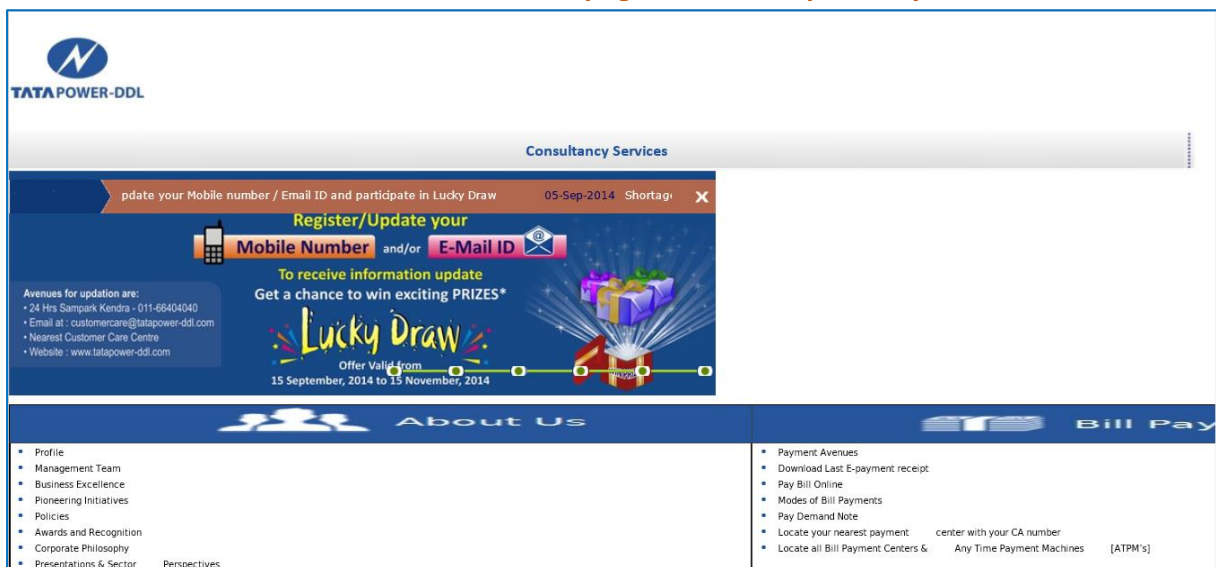# Compatibility Mode Issues with Internet Explorer

This note will help you to resolve issues in case you are unable to view our website properly, or, you are unable to make your bill payment through our website. Please read this document carefully to troubleshoot the issues on your own.

Due to compatibility issues or non-selection of "Display all websites in Compatibility View" option in your Internet Explorer browser:
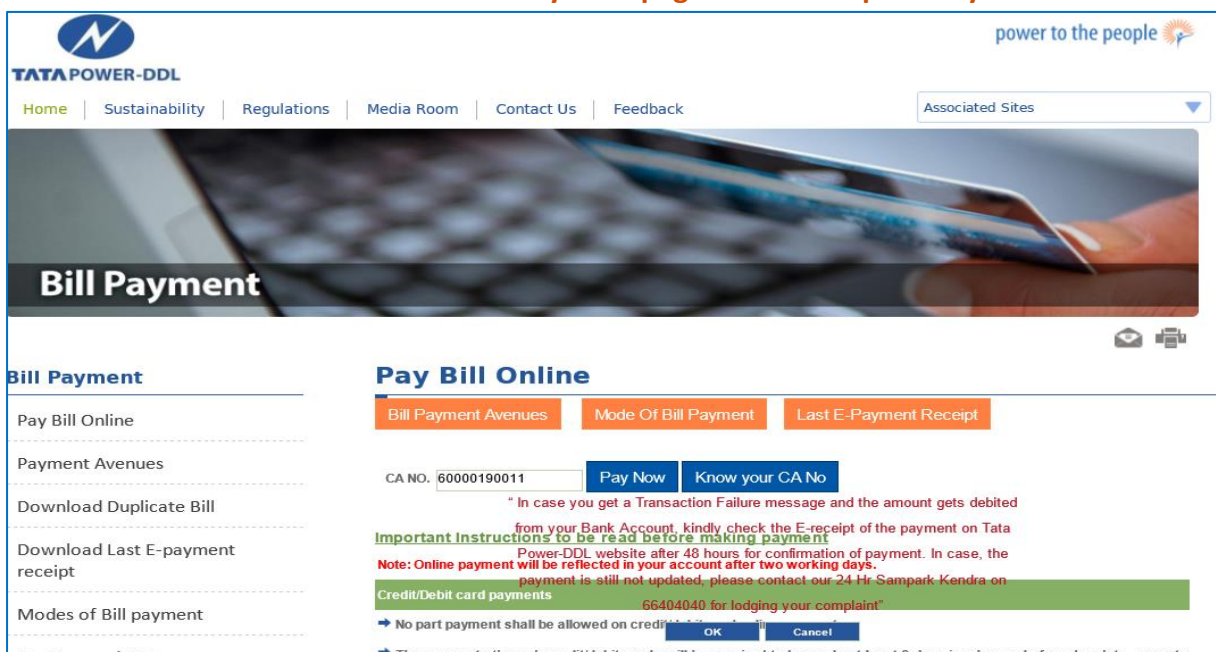
- You may be unable to view our website properly *[It may appear garbled, as shown below]*, and/or
- You may also face difficulty in making the online bill payment

