

## EBSCO issue when using Internet Explorer

If you are having problem searching or accessing databases from EBSCO (EBSCOhost) using Internet Explorer 11, please try the following steps:

**Step 1:** Open IE 11

**Step 2:** Press the “Alt” key to reveal the menu bar at the top of the page.

**Step 3:** Click on “Tools” from the menu bar, or press (Alt+T).

**Step 4:** Select “Compatibility View Settings” from the drop down menu.

**Step 5:** Under the “Add this Website” box, type *ebscohost.com*.

**Step 6:** Click on Add.

**Step 7:** Click on Close.

Now try accessing EBSCOhost again to see if the issue is resolved.

If the problem still persists, please let email Library Informatics at [informatics@bennerlibrary.com](mailto:informatics@bennerlibrary.com) with as many details as possible.

If you can, include the following details:

Your name

Your username

Contact phone number

The URL & login values used

The sequence of steps you followed to access the database

The search term used