

Problem:

“On your new website there are words displayed over other words. Cant read them.
Is there a lot of words displayed OVER other words? “

The screenshot shows the Royell website with several overlapping text elements. At the top is the 'ROYELL' logo in a blue oval. Below it is a 'Join us on facebook' link with a Facebook icon. To the right are 'HOME' and 'BROAD INTER' buttons. A 'WEBMAIL' section contains a globe icon and a login form with 'Username' and 'Password' fields. Below the login form is contact information for 'Royell Communications Inc.' including address, phone numbers, and working hours. A weather widget shows '78.0°F' and 'SSW 10.0 mph'. A 'LOCAL' section lists 'BUSINESSES'. On the right side, there are news sections: 'Royell News' with headlines like 'Royell Launches Brand NEW V' and 'Royell Turns 15!', and 'National Headlines' with links to 'FOXNews.com' and 'CRACKDOWN ON COAL PO'. A 'Featured Events' section is also visible at the bottom right.

This is normally due to the user browsing with IE in **compatibility mode**. When the browser is in this mode, CSS and Javascript do not function properly.

Tell Tale Signs:

If the site is in compatibility mode, the bars at the top of the page for the news listings will be ORANGE (normal mode they are blue) and the menu 'tabs' will be hard 90 degree angle corners and not rounded.

Compatibility Mode/View ON:

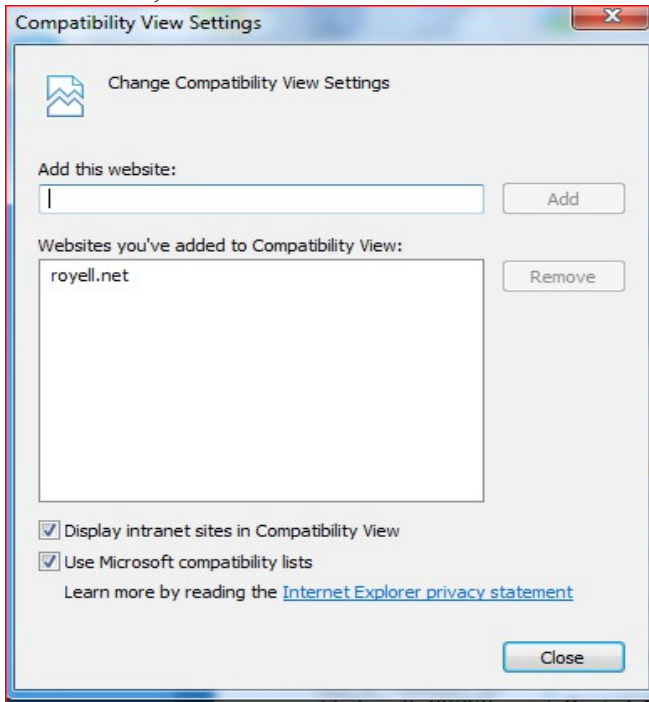


Compatibility Mode/View Off (normal):



User should:

- 1) Make sure IE is up-to-date, 8+ preferred for most modern sites.
 1. *Note – if they are using WinXP, they really should upgrade to Chrome or another browser due to security issues and the lack of support.*
- 2) Compatibility Mode must be disabled, depending on the version this can be done several ways, older versions had a clickable icon in the address bar, as well as a toggle/check in the tools menu. Newer versions have 'compatibility view settings' from tools → if royell.net is listed in added sites, it must be removed.



- 3) Ideally they should just use Chrome, Firefox, Opera, Safari or any other browser that supports modern code. But some may not want to switch or update. In this case refer to #2.