Steps to Add Site to Compatibility Mode List

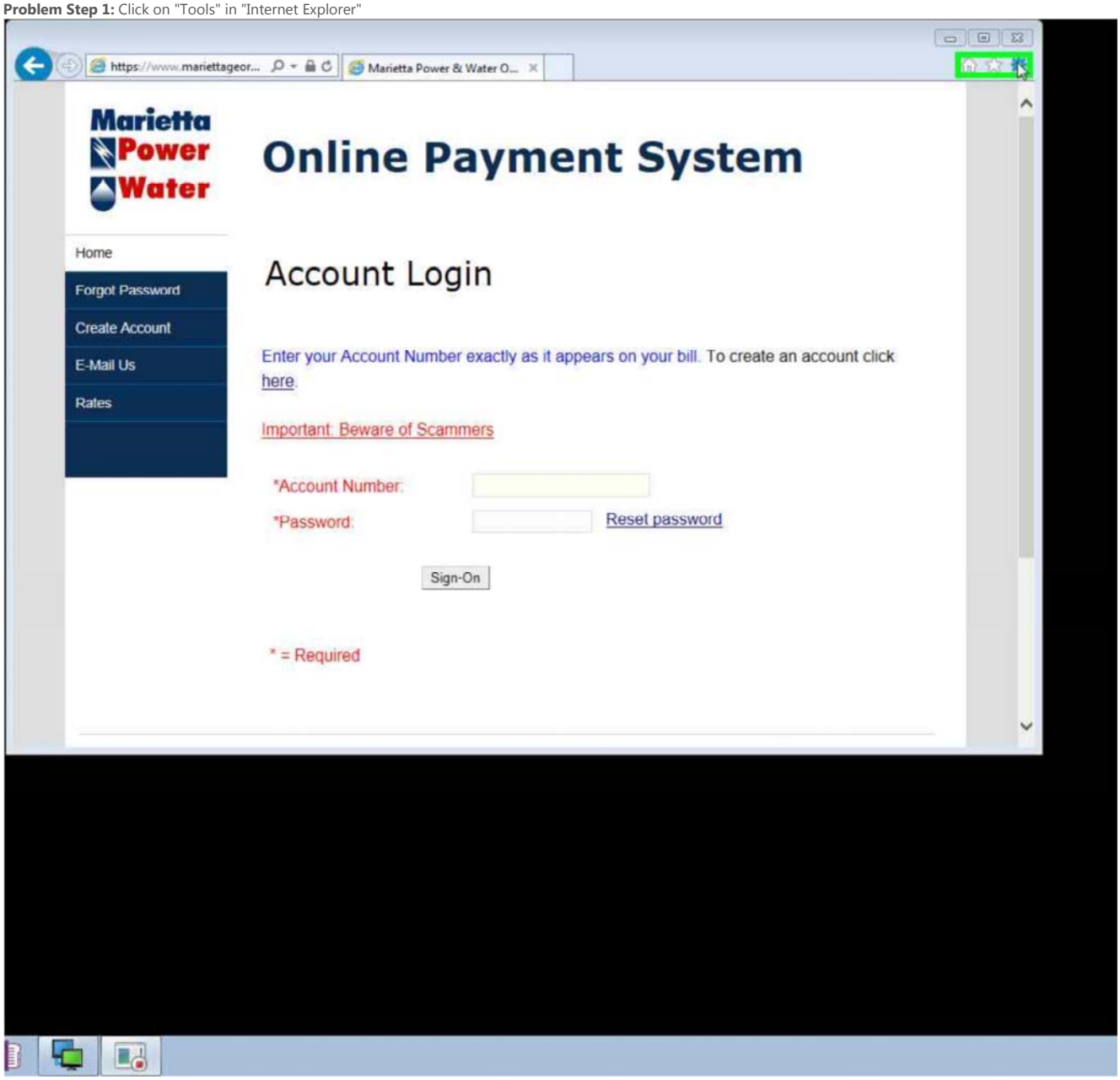
This file contains all the steps and information needed to add the Marietta Power bill payment site to Internet Explorer's list of websites to use "compatibility mode."

