Removing Compatibility Mode for MatrixCare

The Augist MatrixCare 2015 R2 release requires a change in your compatibility settings in Internet Explorer. With this release, the MatrixCare websites must be removed from compatibility mode. This includes:

- achievematrix.com
- matrixcare.com
- mdiachieve.com

The only MatrixCare-related website that must remain in compatibility mode is relayhealth.com, which is required for Claims Management.

To update your compatibility settings in Internet Explorer:

1. From IE, go to the Tools menu and select Compatibility View Settings. The Compatibility View Settings window appears.
2. If you have compatibility mode on for MatrixCare, you will see the MatrixCare websites listed under Weights you’ve added to Compatibility View:

   ![Compatibility View Settings](image)

   **Note:** If you do not see achievematrix.com, matrixcare.com or mdiachieve.com on this list, then you already have compatibility mode off for those websites and can skip to step 4.

3. Highlight achievematrix.com and click Remove. Repeat this step for matrixcare.com and mdiachieve.com. This will turn off compatibility mode for MatrixCare.
4. Please ensure that corpwest.com appears in the Websites you’ve added to Compatibility View list. If it does not, enter corpwest.com in the Add this website field, and click Add.
5. If you are a Matrix Claims Management user, ensure that relayhealth.com appears in the Websites you’ve added to Compatibility View list. If it does not, enter relayhealth.com in the Add this website field, and click Add.
6. IE 9 users will see a **Display all websites in Compatibility View** check box. Ensure that box is unchecked.

7. Click **Close**.

Once your changes are complete, when you open the **Compatibility View Settings**, the window should appear as follows: