER CHANGES MADE. If you close the window you lose the changes.**
   2. For IE 9 and 10 – Press the F12 key on your keyboard to access the Developer Tools.
      1. The tool will open at the bottom of your screen – From the menu bar within the tool there will be an option for Browser Mode. It will default to the latest version of the browser you are on. – Choose IE10 Compatibility View( If using IE9 - choose IE9 Compatibility View).
   3. If the screen doesn’t auto refresh after choosing the new version of the browser, press the F5 key on your keyboard to refresh the screen. This will refresh the browser’s cache and pull in the new page possible.
4. Repeat Step 3 as needed going through the different version of the browsers until your screen shows the page as desired.