

Steps to Add Site to Compatibility Mode List

This file contains all the steps and information needed to add the Marietta Power bill payment site to Internet Explorer's list of websites to use "compatibility mode."

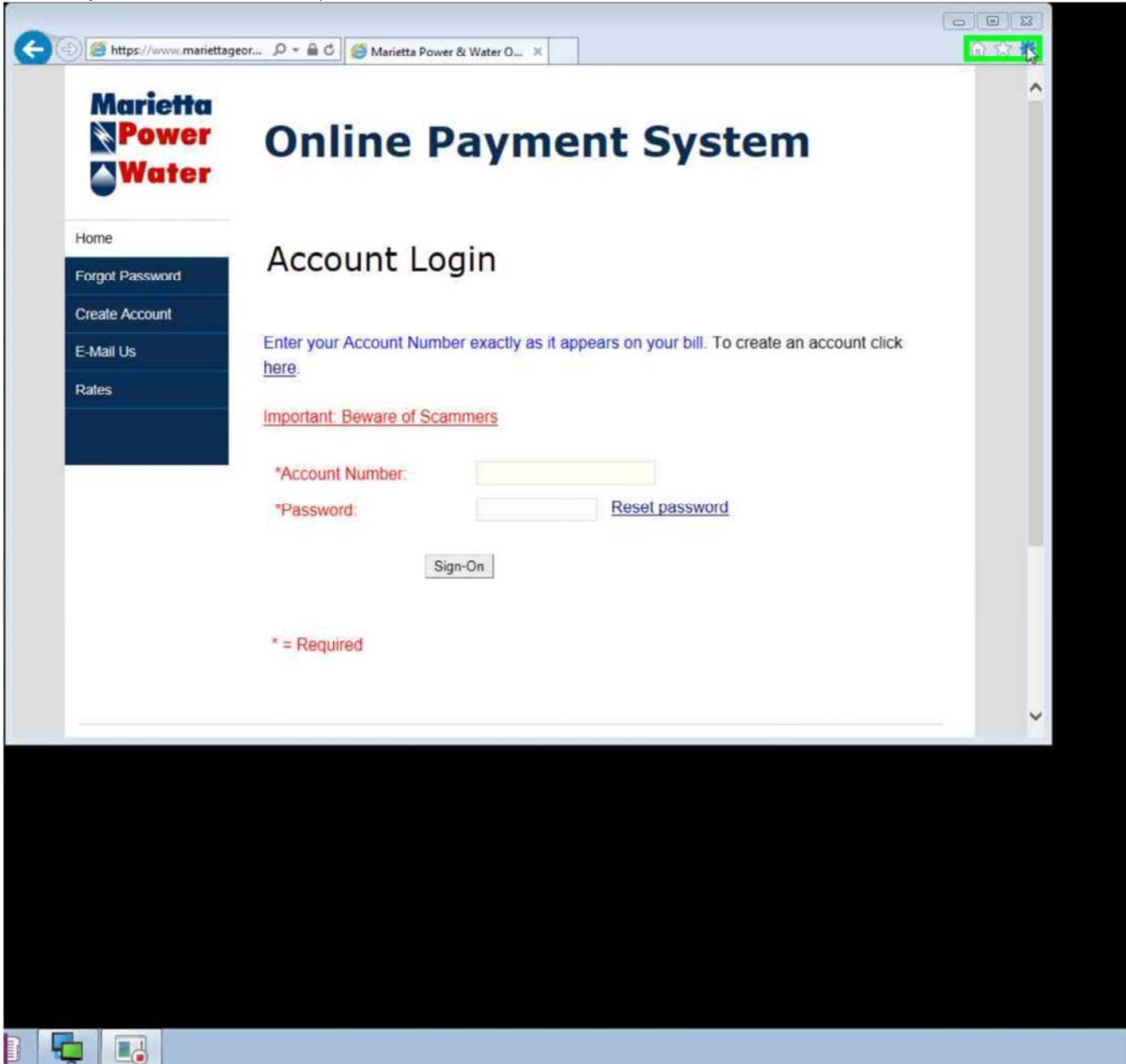
Symptoms

If you click on "Create Account" button from the main login screen it should take you to a form to enter the cycle, route and account number. If the screen continues to stay on the login screen, follow these steps to add the site to Compatibility Mode sites in Internet Explorer.

