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:

- 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)