

## **FIXING THE SCRIPT ERROR FOR ICE IN EMIS WEB**

When attempting to access/view ICE reports in EMIS Web while using a different/new computer for the first time, users may encounter a Script Error and be unable to view any reports. To fix this problem please follow these steps:

1. Ensure ICE is closed - if the error is currently displayed click **Yes** and then the **X** at the top right corner of the ICE window
2. Click **Start**
3. Type **Internet Explorer**
4. Click **Internet Explorer (App)**
5. Once **Internet Explorer** has opened click **Tools** (cog icon)
6. Click **Compatibility View settings**
7. In the **Add this website:** field type **sth.nhs.uk**
8. Click **Add**
9. Click **Close**

Users should now be able to access/view ICE reports within EMIS Web.

Please note: this **MUST** be done in Internet Explorer and not Microsoft Edge, and only affects your login on the computer you are currently using (so you may have to do this again if using a different PC in the future)