

# ADASTAR Settings

## Overview

Andesa's ADASTAR Services – as of the writing of this reference – only supports access for Microsoft's **Internet Explorer (IE) version 11**.

To access ADASTAR you will need:

- IE version 11
- To remove <https://adastar.andesaservices.com> from your IE Compatibility View settings
- To verify IE's Enhanced Protected Mode is disabled in IE11 *Advanced Settings*

**Note:** Always check with your Systems Administrator before making changes to your browser settings, or installing any component.

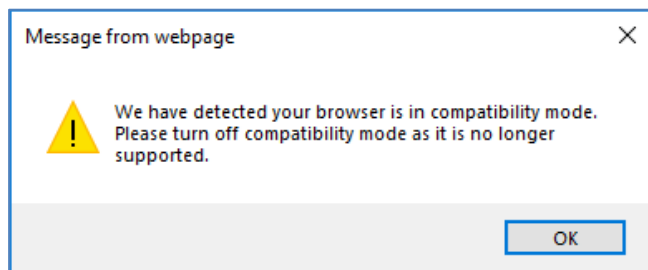
## Remove ADASTAR from your Compatibility View Settings

Ensure your browser's Compatibility View settings have been configured.

Open the browser's Tools menu, and select the *Compatibility View settings* item.

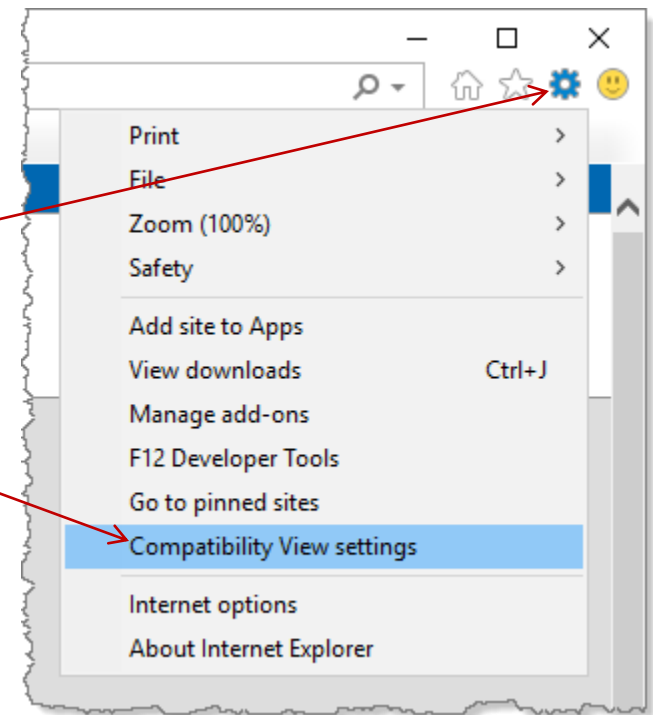
**Note:** Compatibility View must be disabled prior to user login.

If Compatibility View settings are enabled when a user attempts to login the following system dialog prompt is presented:



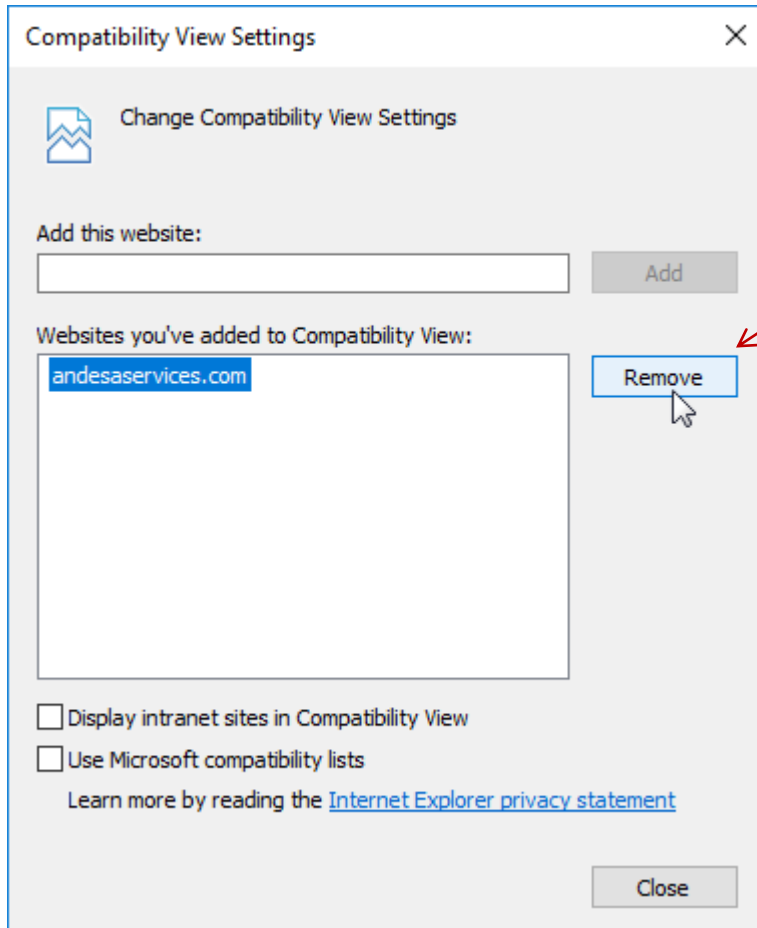
Open the **Tools** menu

Select Compatibility View settings



In the *Compatibility View Settings* window, confirm the site's domain name is NOT listed in the *Websites you've added to Compatibility view*: text field. If the domain name is listed in the website list:

