The ThomsonOne platform is not compatible with IE10 at the moment. This includes blank pages when accessing Thomsonone.com, slowness and/or even freezing. As of this time, this version of IE is not yet supported by us but, there is a workaround for this issue. It is easier to click on the broken icon on the right end of the address bar for IE to make it work (see screenshot) but it’s not a guarantee that the page will work again the next time the user logs in so the best option will be to set it for compatibility view (see after Figure 1).

![Figure 1 - One-time compatibility fix](image)

Here’s how to set IE10 for Compatibility View:

Go to the IE10 Menu Bar - if the Menu bar is not visible, Press “Alt” or “F10” to make the Menu Bar appear:

![Figure 2 - Menu bar in IE10](image)

Then go to Tools and click Compatibility View Settings (Alt + T +B).

A pop-up window will appear as shown below (Figure 3):
Just check: **Display all websites in Compatibility View**, hit close and launch Thomsonone.com; it should work now. The good thing about checking Display all websites in Compatibility View instead of choosing the other 2 boxes (Display all intranet or Download updated compatibility lists) is that you don’t have to add each individual site that Thomson uses to provide data to clients; it will automatically load those pages.

Hope this helps. Thanks!

Regards,

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