Complaint:
I'm receiving a "Conversion" error when I attempt to complete my application. How can I fix this?

Background Information:
This error is common in Taleo when using Internet Explorer 9 (IE9). Unfortunately, Taleo does not support this browser version at this time. One solution is to switch IE9 to "Compatibility View" (pictured here). This setting makes IE9 mimic older versions of the web browser and may correct the error that you are seeing.

How to Turn Internet Explorer Compatibility View On or Off for a Website:
When you turn on Compatibility View, the webpage you're viewing, as well as any other webpages within the website's domain, will be displayed as if you were using an earlier version of Internet Explorer.

This will show you how to add (turn on) and remove (turn off) websites to be displayed in Compatibility View.

Note
Not all website display problems are caused by browser incompatibility. Interrupted Internet connections, heavy traffic, or website bugs can also affect how a webpage is displayed.

METHOD ONE

Through the Address Bar

**NOTE:** If Internet Explorer recognizes a webpage that is not compatible, you will see the Compatibility View icon button on the Address bar.

1. To Turn On Compatibility View for the Webpage

   A) Click on the unhighlighted Compatibility View icon button. (See screenshot below)

   **NOTE:** The webpage will now reload with Compatibility View turned on for it.

   ![Compatibility View On](image1.png)

2. To Turn Off Compatibility View for the Webpage

   A) Click on the highlighted (blue) Compatibility View icon button. (See screenshot below)

   **NOTE:** The webpage will now reload with Compatibility View turned off for it.

   ![Compatibility View Off](image2.png)

METHOD TWO

Through the Tools Menu

**NOTE:** This will let you turn on or off Compatibility View for the current webpage.

1. Click on the Tools **Menu Bar** item. (See screenshot below)

   ![Tools Menu](image3.png)

   **NOTE:** If Compatibility View is grayed out, then the webpage has no compatibility issues and does not need to have Compatibility View turned on for it. You can still use METHOD THREE below to turn on Compatibility View for the entire Taleo site.

2. To turn on Compatibility View for the entire Taleo site

   A) Click on **Compatibility View** from the Tools menu. (See screenshot below)

   ![Compatibility View On Site](image4.png)

   **NOTE:** If Compatibility View is grayed out, then the site does not have any compatibility issues and does not need to have Compatibility View turned on.
Compatibility View for it though if you like.

A) Go to step 3.

OR

2. Click on the Tools Command Bar button. (See screenshot below)

NOTE: If Compatibility View is grayed out, then the webpage has no compatibility issues and does not need to have Compatibility View turned on for it. You can still use METHOD THREE below to turn on Compatibility View for it though if you like.

3. To Turn On Compatibility View for the Webpage

A) Click on Compatibility View to check it. (See screenshots above)

NOTE: The webpage will now reload with Compatibility View turned on for it.

4. To Turn Off Compatibility View for the Webpage

A) Click on Compatibility View to uncheck it. (See screenshots above)
NOTE: The webpage will now reload with Compatibility View turned off for it.

METHOD THREE

Through Compatibility View Settings

NOTE: This will let you turn on or off Compatibility View for a webpage by adding or removing the webpage address from the Compatibility View list.

1. Click on the Tools Menu Bar item. (See screenshot below)

A) Go to step 3.

OR

2. Click on the Tools Command Bar button. (See screenshot below)

3. Click on Compatibility View Settings. (See screenshots above)
4. To Add a Webpage to the Compatibility View List

A) Type in the webpage address that you want to turn on Compatibility View for, and click on the Add button. (See screenshot below)

**NOTE:** The current webpage address will automatically be filled in for you. Just clear it if you want to add a different address instead.

![Compatibility View Settings](image)

B) Go to step 6.

5. To Remove a Webpage from the Compatibility View List

A) Select a listed webpage address that you want to turn off Compatibility View for, and click on the Remove button. (See screenshot below)

![Compatibility View Settings](image)

6. Click on the Close button. (See screenshots above)