

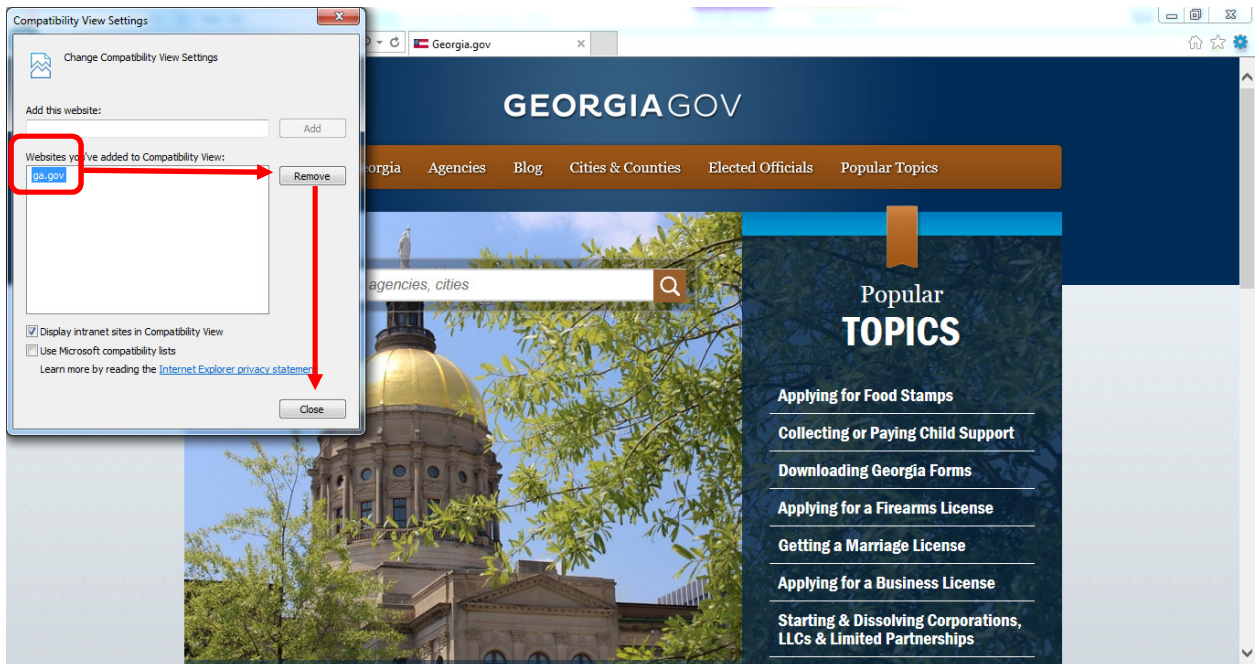
Georgia SHINES team was alerted that users who access Georgia SHINES via Internet Explorer 11 (IE11), and have compatibility mode operating, will not see the tool bar to edit/save narratives/forms. Therefore, please follow the steps below to remove compatibility mode.

STEP 1 Open the browser and go to the application login page

STEP 2 Click on the Tools icon on the top right corner and select “Compatibility View Settings” as shown below.



STEP 3 Select to highlight **ga.gov** then click the “Remove” button.



STEP 4 Click “Close”, to close the window.

STEP 5 Restart the browser and login to the application.

Below is a list of forms users will not be able to edit/save using IE11 while compatibility mode is operating:

- Adoption Assistance Agreement Form
- Call Narrative Form
- Child Death, Near Fatality, Serious Injury Form
- Children's First Referral Form
- Child Life History Form
- Contact Visitation Narrative
- Corrective Action Plan Form
- Disruption Summary
- Evaluative Conclusion Narrative
- Foster Home Re-evaluation Form
- Legal Actions Narrative
- Monthly Adoption Assessment Form
- Policy Violation Form
- Resource Family Home Evaluation
- Safety Plan Form
- Team Meetings Reviews Narrative
- Safety, Permanency, and Wellbeing Narrative
- Safety Resource Assessment Form
- Standard Narrative

IMPORTANT NOTE: This impacts any document/narrative in Georgia SHINES that is modifiable.