

Compatibility View Settings

1

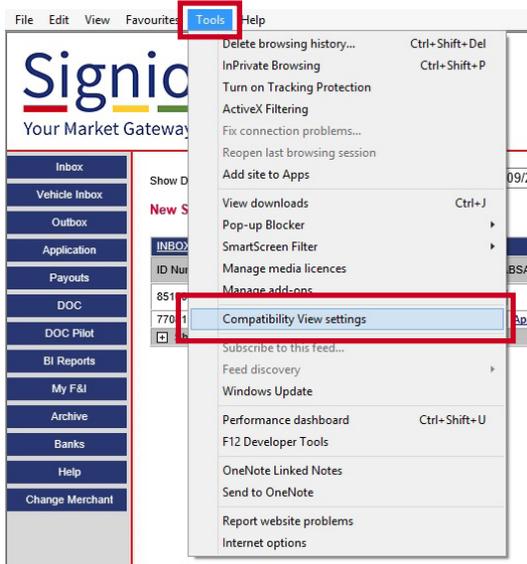
Should all of the lines on the **inbox screen be in BOLD** (as per screen below), it is likely that you will experience problems opening a number of applications:

ID Number:	Surname:	Name:	Date:	ABSA:	WESBANK:	STANDARD BANK:	MFC FOX:	SIGNIO:	SUP DOCS:
8309305119080	MILLER	EDWARD CHARLES	2015-09-26 13:30:00	Deal Returned	App_Declined	App_Declined	App_Declined	Deal Returned	View (4)
6210010214087	DANIELS	SUSAN DAWN	2015-09-26 08:49:16	Paid	App_Approved	App_Declined	App_Declined	Mobility Club	View (3)

2

To **change** the Compatibility View Setting for Internet Explorer versions 8, 9, 10 and 11.

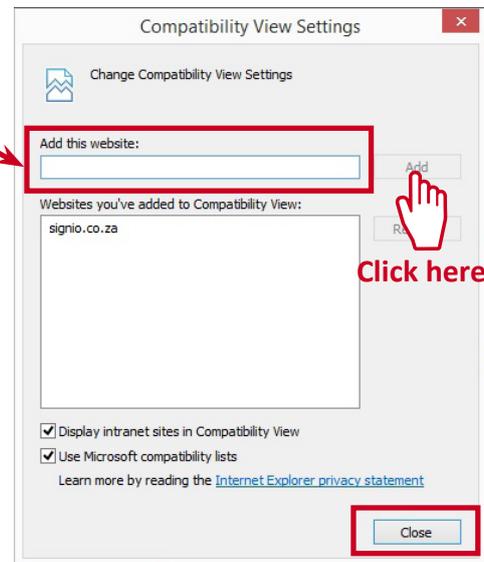
Click on the **Tools** tab on the menu bar and select **Compatibility View Settings**:



3

The following screen will then appear:

- Add this website: **signio.co.za**
- Then click on **“Add”** and then **“Close”**
- The page will **refresh automatically**



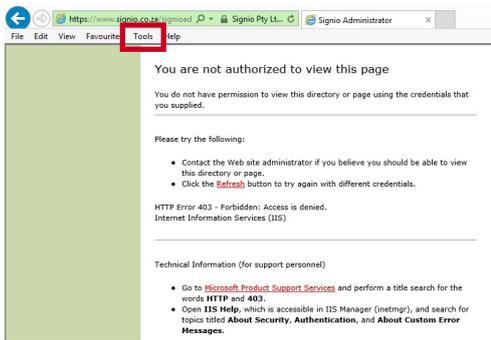
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NOTE: If you **can't find** the **“tools”** tab in your browser window, your menu bar has not yet been opened. To get your **menu bar open**, **right click on the house icon** and select **“Menu bar”**:



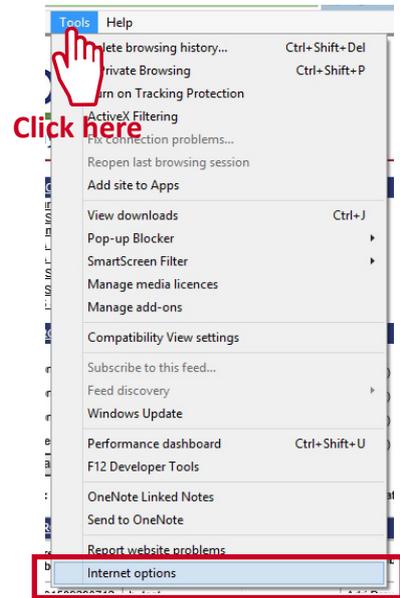
Clearing Your SSL State (Secure Sockets Layer)...

Should you receive the below message and your Signio certificate is still valid, your SSL state needs to be cleared. The SSL state refers to the storage of certificates on your computer.



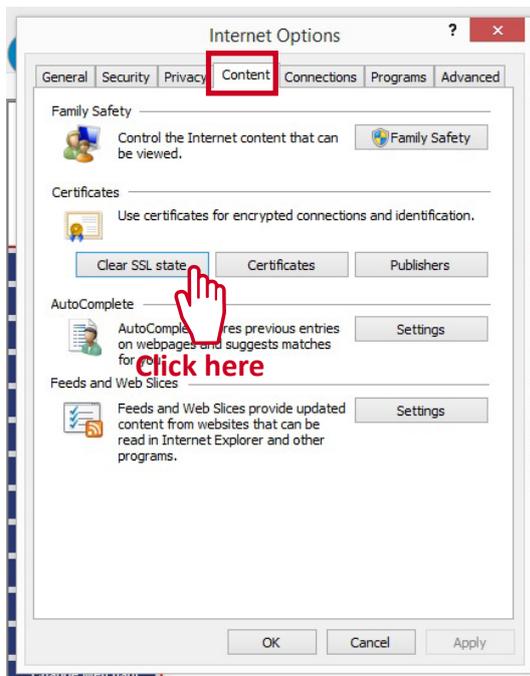
1

Go to the **Tools** tab (as shown on the left) and select **Internet options**:



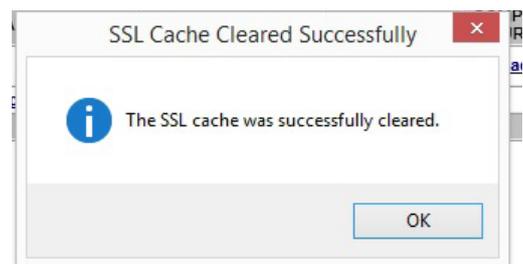
2

Select the **Content** tab and click on “Clear SSL state”:



3

The message “**SSL cache was successfully cleared**” will be displayed and you can now **log into** your Boardroom.



If you ever need help, contact us...