Internet Explorer version 6 or 8

If you have either Internet Explorer version 6 or 8 you may experience difficulty in accessing Banner 8.0. Please follow the instructions below to try and resolve the issue. If you are still experiencing problems, please contact the Service Desk (7272) for assistance.

The following pages include:

- how to check what version of Internet Explorer you are currently using
- how to upgrade Internet Explorer from version 6 to 7 – Please contact Service Desk (7272)
- advice on how to disable Microsoft Add-ons if you have Internet Explorer 8.

- **How to check the version of Internet Explorer you are using:**

  1. Open Internet Explorer.
  2. Click on **Help**.
  3. Click on **About Internet Explorer**.
  4. A pop-up box will appear with the Internet Explorer version.
Internet Explorer version 6 or 8 cont.

- **How to upgrade Internet Explorer from version 6 to 7**
  Please contact the Service Desk (7272) for assistance with loading Internet Explorer 7.

- **If you have Internet Explorer 8 you may need to disable Microsoft Add-ons**
  If you have Internet Explorer 8 loaded on your PC you may encounter problems with loading Banner 8.0. If you do have problems, please try the following:

  1. Open Internet Explorer.
  2. Click on **Tools**.
  3. Click on **Manage Add-ons**.
  4. In the Manage Add-ons screen, scroll down the list of applications until you find the **Microsoft Corporation** block.
  5. Click on one Add-on at a time and press the **Disable** button.
  6. When all Add-ons have been disabled, close Internet Explorer and try loading Banner 8.0 again.
  7. If you are still having trouble loading Banner 8.0, please contact Service Desk (7272) for assistance.