Symptoms

If you click on "Create Account" button from the main login screen it should take you to a form to enter the cycle, route and account number. If the screen continues to stay on the login screen, follow these steps to add the site to Compatibility Mode sites in Internet Explorer.
Another symptom is when you click on Make Payments and the Immediate payment option redirects to the login screen.

Resolution Steps

Problem Step 1: Click on "Tools" in "Internet Explorer"



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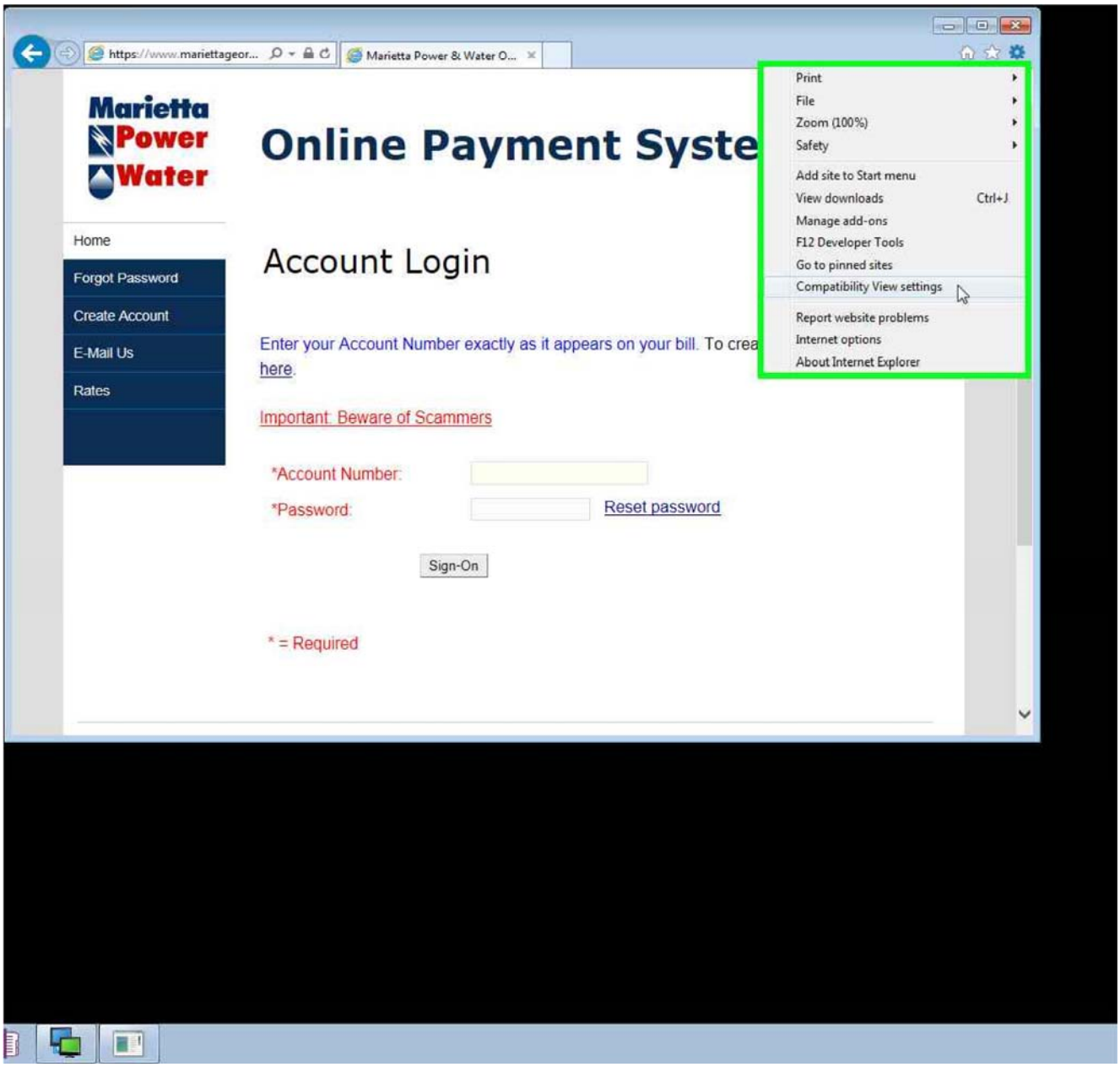
Problem Step 2: Click on "Compatibility View settings"



