



# Access to ArchivesSearch using Windows Internet Explorer Browsers

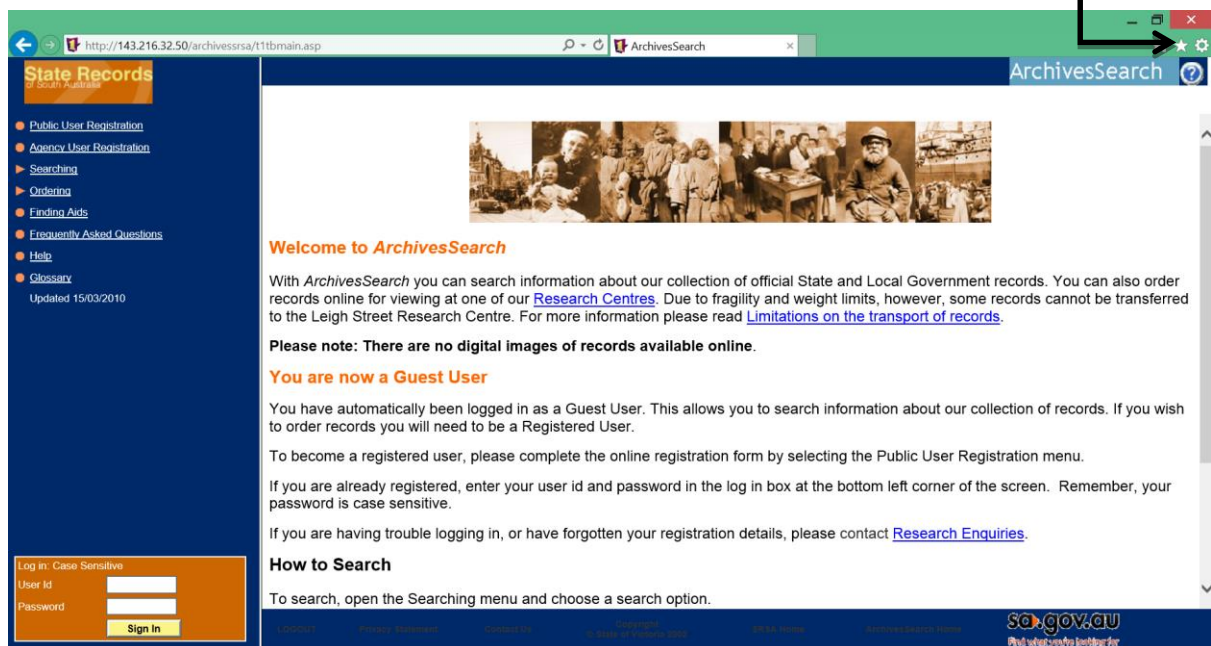
Some customers have experienced difficulties accessing the *ArchivesSearch* catalogue ([www.catalogue.archives.sa.gov.au](http://www.catalogue.archives.sa.gov.au)) using various internet browsers.

*ArchivesSearch* is only fully operational on Windows Internet Explorer (IE) browsers. However even using IE carries some difficulties. Evidence of these difficulties includes:

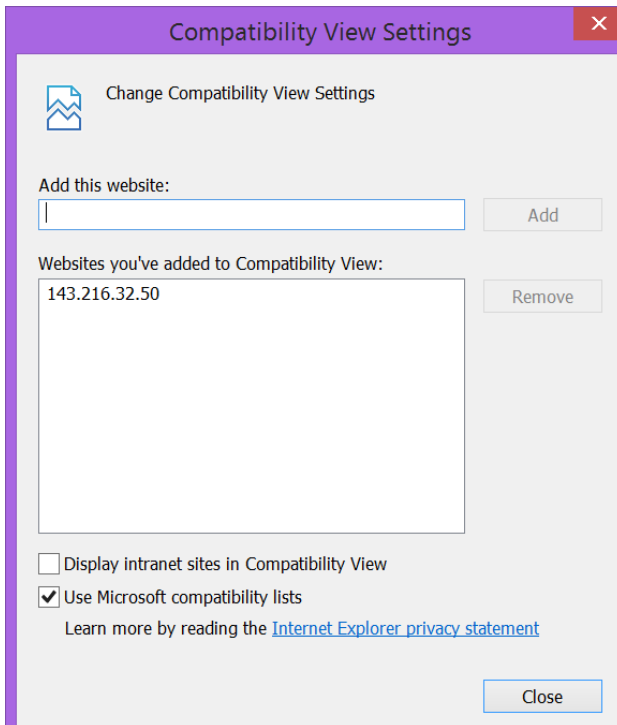
- menu colours appearing as dark blue rather than orange
- the absence of a 'Request Unit' option when customers are logged on and viewing units
- customers being unable to log on using current user ID's and passwords.

Customers experiencing these issues will need to make the following change to their browsers. This change will not affect the operation of other websites and has been successfully tested using Windows Internet Explorer version 11.

1. On the browser at the top right hand corner click on the **cog symbol**:

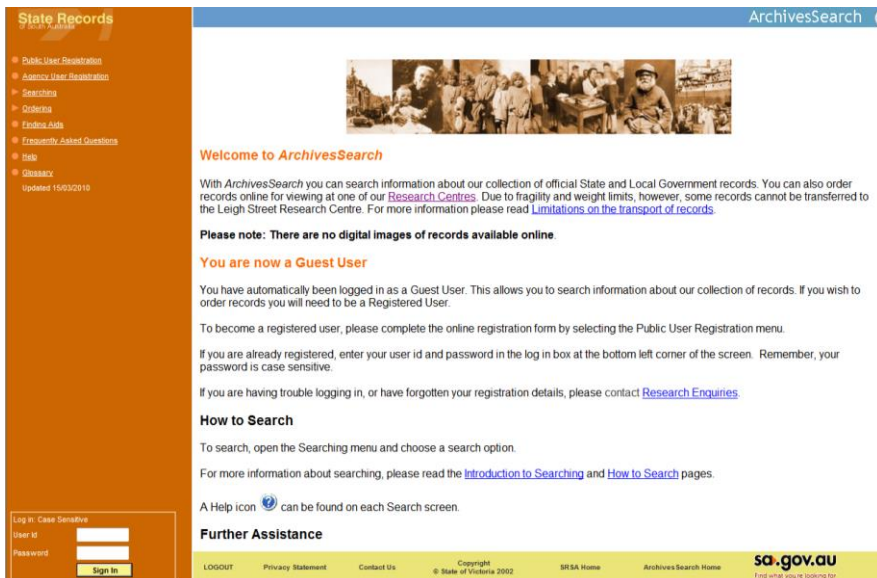


2. In the drop down menu select **Compatibility View Settings**.
3. In the window select the **Add button**.  
The website IP Address 143.216.32.50 will move from the 'Add this website:' field to the large box as seen in the screenshot below.



4. Click **close**.
5. The website may need to be refreshed by restarting Internet Explorer or forcing the browser to reload the page.

The browser should now be displaying the site in orange with all normal log on, searching and ordering functionality available.



If customers are still experiencing difficulties logging on or ordering records, a Research Enquiries form should be completed: <http://www.archives.sa.gov.au/content/contact-us-form>.

Please specify:

- whether or not the settings change worked and what was observed, and
- which records are required for viewing, and
- on which day.