Setting Up Internet Explorer to Work with ServiceHub

After the initial sign in to ServiceHub from Internet Explorer, you may find that the choices on the menu bar do not pull down, as shown here.



When set up properly in Internet Explorer, clicking an entry from the menu will look like this:



To fix the issue, just follow these steps:

- 1. Go to servicehub.com/office from Internet Explorer
- 2. Click the Settings wheel in the upper-right corner.
- 3. Click Internet Options from the drop-down menu.

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- 4. Click the Security Tab on the Internet Options dialog box
- 5. Click Trusted Sites in the Zone section (if it isn't already selected).
- 6. Click the Sites button in the Trusted Sites section.



- 7. Verify https://servicehub.com is entered into the "Add this website to the zone:" field. If it isn't there, type it in.
- 8. Click Add
- Checkmark the "Require server verification (https:) for all sites in this zone" field.
- 10. Click Close



11. Click the **Custom Level button**.



- 12. Scroll down to the "Allow Scriplets" option
- 13. Click Enable
- 14. Click OK
- 15. Click Yes when asked, "Are you sure you want to change the settings for this zone?16. Click OK.

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17. Click the Settings icon again.

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 18. Click Compatibility View settings from the drop-down menu. 19. Type servicehub.com into the Add this website field. 20. Click Add. 21. Click Close 	Compatibility View Settings × Image Compatibility View Settings Add Add this website: Add Websites you've added to Compatibility View: Add Servicehub.com Remove Image Display intranet sites in Compatibility View Image Microsoft compatibility View Image Microsoft compatibility lists Learn more by reading the Internet Explorer privacy statement

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Restart ServiceHub

- Close ServiceHub by clicking the Log Off button
 Log back into <u>www.servicehub.com/office</u>

The menus should now pull down as intended.