

Some users may be experiencing issues when trying to access GroupWise WebAccess with Internet Explorer 9.

The problem seems to be that when the user logs in they only get a blank page.

This is caused by incompatibilities between Internet Explorer 9 and GroupWise WebAccess.

The workarounds are:

- Use Firefox web browser or Internet Explorer 7 or 8
- Set Internet Explorer 9 to compatibility mode for the web site, this is usually set in the tools menu in Internet Explorer. If there isn't a setting showing in the tools menu you can click on the icon to the right of the address bar as shown below circled in red. The icon is blue when compatibility mode is active.

