Setting your Compatibility Mode for Internet Explorer

If a user is having trouble accessing KAVIS the compatibility issue on Internet Explorer might be wrong. Please follow the instructions below to access KAVIS.

Reasons to check Compatibility Mode:
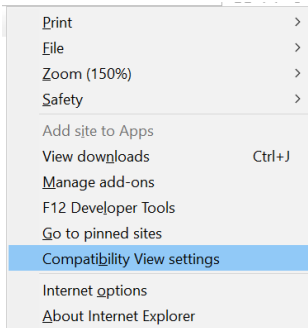- KAVIS display looks distorted.
- KAVIS just keeps '**LOADING……**'

Step 1:

On the top right hand screen of Internet Explorer select the gear icon ⚙
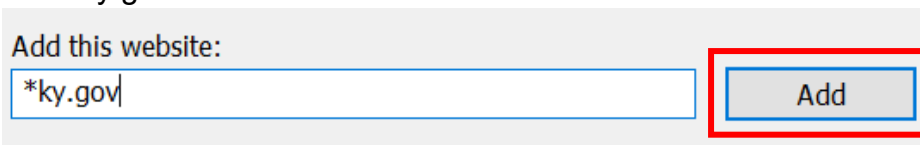

Step 2:

Select <u>Compatibility View Settings</u>

Step 3:
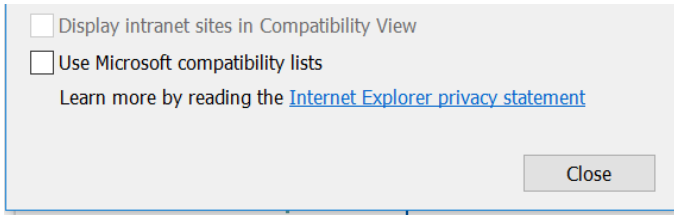
Add *ky.gov into the 'Add this Website' field:

Make sure that there are no other entries in the "Websites you've added" field (as seen to the right).

Step 4:

Make sure all the checkboxes at the bottom of the screen are unchecked and the select 'Close'.


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☐ Display intranet sites in Compatibility View
☐ Use Microsoft compatibility lists
   Learn more by reading the Internet Explorer privacy statement

                                    [ Close ]
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Step 4:

Refresh your browser. You may need to completely close and reopen your browser for changes to go into effect.