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Fix for problems viewing screens and videos on GVR WISE site

Attn: Service Managers and DSS Subcontractors

Some technicians have been experiencing problems viewing screens and videos lately when they work on their online Gilbarco and Veeder-Root courses on the WISE site. The problem is related to using Internet Explorer version 10.

The fix for this is to update the compatibility view settings on the computer being used, the instructions are attached. It is a quick fix that takes less than a minute to do. Please ensure your technicians are aware of these instructions.

Please let me know if you have any questions.

Thank you,
Valorie

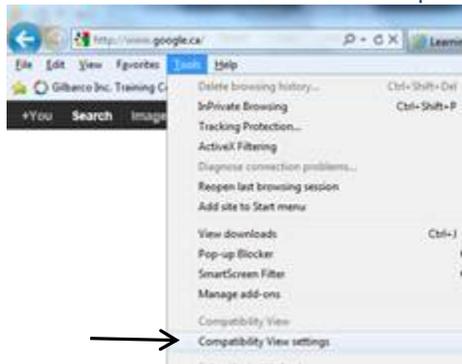
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How to Update Compatibility View Settings

1. Go to a web browser (ex. www.google.ca), and click on the “Alt” button on your keyboard to make sure your menu options appear in the top left part of the screen (File/Edit/View/Favorites/Tools/Help):



2. From the menu select Tools – Compatibility View settings:



3. On the Compatibility View Settings window enter the WISE site address in the “Add this website” field (<http://wise.gilbarco.com>) and click on the “Add” button. It may not show up in the website list below, but that is ok. Then close the window:



