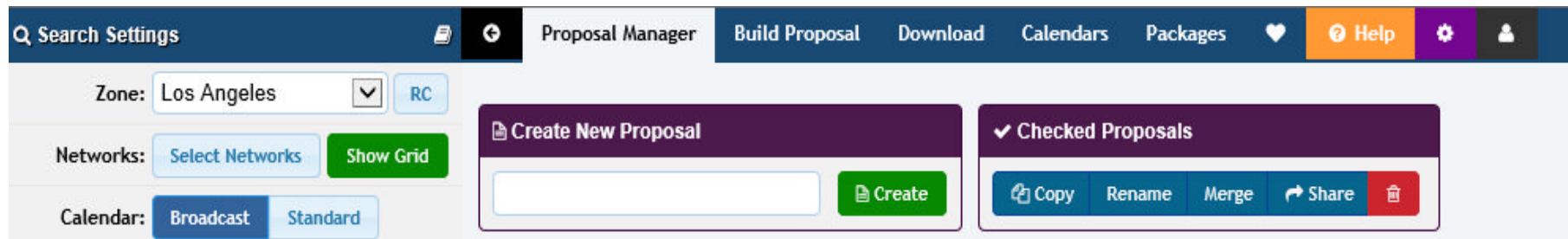


ShowSeeker PLUS Compatibility or Browser Issues

Your ShowSeeker PLUS site should work quickly with no issues of continual spinning or long wait times for proposals to download and other reported issues. ***Note: If you are waiting more than 2-3 minutes for something to load, there is most likely something "off" with your browser.*** Please see the next few pages for possible issues and solutions:

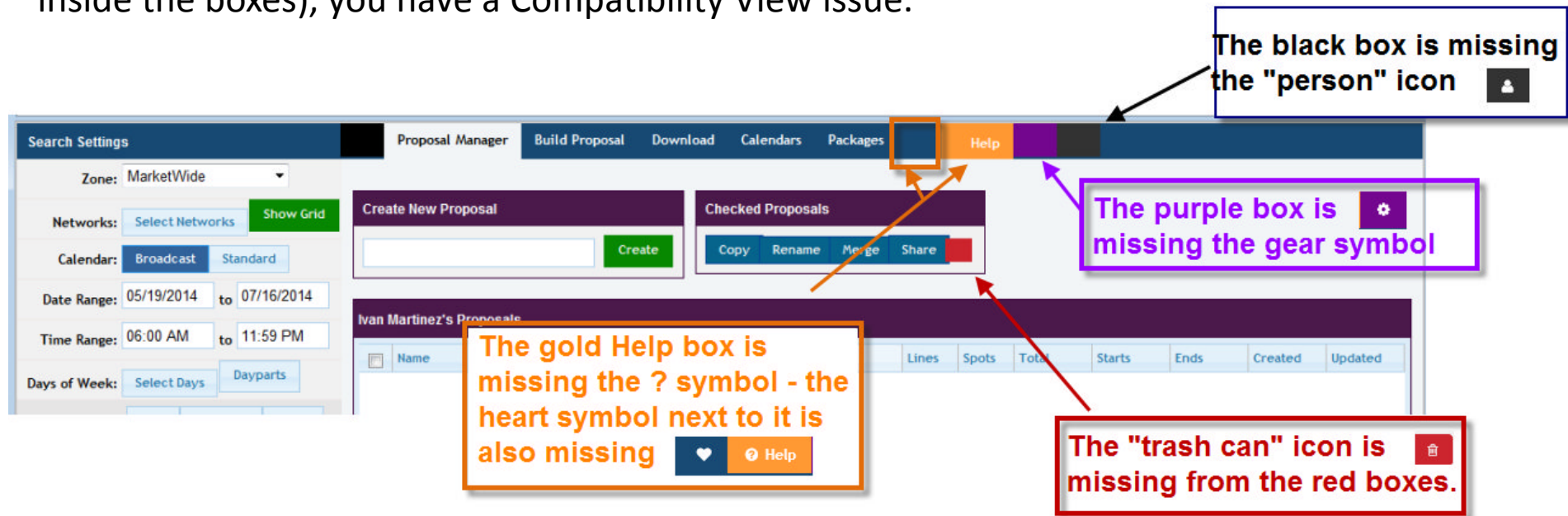
Compatibility View. Your ShowSeeker PLUS Top Menu **should** look like this:



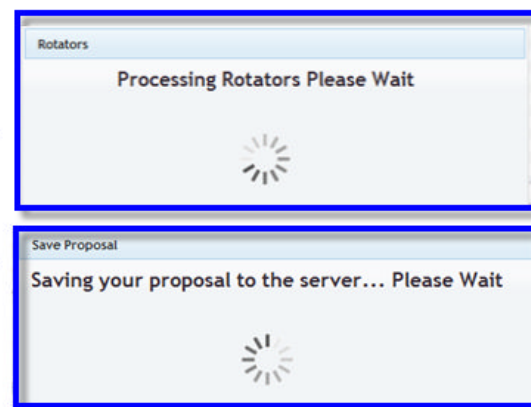
Please see next page for how your screen MAY look



If your view is different than ours, ("missing" graphics in the top buttons, or if the red "trash can" or the green "Show Grid" boxes are off center and/or missing the graphics inside the boxes), you have a Compatibility View issue.