Another symptom is when you click on Make Payments and the Immediate payment option redirects to the login screen.

Resolution Steps

Problem Step 1: Click on "Tools" in "Internet Explorer"



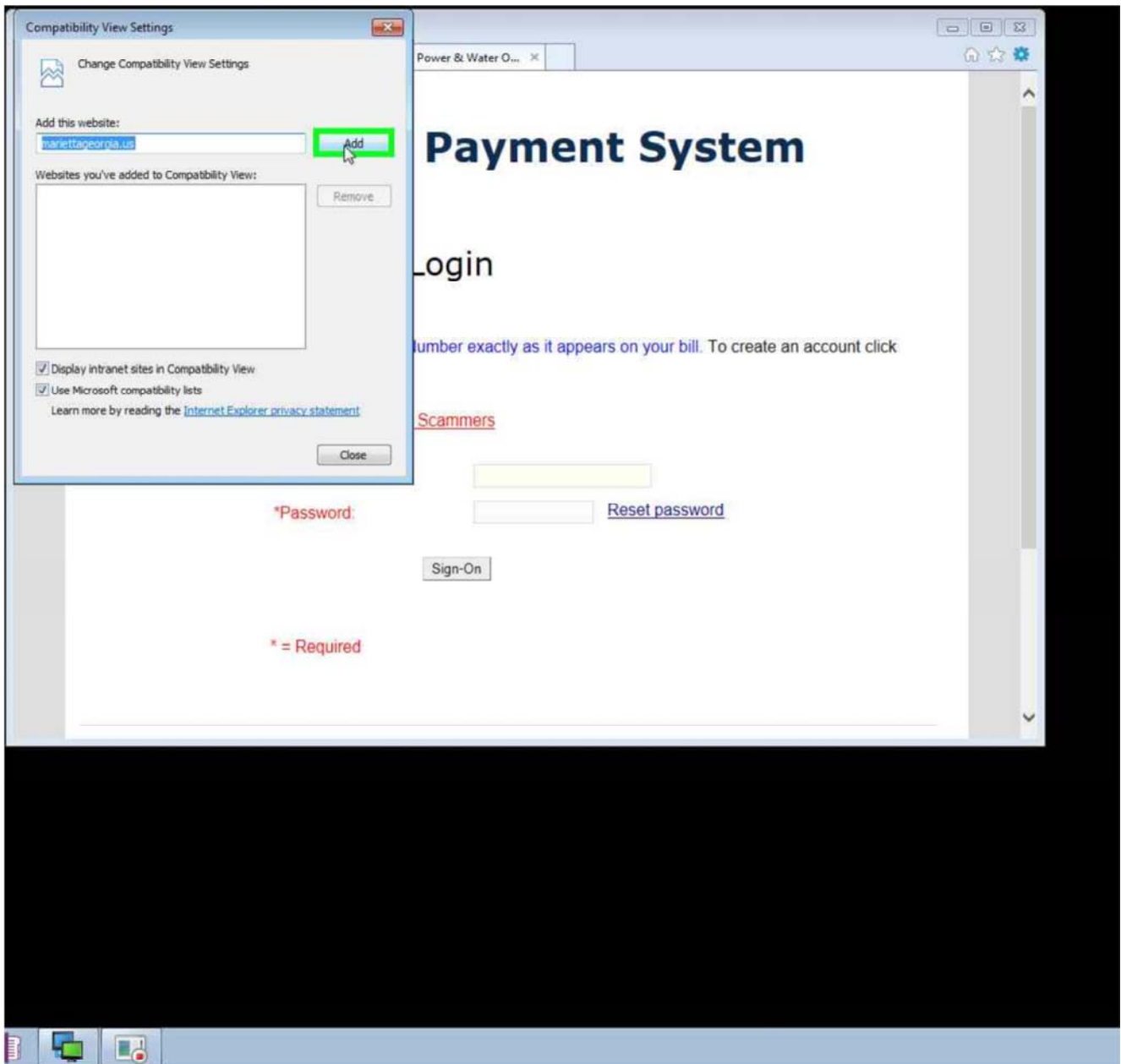
[Previous](#) [Next](#)

Problem Step 2: Click on "Compatibility View settings"

The screenshot shows a web browser window displaying the Marietta Power & Water Online Payment System. The page title is "Online Payment System" and the main heading is "Account Login". The browser's address bar shows the URL "https://www.mariettaga...". The browser's menu is open, highlighting the "Compatibility View settings" option. The page content includes a navigation menu on the left with links for "Home", "Forgot Password", "Create Account", "E-Mail Us", and "Rates". The main content area contains the "Account Login" form with fields for "Account Number" and "Password", a "Sign-On" button, and a "Reset password" link. A warning message "Important. Beware of Scammers" is displayed above the form. The browser's taskbar at the bottom shows several open applications.

