Website Not Loading/White Screen
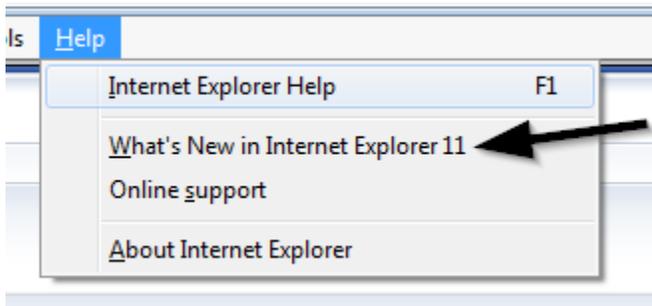
If using Internet Explorer and a white screen is showing, verify browser, and add the website to Compatibility View Settings.

Verify Browser

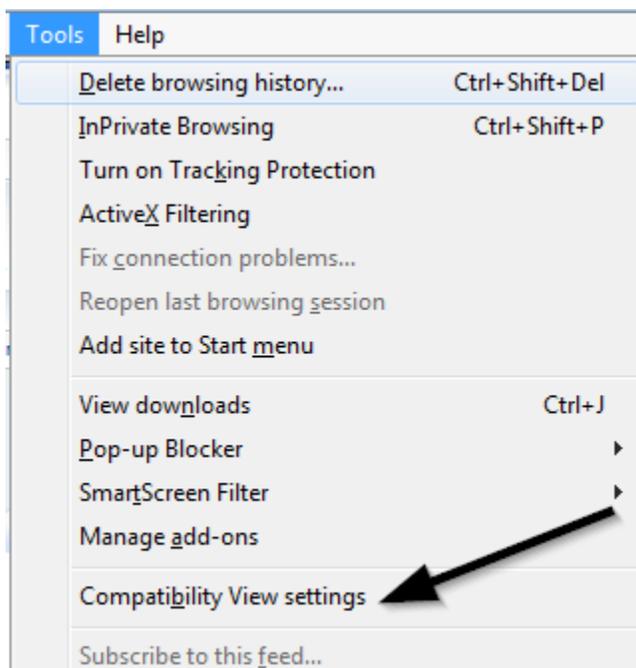To verify if the browser is Internet Explorer, hold down the alt+H.

This brings down the Help Menu and will provide the version of Internet Explorer.

If nothing shows, this is an indication that the browser is not Internet Explorer.
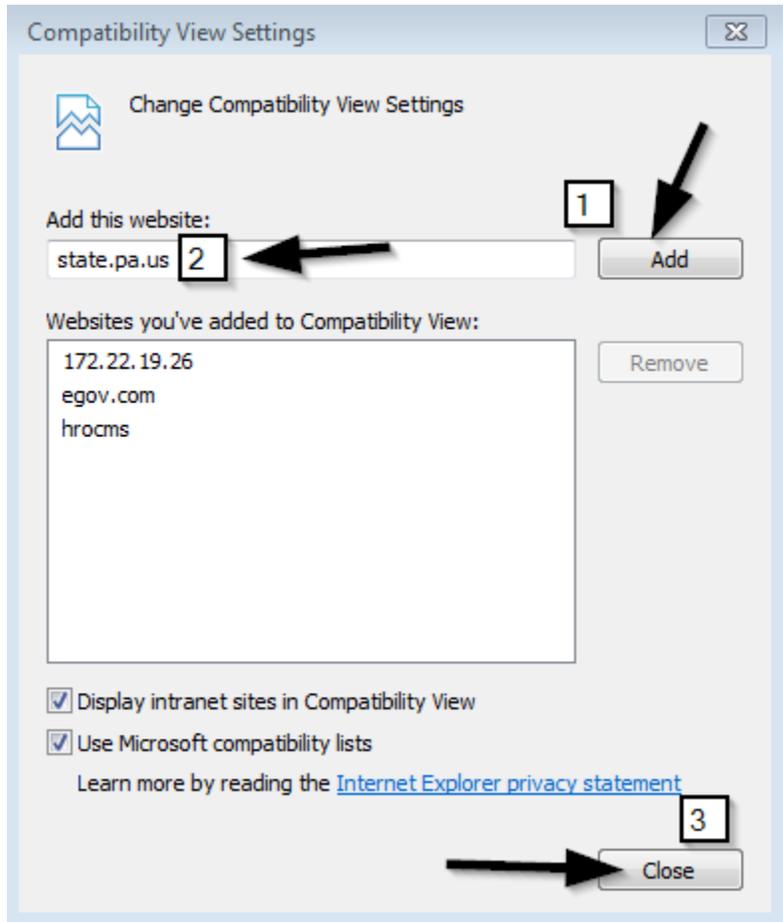

Add Website to Compatibility View Settings

Hold down alt+T this brings down the tools drop down. Select Compatibility View Settings

A pop-up box will open with <mark>state.pa.us</mark> in "Add this website field"

1. Click Add
2. Verify address is state.pa.us
3. Click Close

The PA Supplier Portal will refresh and go back to the main screen.

If any type of pop-up box appears regarding secure/non-secure/show all content-make sure to select a reply that will display both secure and non-secure information or show all content.

OR

Turn off pop-up blocker.