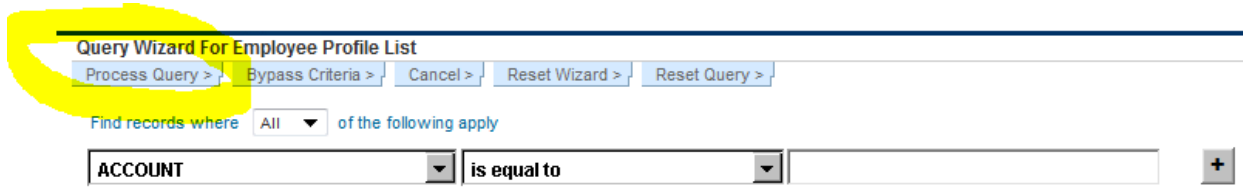
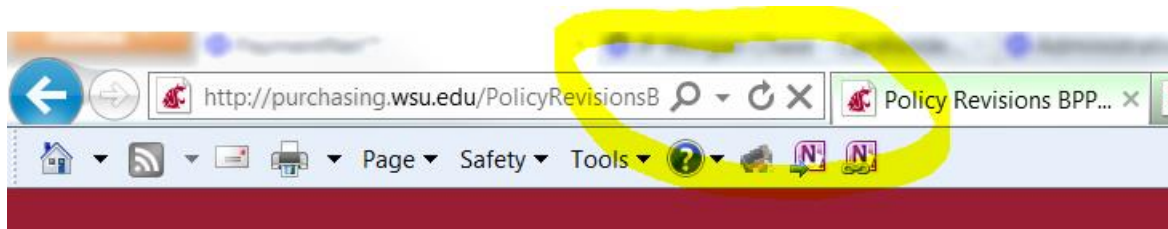


If you are trying to use the “Process Query” button in PaymentNet, and when you push it, the button goes in, but then nothing happens (i.e. the button seems to be broken or ineffective), then there is a tech issue with your PC.

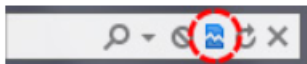
Button:



This is a Java compatibility issue with your IE internet browser. To fix this, while in Internet Explorer (Web Browser) in PaymentNet, click on the compatibility button found near the web address bar (icon looks like a piece of paper torn in half, found in area indicated below – although not visible on my picture because I have a updated version of IE).



Icon looks like this:



Once you click on it, please navigate (away from the reports page if you are currently on it) back to the reports page and try the “Process Query” button again. It should work now.

If that does not work, you will need to contact IT for help on getting IE or Java on your PC updated. Installing Firefox is also helpful as this web browser seems to run better with Java in PaymentNet. In the meantime, if you need any reports out of PaymentNet ran for you, just let the Purchasing Card Administrator know and they will be glad to help.

Jeff Senkevich

Program Specialist 2 | [Purchasing Services](#) | [Washington State University](#) | French 220

PO Box 641020 Pullman, WA 99164-1020 | Ph: (509) 335-9527 | Fax: (509) 335-7765

jeff.senkevich@wsu.edu