

Users who are using Internet Explorer 10 will notice eCampus does not display properly and receive an error message when running the Browser Check. To configure Internet Explorer 10 to work with eCampus, users must enable Compatibility View on the eCampus homepage prior to logging in. This is only necessary for Internet Explorer 10. To find out what version of Internet Explorer you are using, **click** the “Help” tab, and then **click** “About Internet Explorer.” Please follow the steps below to enable Compatibility View.

1. Users may notice the left hand column “Course Tools” menu is missing from their course or the screen will turn white once an item is clicked on. Users may also receive the following error message after running the Browser Check.

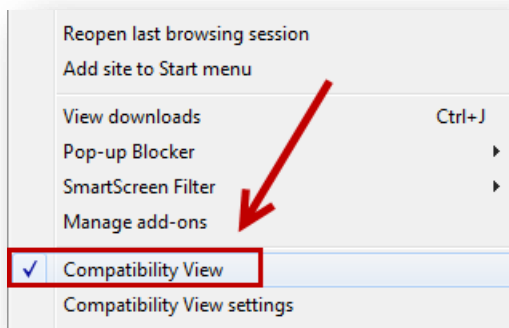
An unexpected system exception has occurred.

A system exception has occurred during the processing of your last request. You may attempt to return to the My Blackboard page. If further problems occur, try logging out of the system, then logging back in.

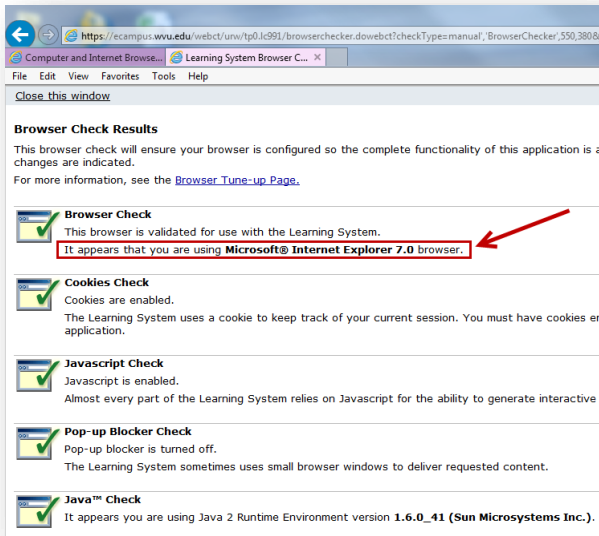
2. After navigating to the eCampus homepage (ecampus.wvu.edu), **click** the “Tools” option on the Menu bar. (If no Menu bar exists, users may **press** the “F10” key to display the Menu bar.)



3. Next, **click** the “Compatibility View” option to enable it.



- Compatibility View is now enabled for the eCampus website. Users will notice the Browser Check now displays “Microsoft Internet Explorer 7” as the browser type. This is normal and confirms Compatibility View is enabled.



If you have any questions or concerns about this document, please contact the ITS Service Desk by calling (304) 293-4444 or by sending an email to ITShelp@mail.wvu.edu.