

## Browser and Compatibility Troubleshooting

This document outlines information on MilitaryChildCare.com (MCC) browser compatibility and recommendations for utilizing alternative browsers or Internet Explorer compatibility view as needed to access MCC. Instructions to assist identifying your current browser version are also included. This document is intended to be used when programs or families are unable to access MCC through their current browser version or with their current browser settings.

### Troubleshooting with Your Installation IT POCs

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Some program and family users may need to consult the IT POC(s) at your installation to provide assistance to access MCC. Your IT POC(s) may be able to assist with the following:

- Identifying your Internet Explorer version;
- Updating your current browser version;
- Downloading an alternative browser; or
- Changing your compatibility view settings in Internet Explorer (if needed for IE 11 users).

### MCC Browser Compatibility

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MCC supports only modern web browsers to provide increased security and optimize system performance in an effort to successfully support the needs of families and programs.

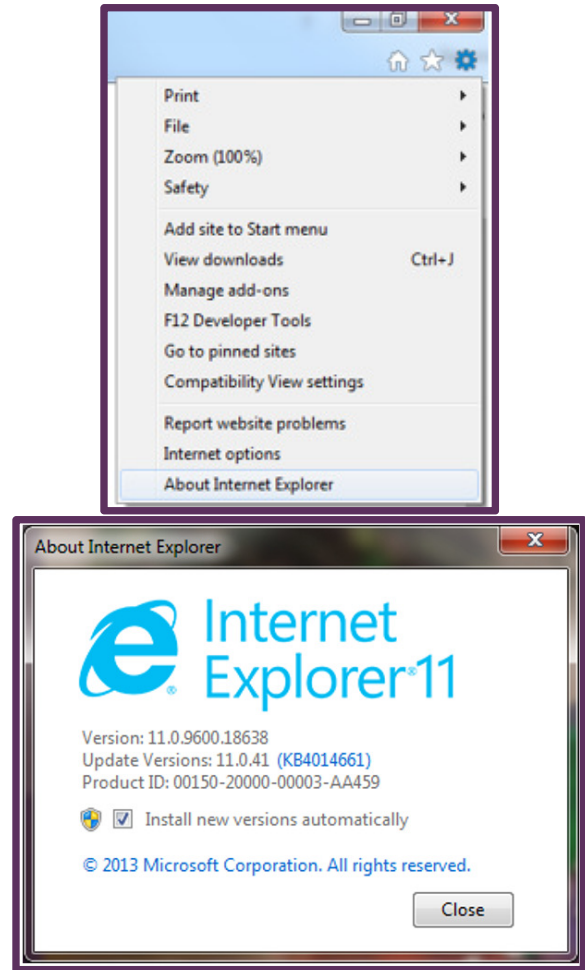
- Information to assist in identifying your Internet Explorer current browser version is included in the next section of this document.
- If you are using an unsupported browser, please update your browser to a modern browser/version.
- If you are using Internet Explorer 11 and are unable to access MCC, please review and adjust your Internet Explorer compatibility view settings. Information on adjusting these settings is included in a subsequent section of this document.

### Identifying Browser Version

If you are having trouble determining if MCC supports your browser/version, this section outlines step-by-step instructions to identify your current browser version for Internet Explorer.

#### INTERNET EXPLORER

1. Go to “Tools” in the upper right hand corner of browser (the icon looks like a circular dial).
2. Click About Internet Explorer.
3. The Internet Explorer Version dialog box will pop up.



