

ADASTAR Settings

Overview

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

To access ADASTAR you will need:

- To use either IE version 11x browser or the current version of Chrome browser
- To remove <https://adastar.andesaservices.com> from your IE Compatibility View settings if using IE11x as your preferred browser
- To verify IE's Enhanced Protected Mode is disabled in IE11 *Advanced Settings* if using IE11x as your preferred browser

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

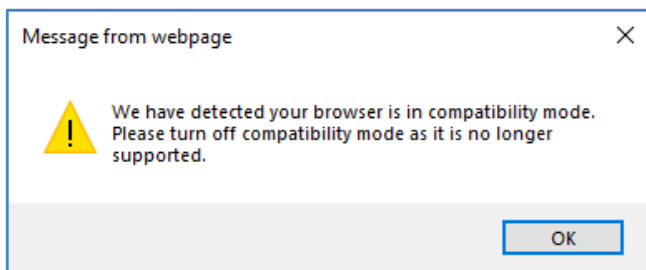
Remove ADASTAR from your Compatibility View Settings

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

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

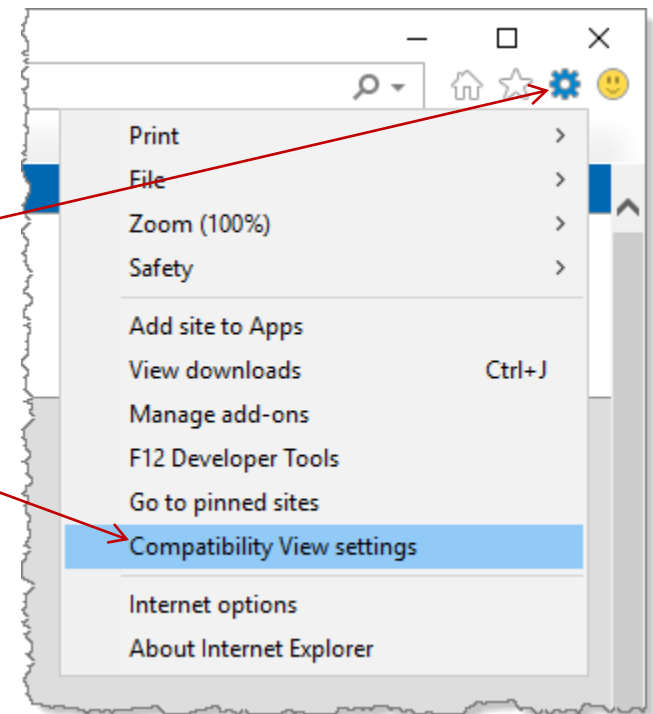
Note: Compatibility View must be disabled prior to user login.

