

If you are using internet explorer 10 and encounter an issue that our portal page shows gray screen, you may need to change your browser to be compatible mode in order to fix the problem. Please try following steps:

## Windows 8 users:

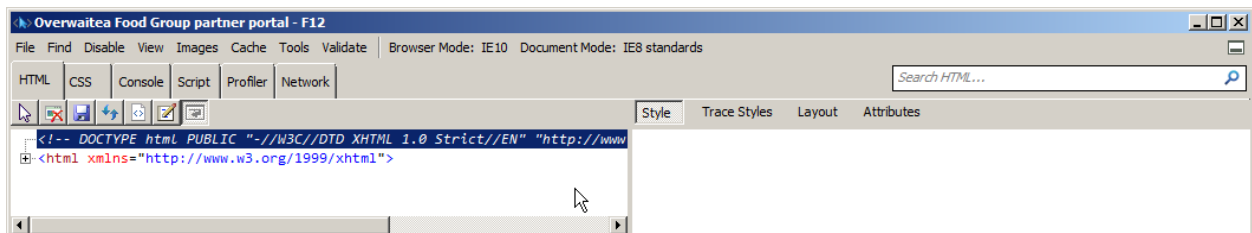
- Open internet explorer box.
- Right click on the page then a tool icon should appear at bottom.
- Right click the tool icon and select “show on desktop”.
- Go on next to “windows 8 and windows 7” section in below.

## Windows 7 users:

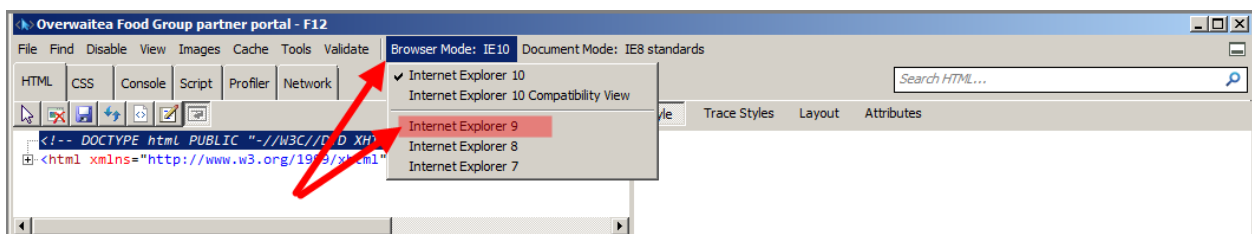
- Close all active IE windows.
- Launch internet explorer browser.
- Go on next.

## Both windows 8 and Windows 7 users:

- Hit F12 function key, a pop-up screen should show up like below.



- On the top menu bar of this pop-up screen, look for “Browser Mode”. You should see it currently sets as IE10.
- Click Browser Mode tab.
- From the dropdown list, select “Internet Explorer 10 Compatibility View”.



- Wait browser finishes loading settings (please note, this is important), you should be able to see “Loading ...” message appears on HTML tab window.
- Close the pop-up window.
- Try booking appointment again.

*You can also try other modes until you find one working for you. Please make sure you have seen a little flash with a word of 'loading ...' while you switch these modes each time.*