Screen shot of Garbled Webpage due to compatibility Issues

Screen shot of Garbled Bill Payment page due to compatibility Issues

To resolve the compatibility issue, please follow the below instructions.

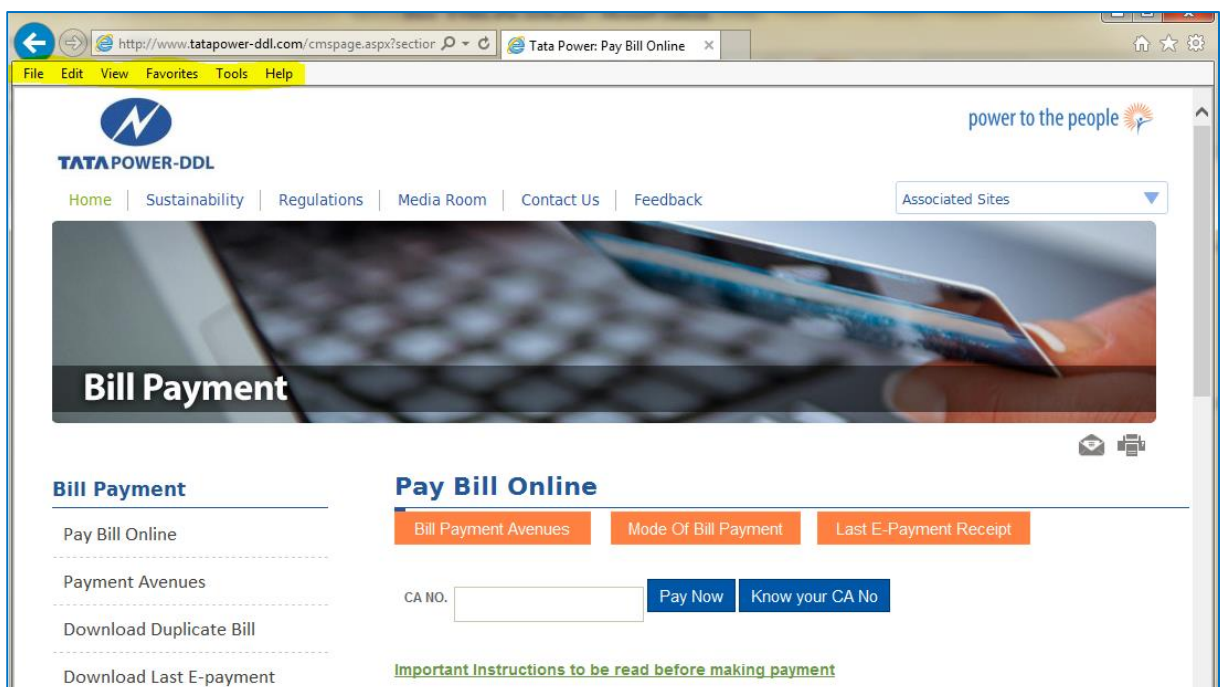# Compatibility Mode Issues with Internet Explorer

