

How to turn off compatibility view in Internet Explorer 11

The new SCU Online is designed to work best in the latest versions of all browsers. When compatibility view is enabled in IE 11 our system recognizes the browser as being out of date and you will see the screen below:

You are currently using an out-of-date internet browser.



Our software does not support this browser.

Supported Browsers include:

Internet Explorer versions 10 and above: [download here](#)

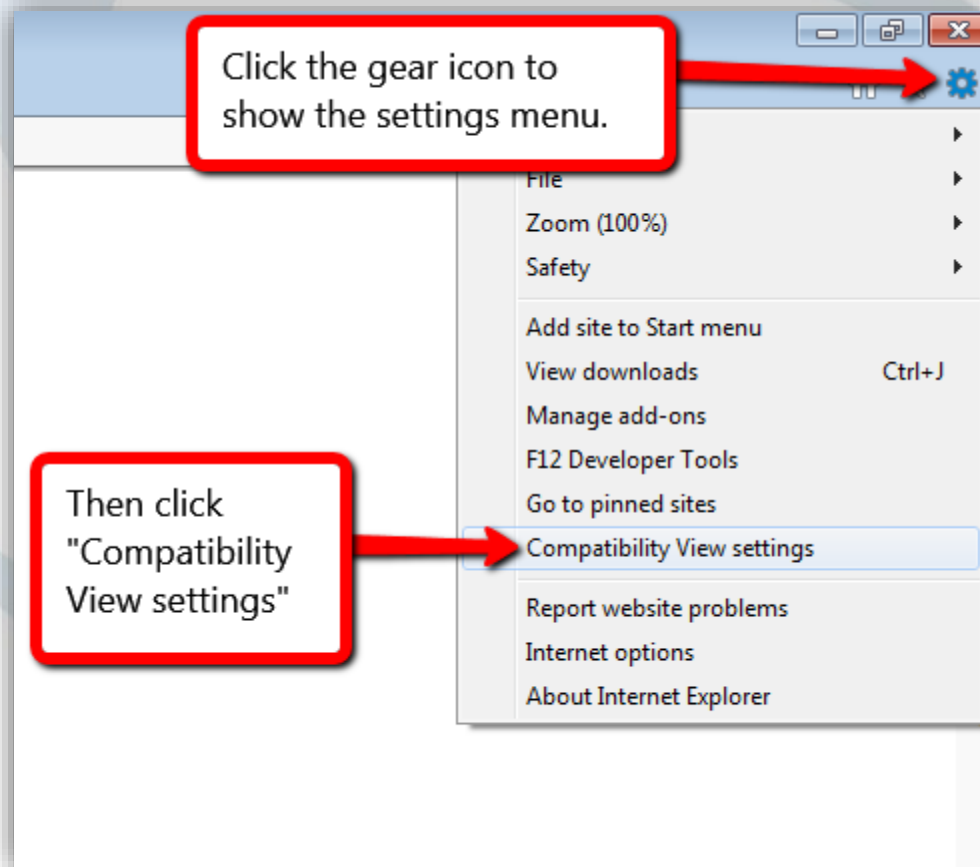
Mozilla Firefox: [download here](#)

Google Chrome [download here](#)

Safari [download here](#)

Step 1

Locate the Settings gear icon in the top right corner of the browser window. Click it and then click "Compatibility View settings."



Step 2

Step 1 will pop-up the Compatibility View Settings window where you can remove the SCU Online url from the “Websites you’ve added to Compatibility View:” section. To do so, click “onlineaccess1.com” to highlight it, click “Remove” and then “Close.”

You are currently using an out-of-date internet browser.

The screenshot shows the 'Compatibility View Settings' dialog box. At the top, it says 'You are currently using an out-of-date internet browser.' Below this, there's a section for 'Change Compatibility View Settings' with a checkbox. Underneath, there's a 'Add website:' field with an 'Add' button. The main section is 'Websites you've added to Compatibility View:', which contains a list with 'onlineaccess1.com' highlighted in blue. To the right of this list is a 'Remove' button. At the bottom of the dialog are checkboxes for 'Display intranet sites in Compatibility View' (checked), 'Use Microsoft compatibility lists' (unchecked), and a link to 'Learn more by reading the Internet Explorer privacy statement'. A 'Close' button is at the bottom right.

1. Click "onlineaccess1.com" to highlight it in blue.

2. Click "Remove"

3. Click "Close"

Step 3

When you click “Close” your browser should automatically refresh but if you were on the enter password portion of logging in you will need to go back to scu.org and enter your username again. You may also be required to close and restart your browser for the changes to take effect.

If you continue to experience issues please call our Member Service Center at 618-345-1000 or 800-888-4728.