

## FREQUENTLY ASKED QUESTIONS

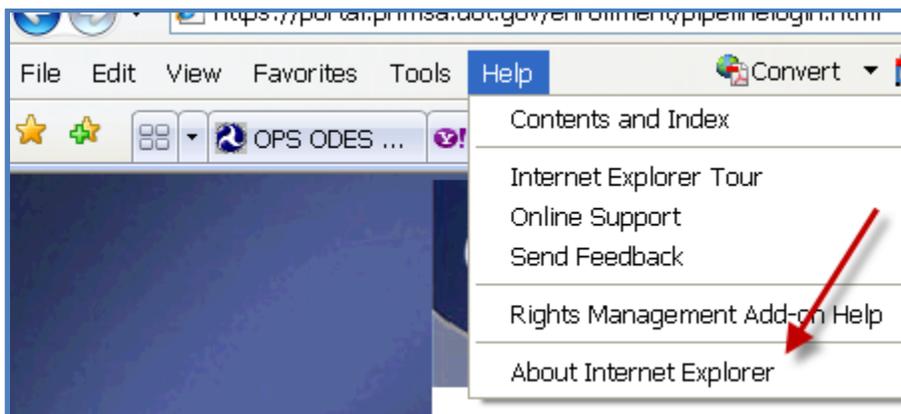
### Recommended Web Browsers:

OPERATING SYSTEM				
	Windows	Solaris	Mac OS X	Red Hat Linux
Web Browser				
Internet Explorer	7+, 8+			
Firefox Mozilla	2.0.0.20+, 3+	2.0.0.20+, 3+	2.0.0.20+, 3+	2.0.0.20+, 3+
Google Chrome	1+, 2+, 3+, 4+, 5+		5+	
Safari	3.1.2+, 4+, 5+		3.1.2+, 4+, 5+	

Note: IE version 6 is not supported

### How to check what version of Internet Explorer you are using:

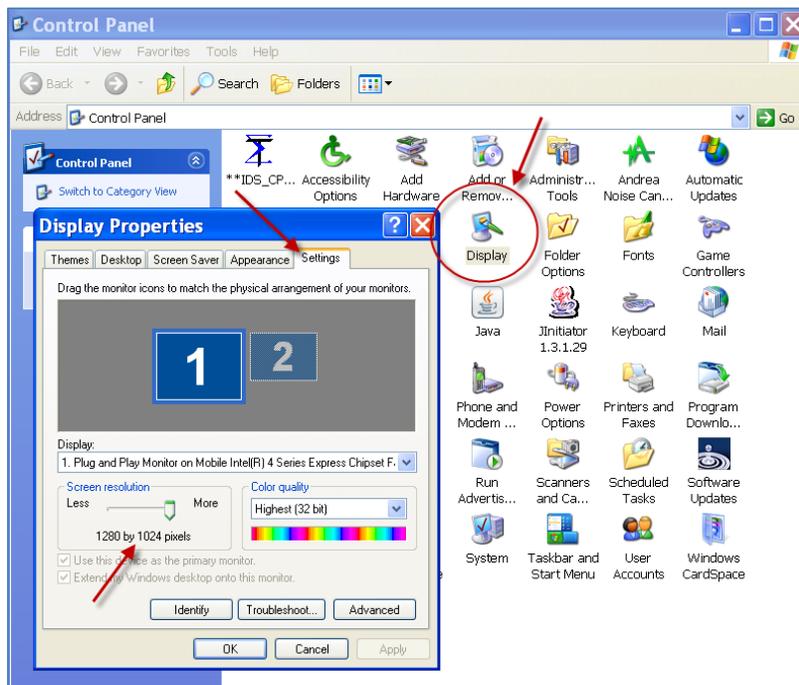
1. Below the address bar, click on the Help menu
2. Click on About Internet Explorer
3. A window will open telling you what version of IE you are using.