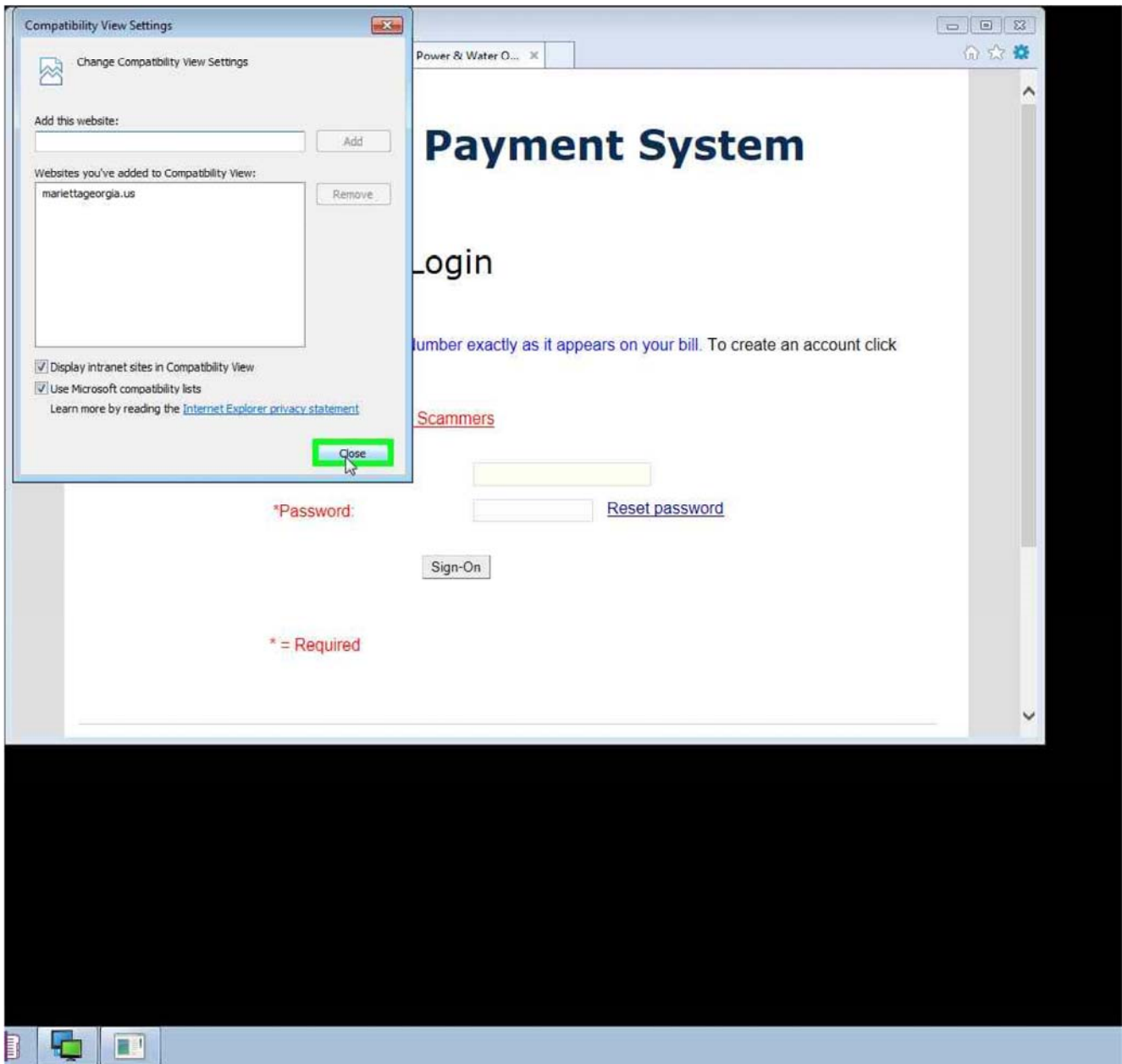
[Previous](#) [Next](#)

Problem Step 3: Click on "Add" in "Compatibility View Settings" to add the mariettaga.us site to the list.



