

If you are using **Internet Explorer 11** 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:

- 1. Go to SOF partner portal website (<u>https://partners.owfg.com</u>)
- 2. Click the gear icon on the right top corner of the IE browser.
- 3. When a pop-up windows appears, select "Compatibility View settings"
- On "Compatibility View settings" window, you will see owfg.com is already in "add this website" field.
- 5. Click "Add" button to make sure the "owfg.com" has been added into below box.
- 6. Click "Close" button and exit settings
- 7. Try booking again.