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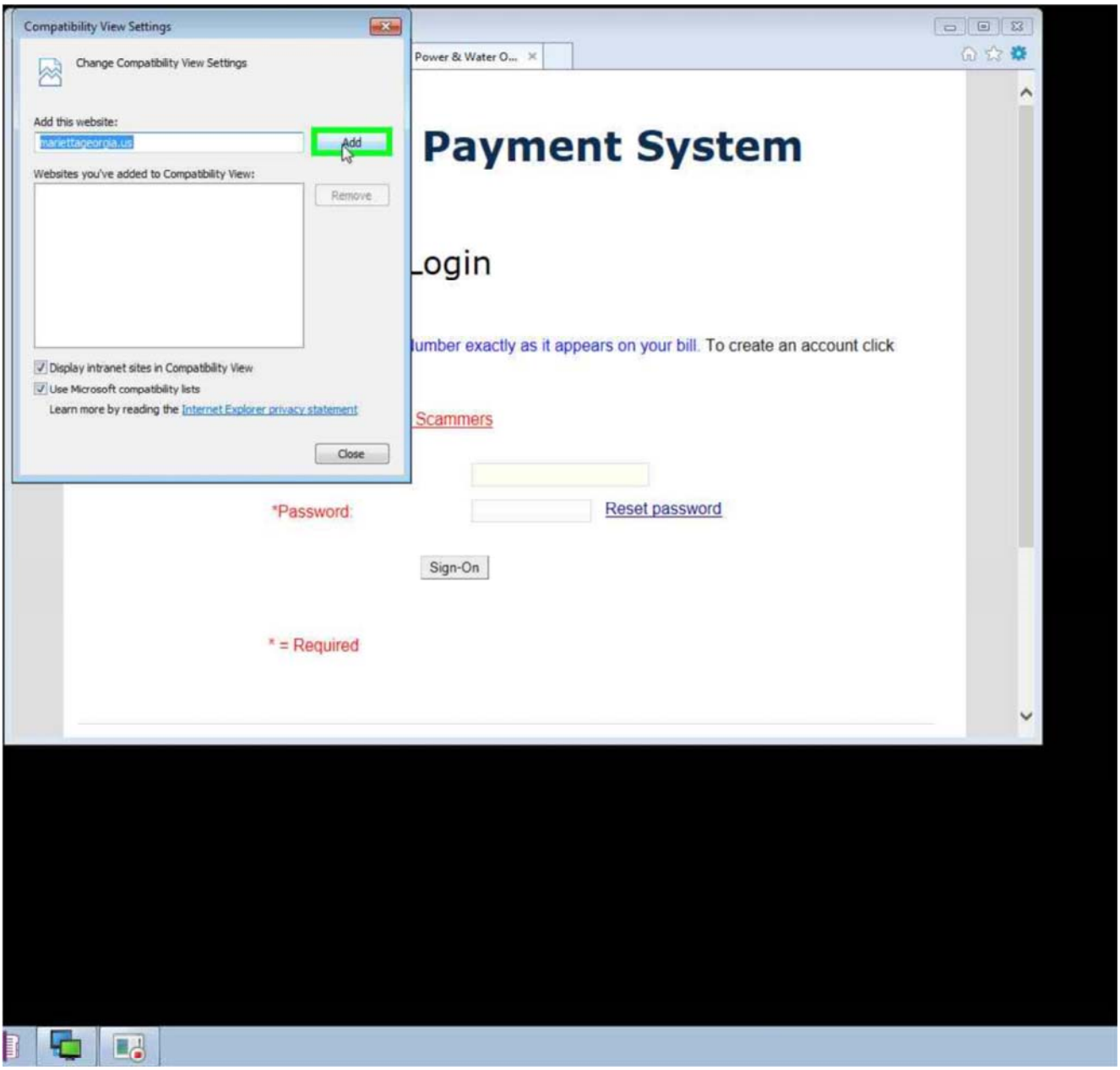
Problem Step 3: Click on "Add" in "Compatibility View Settings" to add the mariettageorgia.us site to the list.