1. Open the Internet Explorer
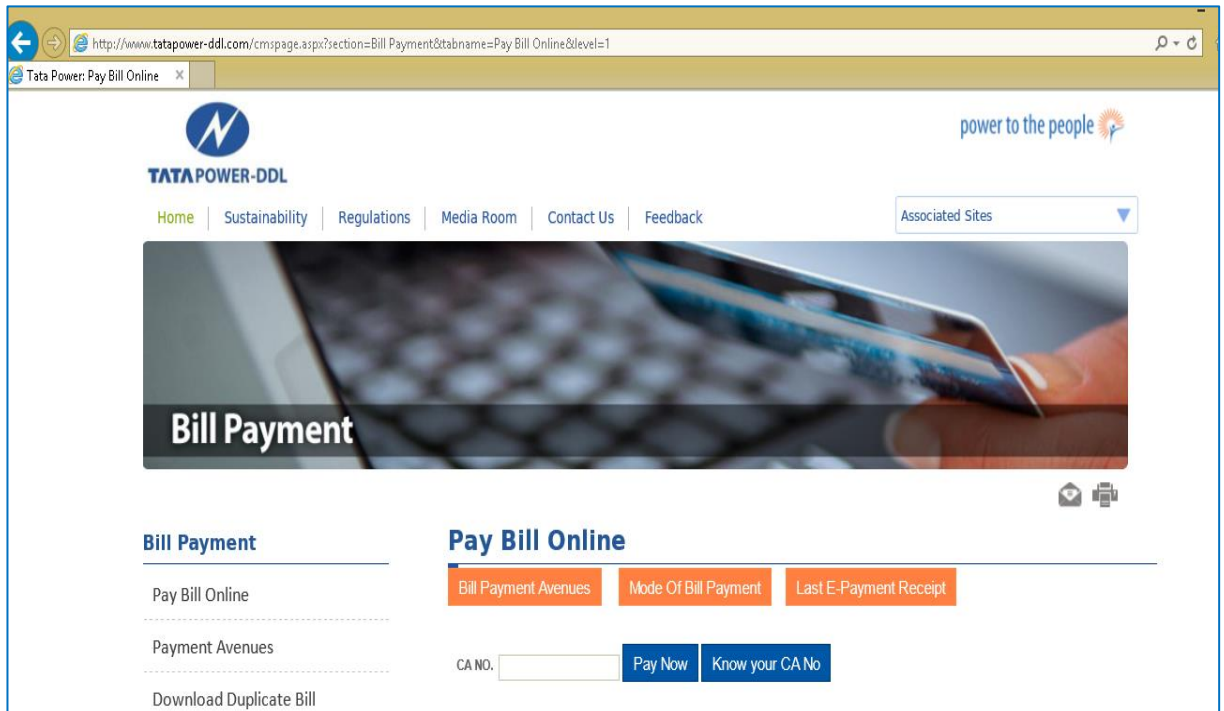
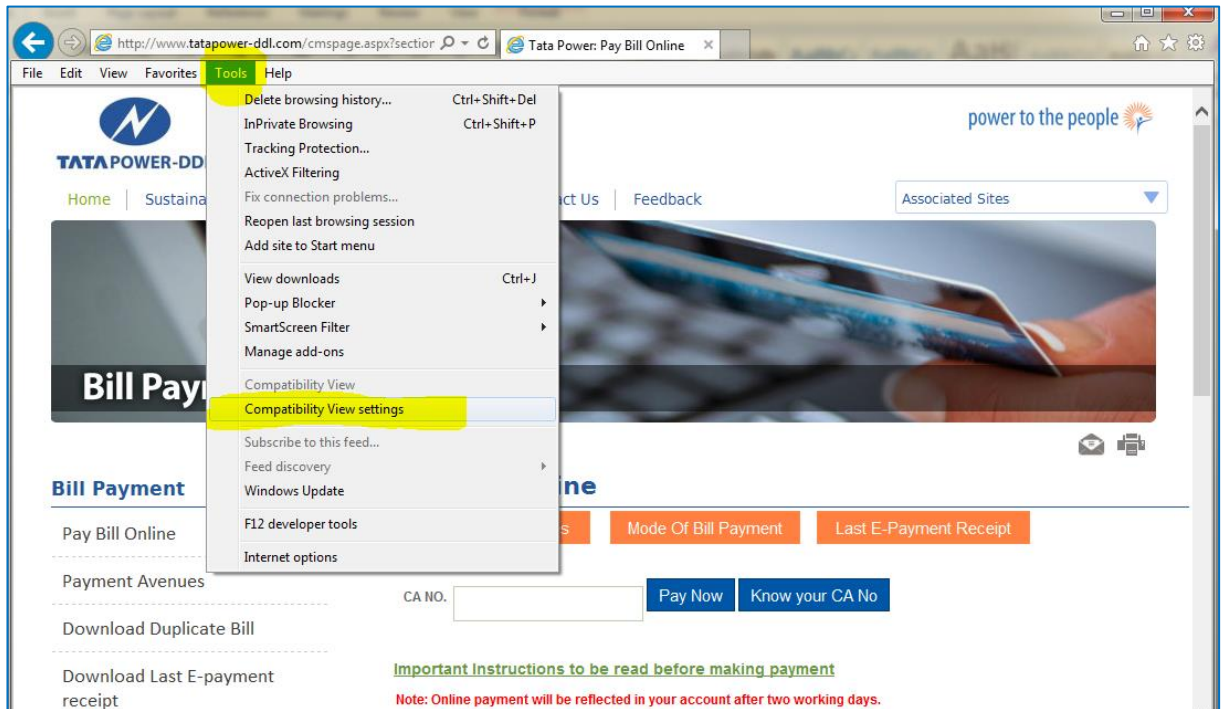**2.** If the Menu Bar with **"File, Edit View, Favorites, Tools & Help"** is not displayed at the top

