Why can’t I access Web of Science Search Features using Internet Explorer?

When Web of Science is opened up in Internet Explorer, a pop-up window will appear advising the user to upgrade the browser. This message appears even when the Internet Explorer browser used is Version 8 and above.

To enable the new Web of Science to display correctly, you need to disable the Compatibility Mode.

**Steps to disable Compatibility Mode**

1. In Internet Explorer 8, click on the Tools dropdown menu item. For higher versions, e.g. IE 9 – 11, you may need to enter the ALT key before the menu is displayed.

2. Click on the Compatibility View Settings menu item.
3. Ensure that all 3 checkboxes below are **unchecked**.

![Compatibility View Settings](image)

4. Again, under the **Tools** Menu, ensure there is no check mark against the menu item for **Compatibility View**.

![Tools Menu](image)

5. Refresh the page. The Web of Science interface should now display correctly in Internet Explorer.