You could possibly get one of these messages that keep spinning.



Please see next page for how to fix this issue

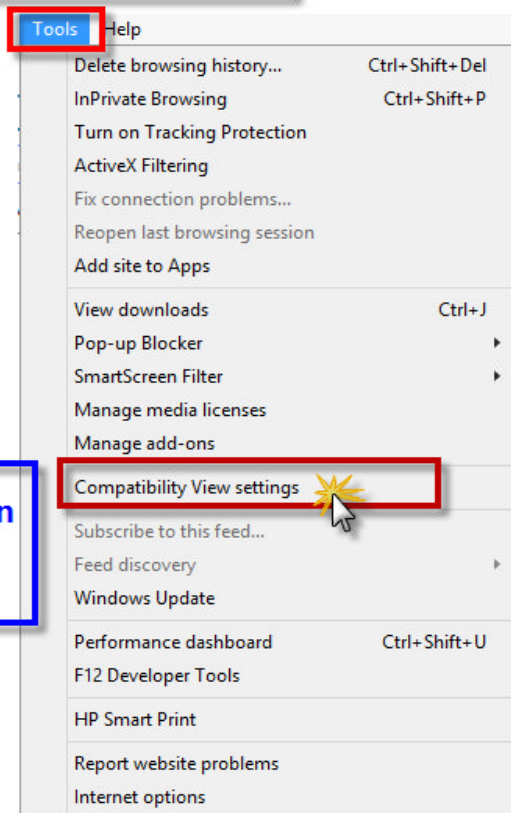


To fix Compatibility View issues, go to your Tools – click on Compatibility View Settings – and REMOVE ShowSeeker from the box as shown below. Make sure you UNCHECK the 2 boxes and that should clear up your Compatibility issues. If not, please let us know at support@showseeker.com and make sure you send us a screen-shot of your screen and ***include the Operating System and Browser*** you are using.

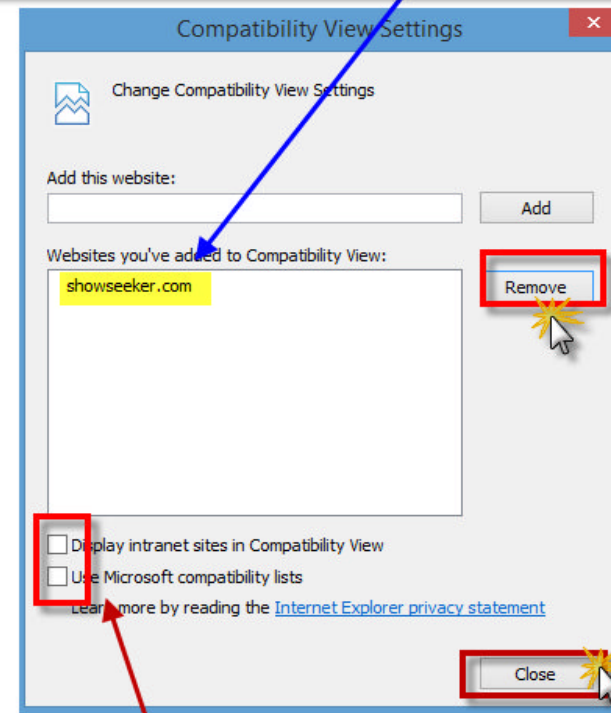
Step 1 - click on the Tools link
(if Toolbar is off, use the
keyboard shortcut ALT-T)

Fixing Compatibility View Issues

Step 2 - click on
"Compatibility
View settings"



Step 3 - In most cases, you will need to REMOVE
ShowSeeker from the Websites that have been added to
Compatibility View.



Step 4 - Make sure you UNCHECK these
boxes, then click on Close.

Notes on Operating System/Browsers

If you are running an older version of Windows and IE 8 or below, you will most likely have issues with PLUS. You may use Chrome or Firefox if available, or we do have a desktop version that would need to be approved by your IT Department. Please let us know if this is the case and we will contact the appropriate personnel to get the desktop version approved.

Send your request to support@showseeker.com.