eServices Portal – Solution to Compatibility Issues with Internet Explorer versions 10 or 11

A Windows Update patch was installed on our servers that apparently has caused the eService Portal to become unstable for clients using Internet Explorer 10 or Internet Explorer 11.

The solution for this issue is to run your browser in Compatibility Mode for the OSHPD eCA web site.

To enable Compatibility mode, follow these simple instructions:

1. Open Internet Explorer 10 and then press the Alt key.
2. On the Tools menu, click Compatibility View settings.

3. Do one of the following:
   - Select the Display all websites in Compatibility View option.
   - Add ca.gov to the list of websites with Compatibility View enabled.
1. In the **Add this website** box, type *ca.gov*, and then click **Add**.

   ![Compatibility View Settings](image)

4. Click **Close**.

If you are still experiencing problems, please let us know. We apologize for any inconvenience......

**OSHPD FDD eServices Support**