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



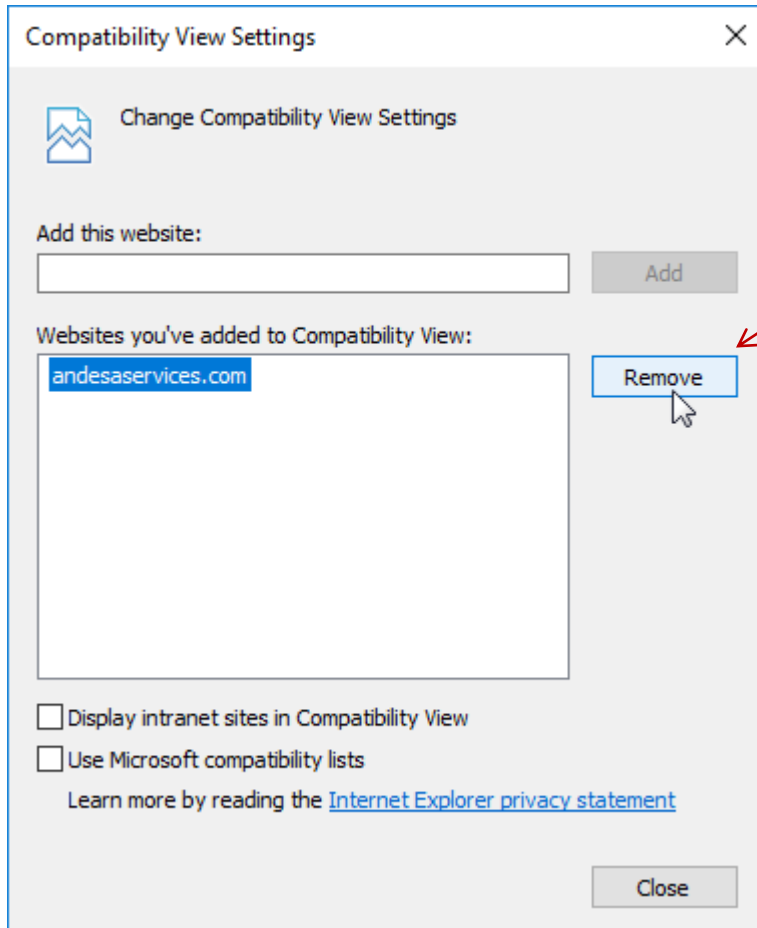
Open the **Tools** menu

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.

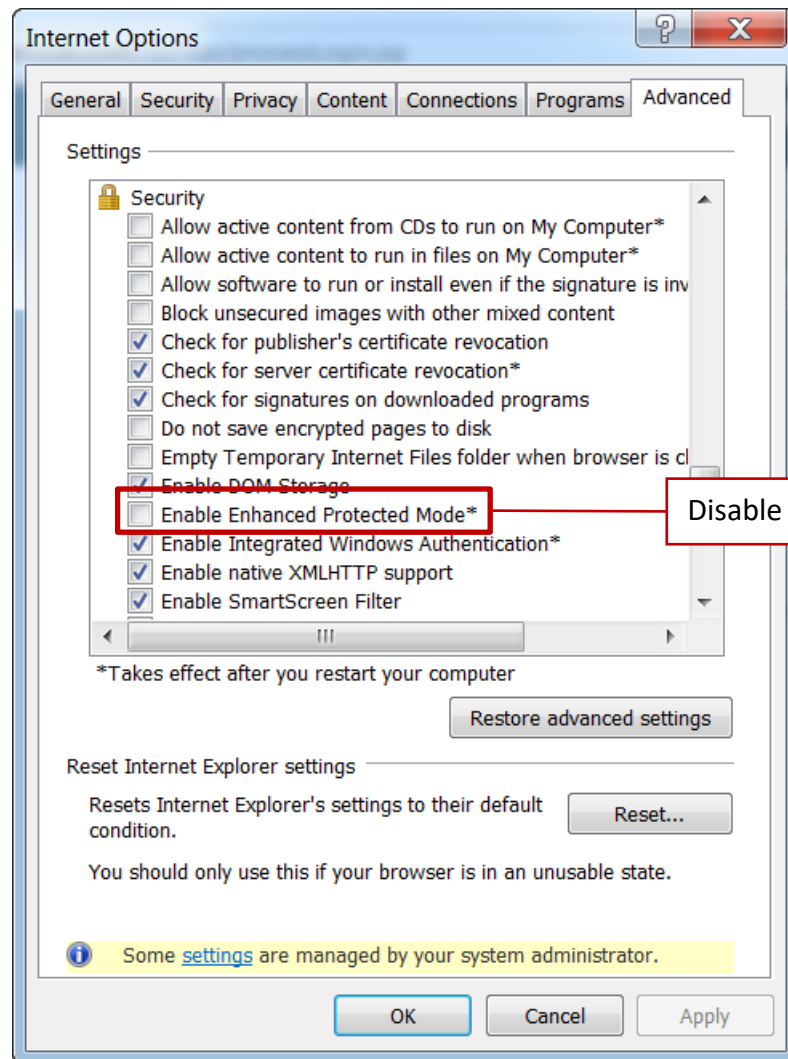
Once you have confirmed *andesaservices.com* is not in *Compatibility view* mode, or has been removed from the *Compatibility view* list, click **Close**.

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**.



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