then, Press 'ALT' key from Key Board. You will get the 'Menu' at top of the Website.
i.e. File, Edit, View, Favorites, Tools & Help

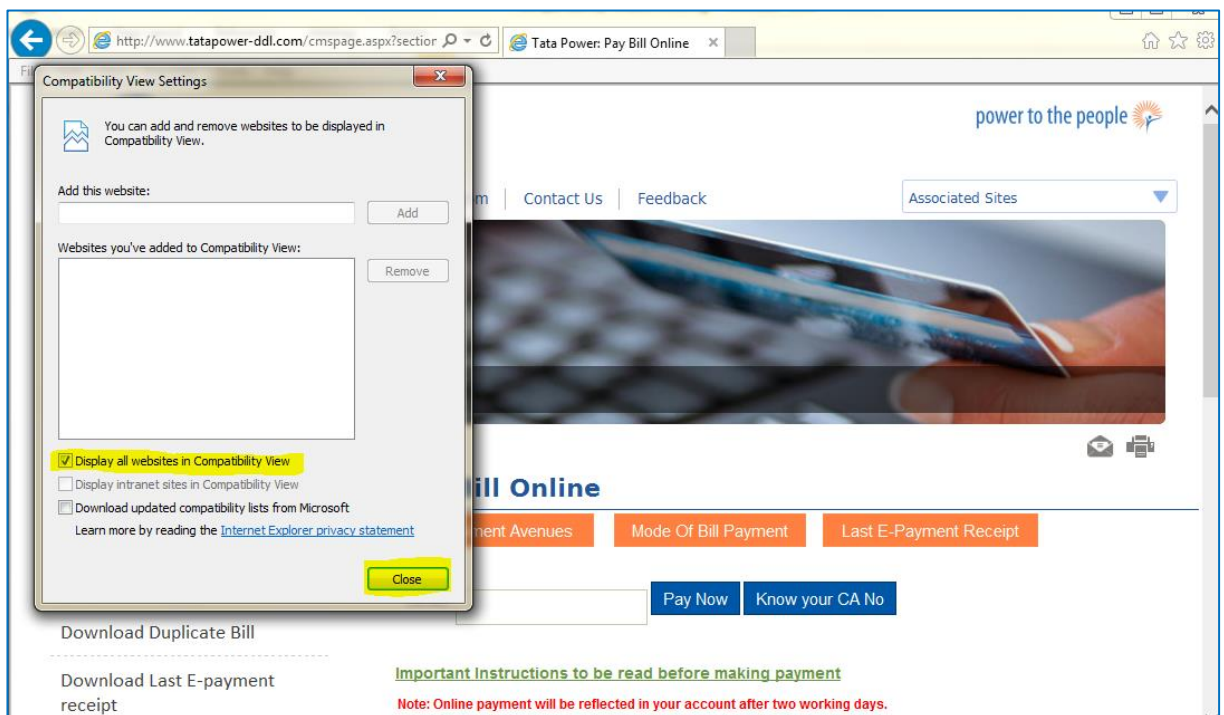# Compatibility Mode Issues with Internet Explorer