- Highlight the domain
- Click the **Remove** button



Click the **Remove** button

**Note:** In most environments, IE automatically populates the *Add this website*: text field with the current site's domain if it has not already been added to the *Compatibility View* list. If the domain IS displayed in the *Add this website*: field it has NOT been added to the compatibility list.

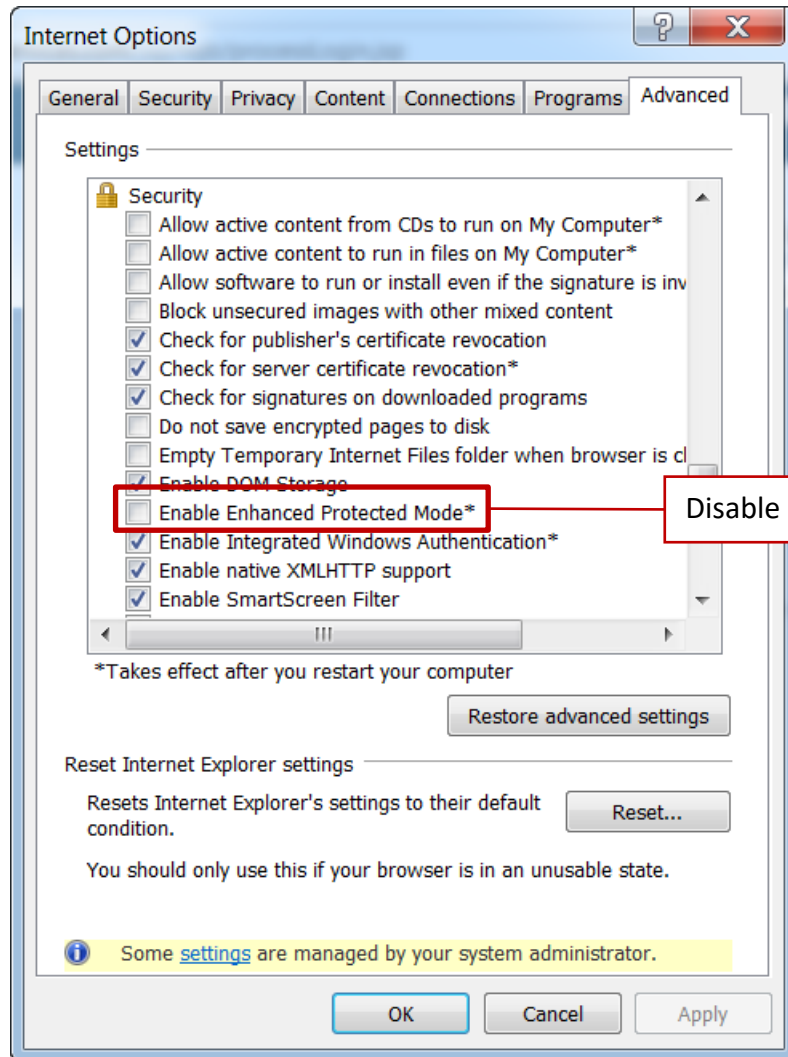
Once you have confirmed *andesaservices.com* is not in *Compatibility view* mode, or has been removed from the *Compatibility view* list, click **Close**.

## Disable Enhanced Protected Mode – IE11

*Enhanced Protected Mode* is a Microsoft security feature that was first introduced in Windows 8. When enabled, add-ons (toolbars, plug-ins, and extensions) are only allowed to be loaded when they are compatible with *Enhanced Protected Mode*.

In IE versions 11 *Enhanced Protected Mode* must be disabled to access ADA STAR.

Open the *Internet Options* menu, click the *Advanced* tab, uncheck the *Enable Enhanced Protected Mode\** item (found under *Security*). Click **OK**.



Disable - uncheck if checked – the *Enable Enhanced Protected Mode\** item

**Note:** Always check with your Systems Administrator before making changes to your browser settings.

## Contact

For additional assistance, please contact the Andesa Services Help Desk:

- Monday – Friday, 8:00 a.m. – 5:00 p.m. Eastern U.S. Time
- (941) 921-1800 or (941) 926-0469
- [Help.Desk@AndesaServices.com](mailto:Help.Desk@AndesaServices.com)