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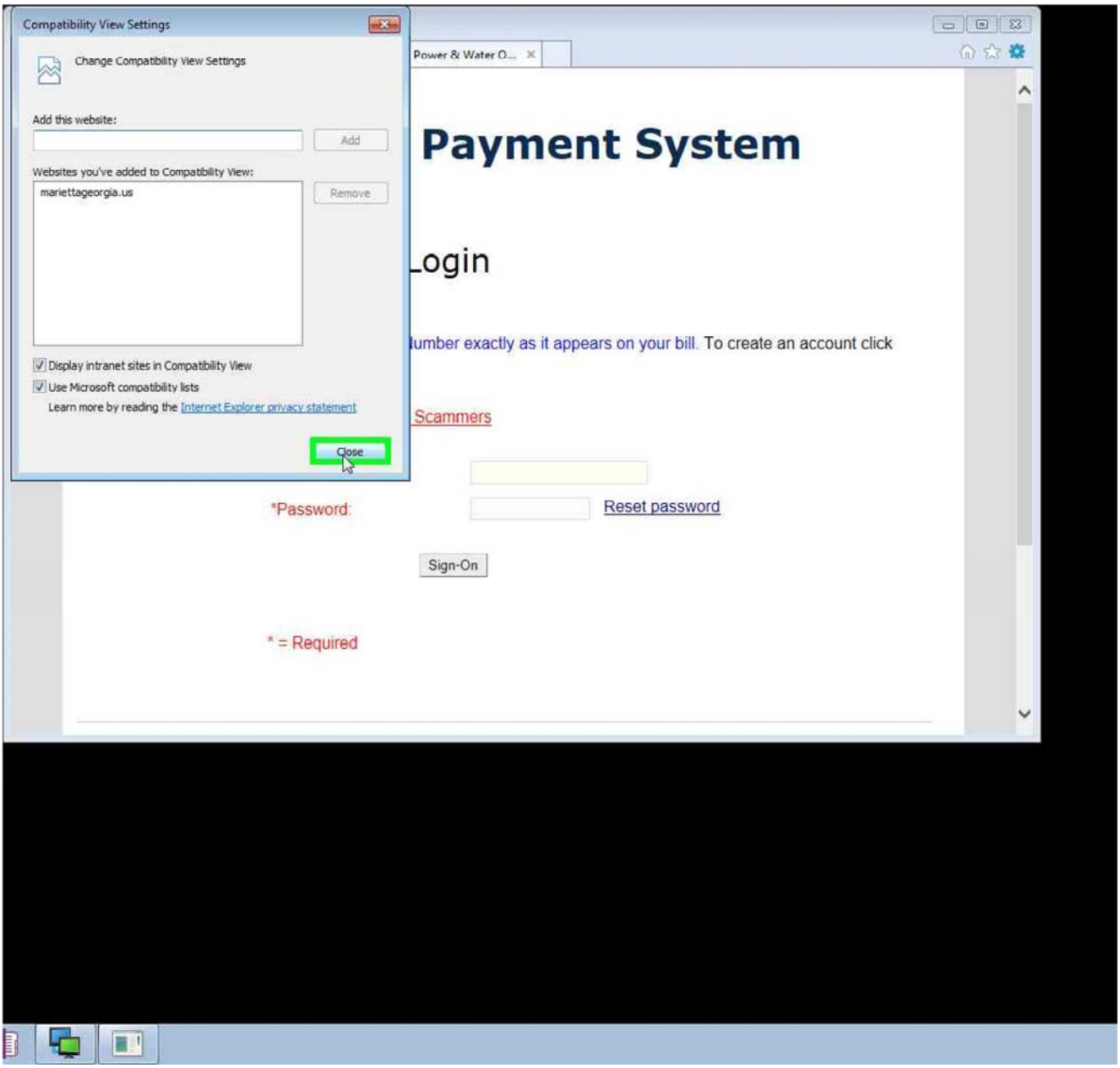
Problem Step 4: Click on "Close" in "Compatibility View Settings"



