



# YORK PLACE<sup>®</sup>

COMPANY FORMATION • INFORMATION  
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## York Place web ordering – issues with latest versions of Internet Explorer

We are aware that some clients are experiencing problems when using Internet Explorer, particularly on the payments page:

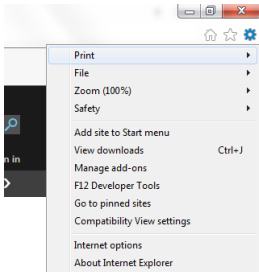
**DECLINED - The transaction was not authorised by your bank.**

MasterCard ▼	
5573570001846326	
2	
Apr ▼	2015 ▼

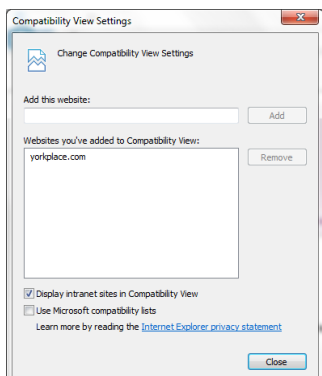
Sometimes, names/addresses of account holders are not displayed.  
Also, the password recovery and change password options do not seem to work.

The solution in IE is to enable **Compatibility View**.

In the top right hand corner, click on the Settings cog and choose Compatibility View Settings.



Add yorkplace.com so that it appears in the list like this.



Close the browser, re-open and try to log on again. This only needs to be done once. The setting should be remembered next time you visit our site. Please ensure that it says yorkplace.**com**, not yorkplace.co.uk.

**Alternative browsers – Firefox and Chrome – do not seem to be affected by these issue.**

We are working on upgrading our site and apologise for any inconvenience.