HAVING DIFFICULTY PLACING ONLINE ORDERS?

In the event you are having difficulty placing online orders, Compatibility Mode may be turned on for your computer. If Compatibility Mode is turned on, you will not be able to place orders. Please follow the directions below depending on which version of web browser you are using.

If you aren't sure which web browser version you have, follow these steps:

1. Open a new window in Internet Explorer

2. In the upper right corner, click on the 'gear' symbol (it is next to the Home and Star icons)

3. At the bottom of this list it will say "About Internet Explorer"- click on this

4. This will display the version for your web browser

To turn off compatibility mode in IE 11:

1. In the upper right hand corner, click on the "Gear" symbol (It is next to the Home and the Star icon)

2. Click on Compatibility View Settings

3. In the box labeled "Websites you've added to Compatibility View" please make sure any catertrax.com or misofi.net sites are removed.

4. Make sure the option labeled "Display intranet sites in Compatibility View" does not contain a check in the box.

5. Click on Close

6. Close all browsers before placing an order

To turn off compatibility mode in IE 8, 9 and 10:

1. In the task bar, click on Tools

2. Click on Compatibility View Settings

3. In the box labeled "Websites you've added to Compatibility View" please make sure any catertrax.com or misofi.net sites are removed.

4. Make sure the option labeled "Include updated website lists from Microsoft", "Display Intrasites in Compatibility View" and "Display all websites in Compatibility View" does not contain a check mark box.

5. Click on Close

6. Close all browsers before placing an order

Note:

- If compatibility mode is turned on, menu products will not display properly and orders will not be able to be processed.

- You may not be able to turn off compatibility mode due to local IT restrictions. If you are unable to, please contact your local IT team to inform them you need IE Compatibility Mode to be TURNED OFF.

- For IT professionals who need to apply this to all group users, please click this link for further details and instructions