

## **R. Gonzalez Management Inc. (RGM)**

Student Financial Aid Services  
3560 S. La Cienega Blvd. Suite G  
Los Angeles, CA 90016-4400

Phone No. (323) 730-8700  
Fax No. (323) 730-8701  
Web Page <http://www.rgmsms.com>

### **RGM Memo**

Date February 19, 2013  
To School Owners and Financial Aid Personnel  
RE Windows 8 and Internet Explorer Version 10

---

Dear School Owners and Financial Aid Personnel,

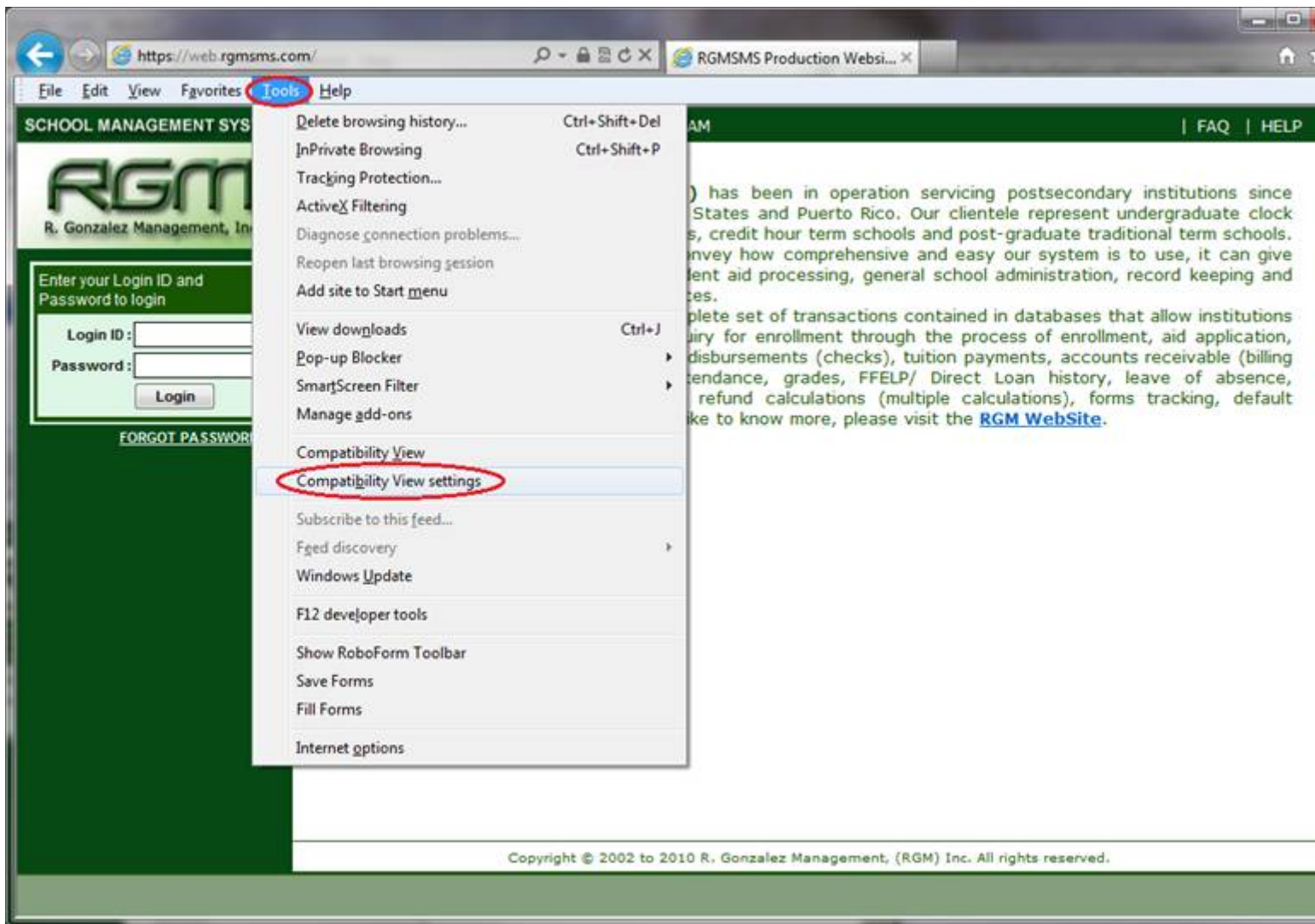
Please read the email below from our programmer regarding the compatibility issues with Version 10 of Internet Explorer and the recent release of Windows 8.

