

Troubleshooting Guide if Trade Organizations Do Not Display

Some C-TPAT Trade Users have communicated to the Help Desk that upon signing in to C-TPAT Portal 2.0 no Trade Organizations display on the screen, as shown here.



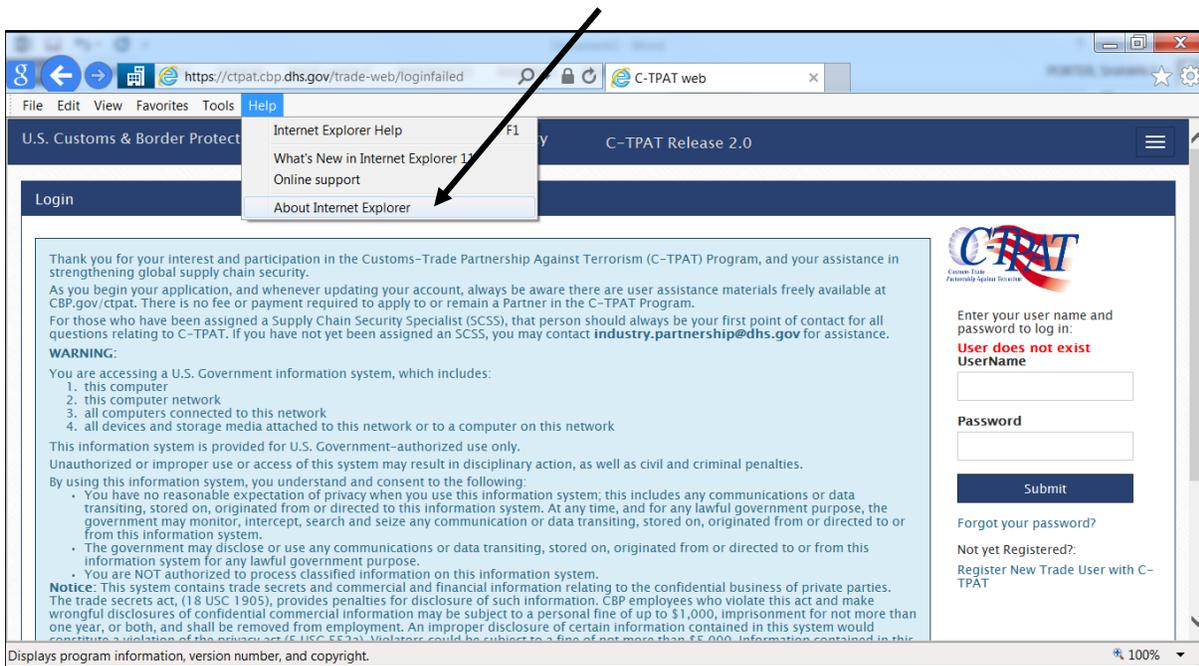
To resolve this issue, follow these steps:

1. Determine the version of Internet Explorer in use on your computer by clicking on Help / About Internet Explorer
2. If Internet Explorer 11 displays, click on Tools and remove the checkmark from in front of Enterprise Mode
3. You may need to sign back in
4. You will need to uncheck Enterprise Mode the first time you visit each unique screen

On the following pages is a lengthier explanation of the bullet list above.

The reason this issue occurred is that C-TPAT Portal 2.0 was designed to function in Internet Explorer 10. When Internet Explorer 11 was deployed, it included the new Enterprise Mode display functionality, which changed how web pages are displayed by Internet Explorer.

The first step in resolving this issue is to determine what version of Internet Explorer is in use on the computer. This is done by opening a browser window in Internet Explorer and then clicking on Help on the menu bar, and then on About Internet Explorer.

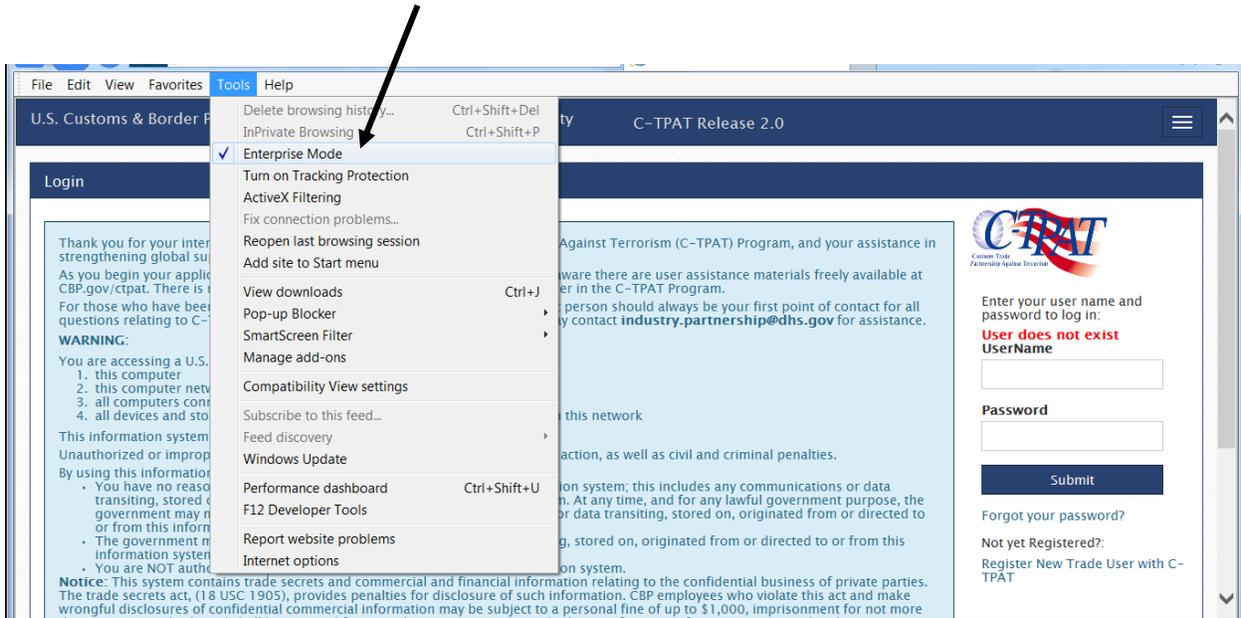


Result:



If the result is like that above, showing Internet Explorer 11, you will need to follow the below procedure.

The first time each page of the Portal is visited, users of Internet Explorer 11 will need to go to Tools and remove the check mark from the Enterprise Mode function shown below.



The first time this is done on the landing page the page will refresh, and may also sign the user out with an error message of “User does not exist.” Simply ignore this message and sign back in to the Portal. This change in settings will need to be done only each time a new page is visited; Internet Explorer should remember the settings you have chosen on that computer on each subsequent visit.