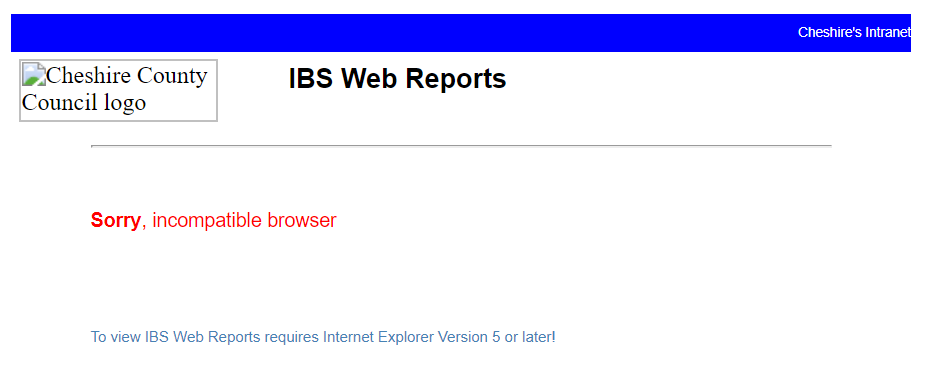
**Web Reports – Incompatible Browser**

**Issue:**

When trying to get into Web Reports, you may come across an error which says **“Sorry, incompatible browser”** (see below).



**Resolution:**

To resolve the issue, ensure that you’re in Internet Explorer, and then:

**1.**Click on the cog in the top right of the screen (next to the star/favourites icon)

**2.** On the list that appears, click **"Compatibility View Settings"** which is third from bottom of the list.

**3.**In the box which has **“Add this website:”** over it, type in **"cccusers.com"** and then click **“Add”** – this will then add the website to the list of **"Websites you've added to Compatibility View"**.

**4.**Close and re-open Internet Explorer, then try to access the relevant web reports again. This will now allow you to access.