Thank you,  
Rafael

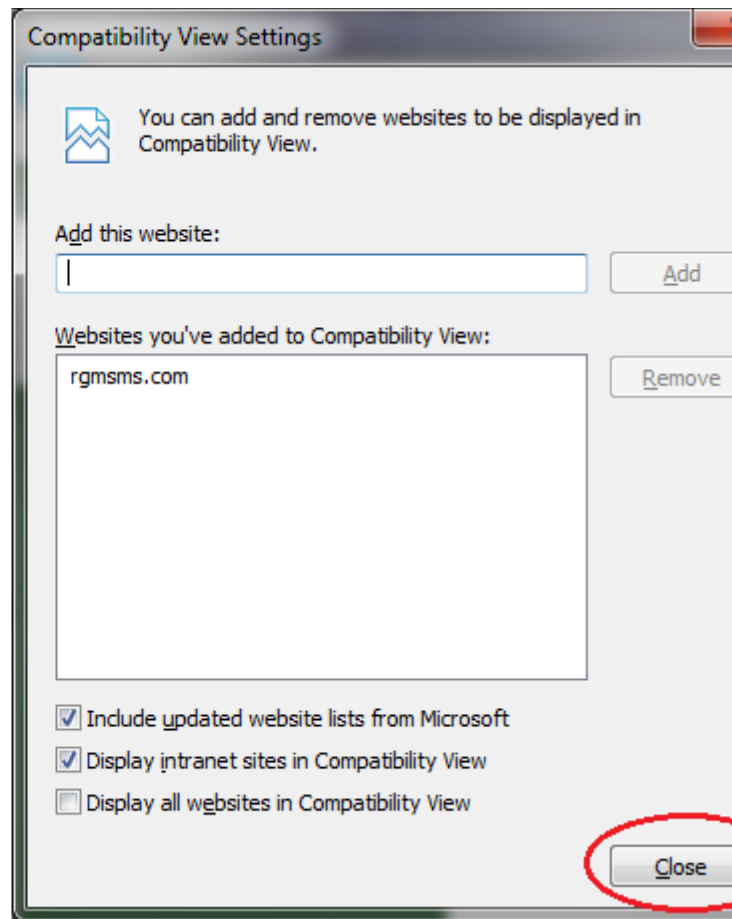
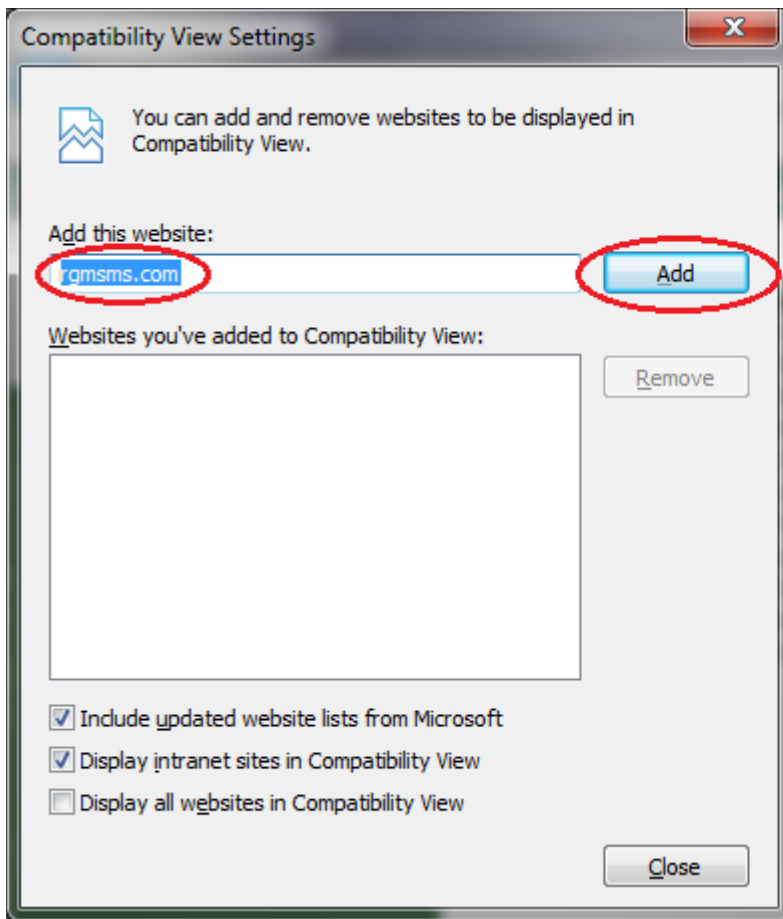
---

Microsoft has released their Windows 8 with Internet Explorer V10. This is shipping on most new computers and laptops. As with many Microsoft releases, they like to change things that break other things. In this case, the RGM web application shows for a second then disappears. The feedback we got of course was that it was not working. After exploring the issue we found that it is solely a display issue. Any resize of the window and it redisplay and continues correctly. To combat this annoyance we suggest setting the 'Compatibility View Settings' in IE10 as outlined below. We believe there should not be any other issues, however, if you do see any, please feel free to contact us or send a screen shot via email so that we may move quickly to resolve any problems.

From the 'Tools' menu, select 'Compatibility View Settings'



Enter rgmsms.com in the 'Add this website' box and click 'Add'. It will show as below, then click 'Close'



Regards:

**Keith Thompson**

Senior Application Development