## Issue: I can only see a small portion of the data entry screen.

Solution: If your browser window is already maximized, please check your screen resolution. The recommended Screen Resolution is **1024 x 768**. To adjust your resolution, follow these steps

1. Click on the Green Start button
2. Click on Control Panel
3. Click on Display
4. Click on Settings
5. Slide the bar below Screen Resolution to the right



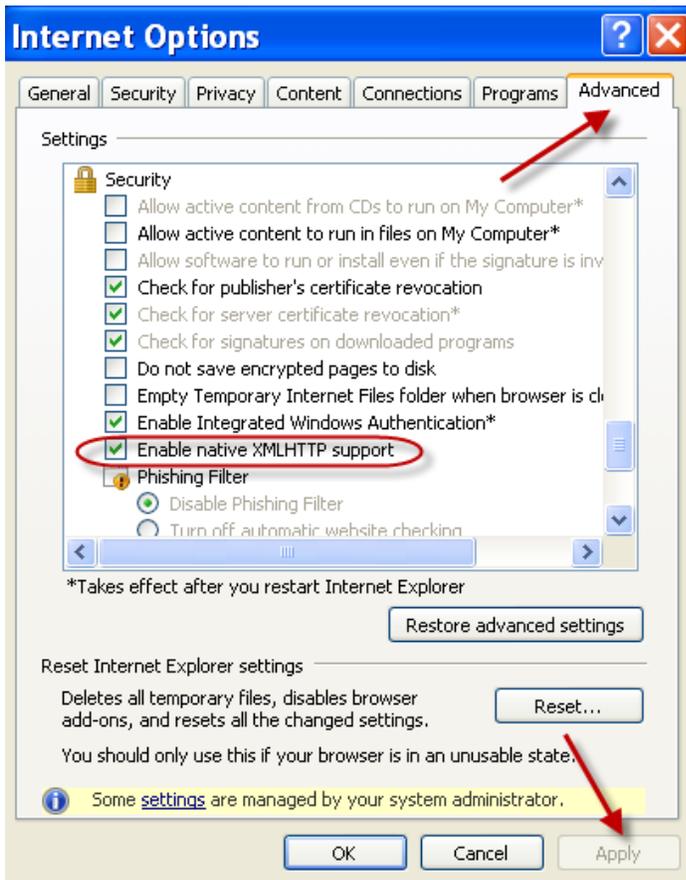
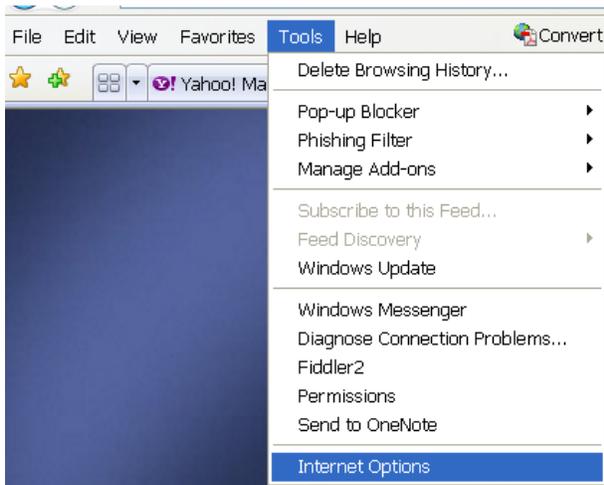
## Recommended Operating Systems

Windows XP, Vista, Windows7

## Issue: After logging in, I do not see the menu on the left side, or I have a spinning cursor.

Solution: If you cannot see the main navigation menu on the left side or have a hour glass that does not go away, you most likely need to adjust your browser settings. Follow these steps

1. In the menus below your address bar, click on "Tools" and select "Internet Options"
2. Click on the Advanced Tab
3. Find the "Security" Grouping
4. Check "Enable native XMLHTTP support"
5. Click Apply



Depending on your security standards, this option might default back to your default security settings, which means you will have to repeat this process each time you access the PHMSA portal

**NOTE:** If this option is already checked and you are using Internet Explorer v7 or v8, please try another browser such as Mozilla Firefox or Google Chrome. There is likely a conflict from a browser tool bar that is adversely affecting the PHMSA Portal application. Changing browsers will resolve the issue.

**Issue: User is using the Internet Explorer 9 web browser and the application is not displaying correctly**

**Solution: Enable the Compatibility View in Internet Explorer. Follow these steps:**

1. Open the website that is not displayed correctly or that does not work correctly in Internet Explorer 8 or in Internet Explorer 9.
2. On the **Tools** menu, click to select the option **Compatibility View**. If the **Tools** menu is not displayed, press ALT to display the **Tools** menu.

**Note:** If the **Compatibility View** button does not appear on the right side of the address bar, or if the command is not available under the **Tools** menu, you cannot use this method. You may be experiencing a different problem, or the network administrator may have used a Group Policy setting to configure the Compatibility View settings on your computer.

- a. If you are using a home computer, see the "[Similar problems and solutions and support information](#)" section for alternative steps.
  - b. If you are using a computer in an enterprise environment, contact your administrator or the help desk.
3. If this method worked, you may have to repeat this method for each website that experiences these problems.