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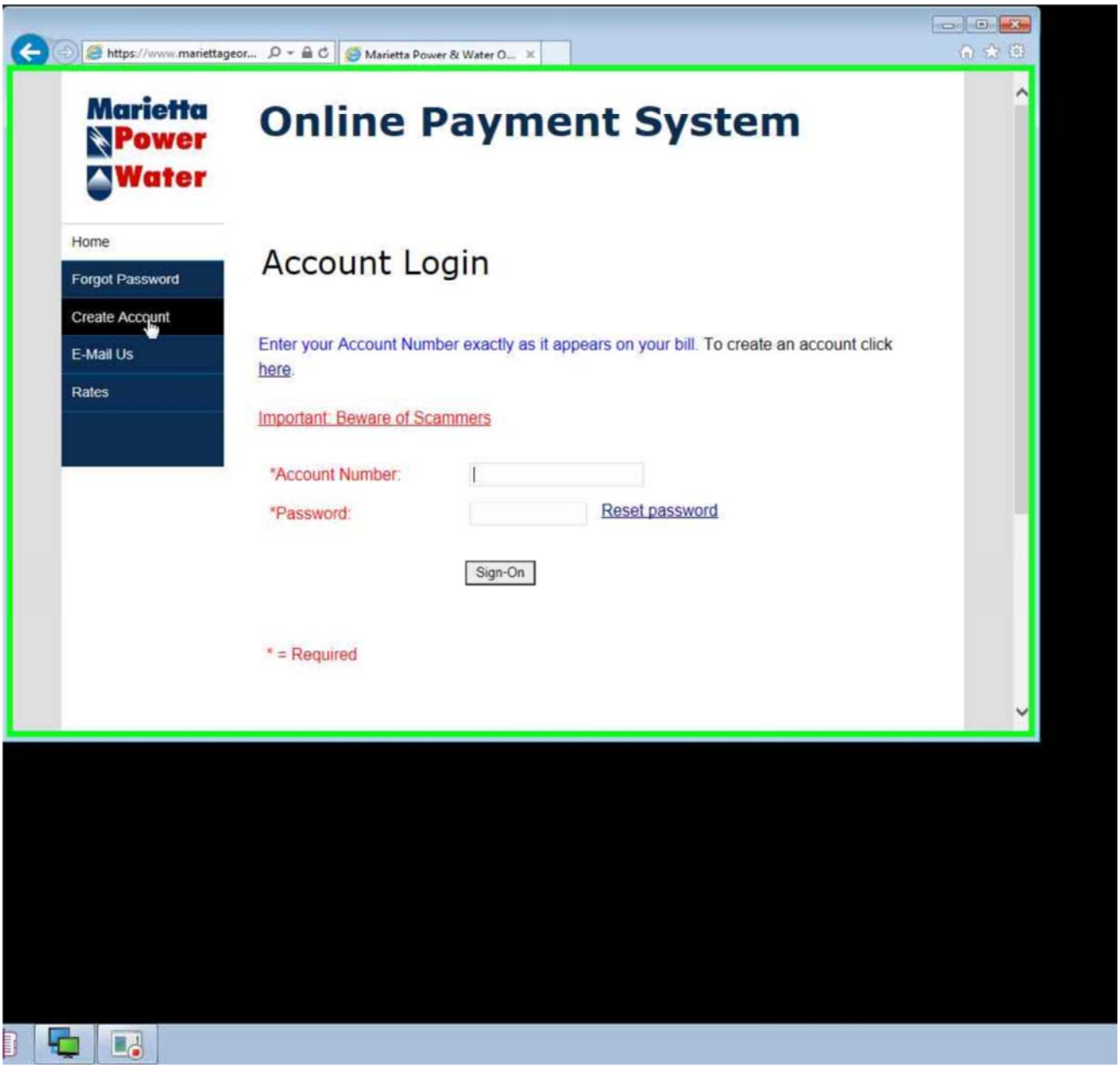
Problem Step 5: You should now be able to click on "Create Account" and have the correct form appear.



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