When trying to add items in a “Web Content” area utilizing the WYSIWYG toolbar, the user sees a blank box with no input fields to enter data. If the user tries to click on the X to exit out of the blank box, nothing happens. The user may try the following so this ‘bug’ does not occur again.

Showing below are a few screen shots that display the issue. The first shows the Web Content area.
This is the window that shows when a user clicks on an item located in the WYSIWYG toolbar. For example, if a user clicks on the icon 📷 to add a picture, the blank box seen below may appear. When the user tries to click out of the box by clicking on the X in the upper right corner of the window or clicking on the cancel button, nothing happens. The user may refresh their screen to exit out. To refresh the browser screen, hit the F5 key on your keyboard. When you do this, you will see a smaller window appear.

This is the window that shows after you hit the F5 key on your keyboard. Click on the “Retry” button.

To display the webpage again, the web browser needs to resend the information you’ve previously submitted.

If you were making a purchase, you should click Cancel to avoid a duplicate transaction. Otherwise, click Retry to display the webpage again.
WORKAROUNDS FOR THIS BUG

The user can add the site to the “Compatibility View settings” so they do not see the blank window again for trying to add content in a Web Content area. Click on the “Tools” link at the top of the browser window and navigate to the “Compatibility View settings” link and click.
The user will see the following window appear. Click on the “Add” button to the right to add the website to the section titled “Websites you’ve added to Compatibility View.” After doing so, click on the “Close” button at the bottom to exit.
After adding the website to the Compatibility View settings, the browser may try to auto refresh. If the following window appears, click on the “Retry” button to begin adding content to the Web Content area.

![Windows Internet Explorer message box](image)

To display the webpage again, the web browser needs to resend the information you've previously submitted.

If you were making a purchase, you should click Cancel to avoid a duplicate transaction. Otherwise, click Retry to display the webpage again.

**END OF INSTRUCTIONS**