

**To:** Episys Users  
**From:** Credit Union Support  
**Date:** April 13, 2009  
**Topic:** Microsoft Internet Explorer 8.0

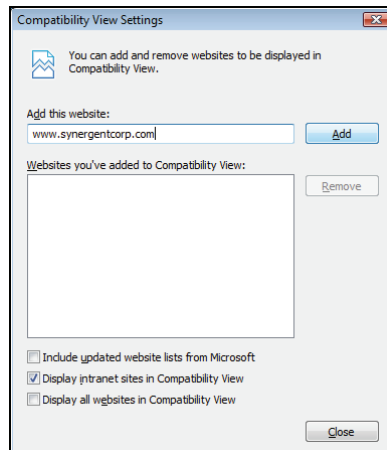
On March 20, 2009, Microsoft released the beta version of its Internet Explorer 8.0 software. Synergent and Symitar have performed initial testing and found several compatibility issues with connecting to Point:Online.

We anticipate that you will soon start receiving calls from members who have downloaded the new version of Internet Explorer and found that they can no longer access Point:Online. A workaround, however, is available to force Internet Explorer version 8.0 to display specified websites in what is referred to as *Compatibility View*. Please feel free to forward the following information to your members. You might even consider adding a note in the customized message area of the Point:Online signon screen to contact your credit union prior to downloading version 8.

#### Internet Explorer 8.0 Compatibility Issues

Microsoft has recently released the beta version of its Internet Explorer 8.0 software. Please be aware that this version introduces functionality that conflicts with Point:Online and prevents you from opening the application. If you have already upgraded to the new version of Internet Explorer, you can use the following workaround to open Point:Online:

1. While in Internet Explorer 8.0, click **Tools** in the toolbar at the top of the screen, and then select **Compatibility View Settings**.
2. When the *Compatibility View Settings* pop-up window displays, type [www.synergentcorp.com](http://www.synergentcorp.com) in the **Add this website** field and click the **Add** button.



3. Click the **Close** button to close the window.

For more information, please see <http://msdn.microsoft.com/en-us/library/cc817570.aspx>.