### Download an Alternative Browser

You can download any of the supported browsers for free:

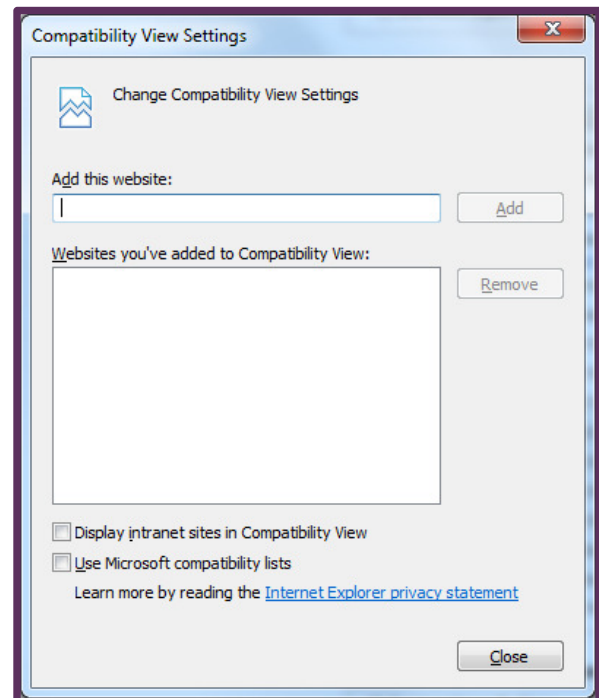
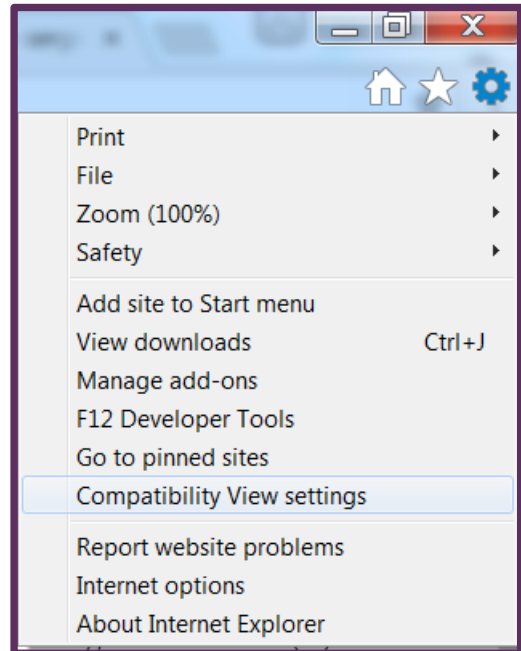
- Google Chrome - <https://www.google.com/intl/en/chrome/browser>
- Mozilla Firefox - <https://www.mozilla.org/en-US/>
- Microsoft Edge - <https://www.microsoft.com/en-us/download/details.aspx?id=48126>
- Safari - <http://www.apple.com/safari>

\*Note: You may be unable to download another browser per your Service or Installation’s policy. Please proceed to the next section.

## Internet Explorer Compatibility View

Some Internet Explorer 11 users may not be able to access MCC from their work due to compatibility settings set by your installation. In this case, changing the compatibility view settings in Internet Explorer 11 may allow access to MCC.

1. Open Internet Explorer and click on the gear icon in the upper right hand corner.
2. In the resulting sub-menu, click on Compatibility View Settings.
3. Uncheck:
  - a. Display intranet sites in Compatibility View and;
  - b. Use Microsoft compatibility lists
4. Close.
5. Go to [MilitaryChildCare.com](http://MilitaryChildCare.com).
6. If you are still not able to access MCC, proceed to Step 7
7. Open Internet Explorer and click on the gear icon in the upper right hand corner.
8. In the resulting sub-menu, click on Compatibility View Settings.
9. Check:
  - a. Display intranet sites in Compatibility View and;
  - b. Use Microsoft compatibility lists.
10. In the "Add this website" field:
  - a. [navy.mil](http://navy.mil)
11. Contact the IT POC at your installation if you are unable to perform any of these steps or if this does not resolve your issue.



## Contact the MCC Help Desk

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For assistance navigating through the steps listed in this handout or for additional assistance, please contact the MCC Help Desk at 855.696.2934, Option 3, or [SystemService@MilitaryChildCare.com](mailto:SystemService@MilitaryChildCare.com).