3.   Then, click on Tools >> Compatibility View settings
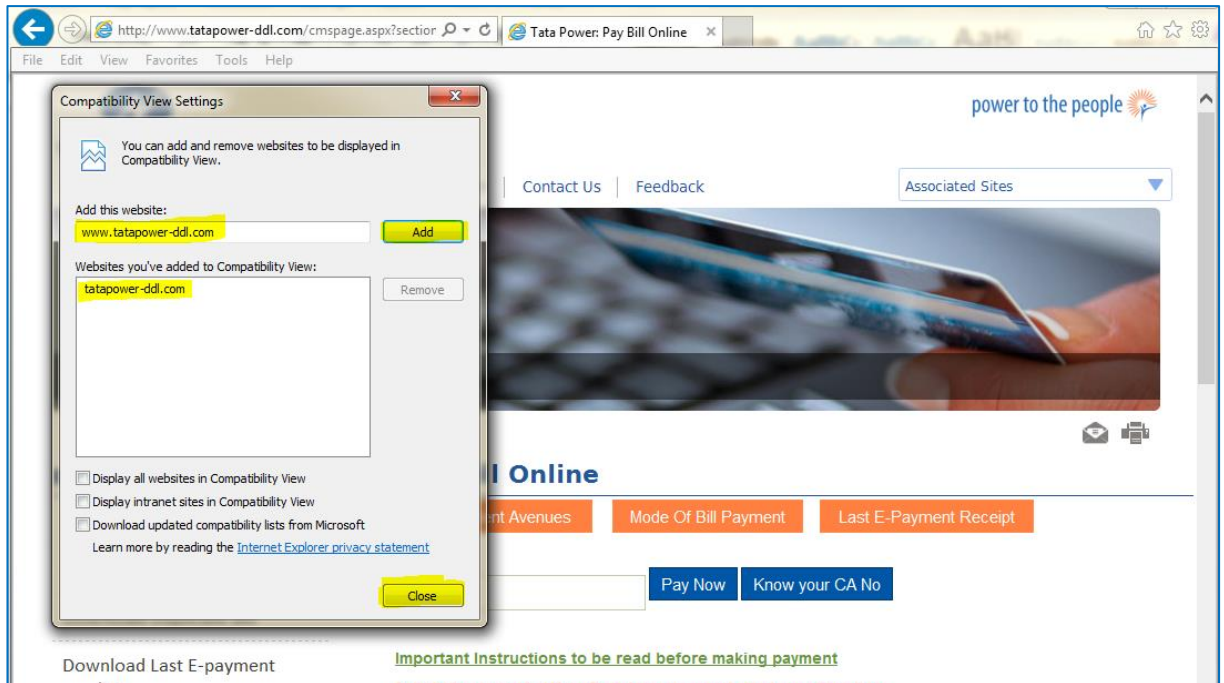

4.   Please check the Option 'Display all website in Compatibility View' and Click 'Close' button.

Compatibility Mode Issues with Internet Explorer

5.   Alternatively, you can add only the desired website in Compatibility View.

Type the website address '**http: //www.tatapower-ddl.com**' and click 'Add' then click on Close button.

In case you are unable to resolve the problem after following the process explained above, then please call our 24x7 SAMPARK KENDRA at 011-60404040 and speak to the Customer Care Executive