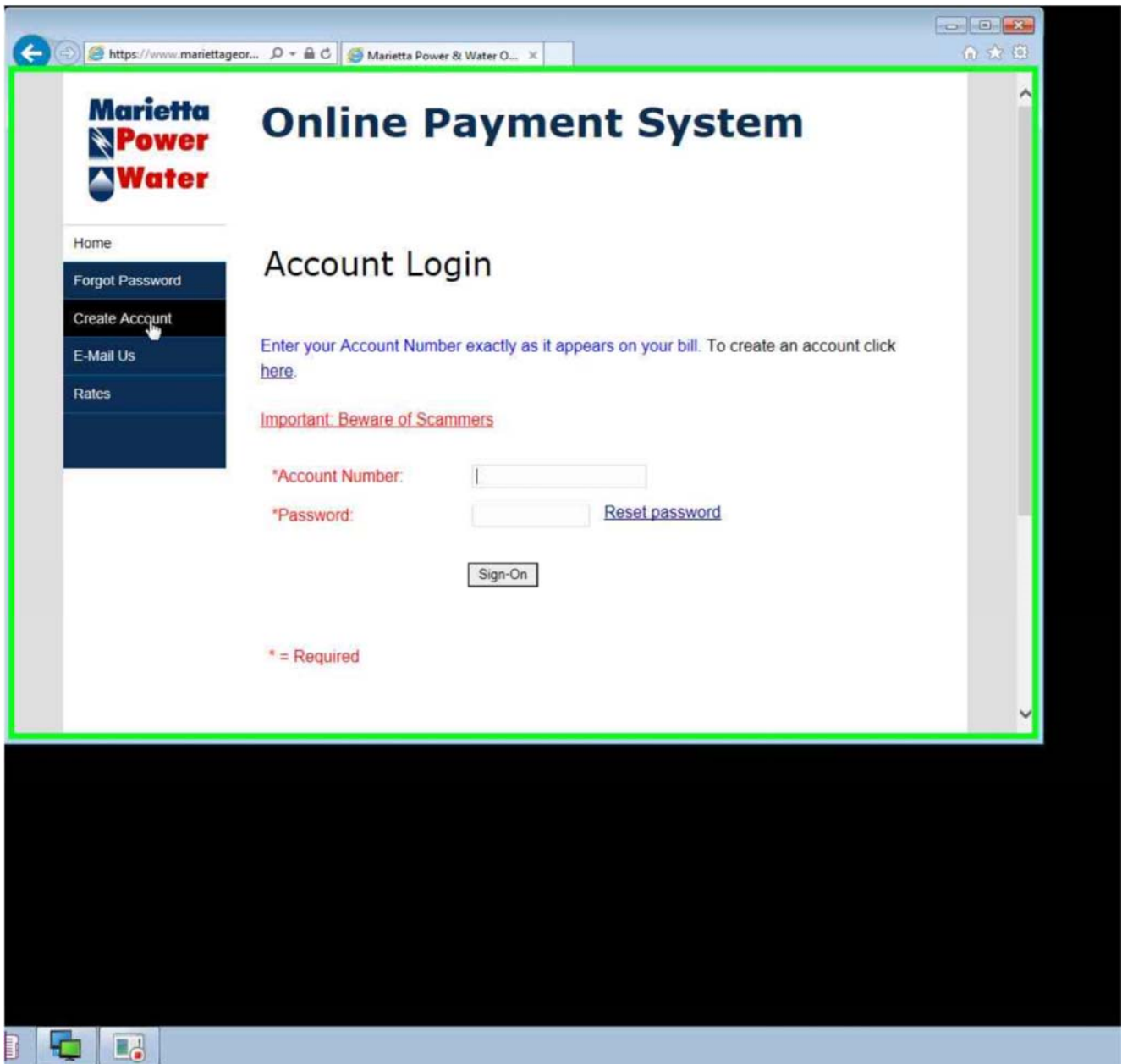
[Previous](#) [Next](#)

Problem Step 4: Click on "Close" in "Compatibility View Settings"



[Previous](#) [Next](#)

Problem Step 5: You should now be able to click on "Create Account" and have the correct form appear.



[Return to top of page...](#)