

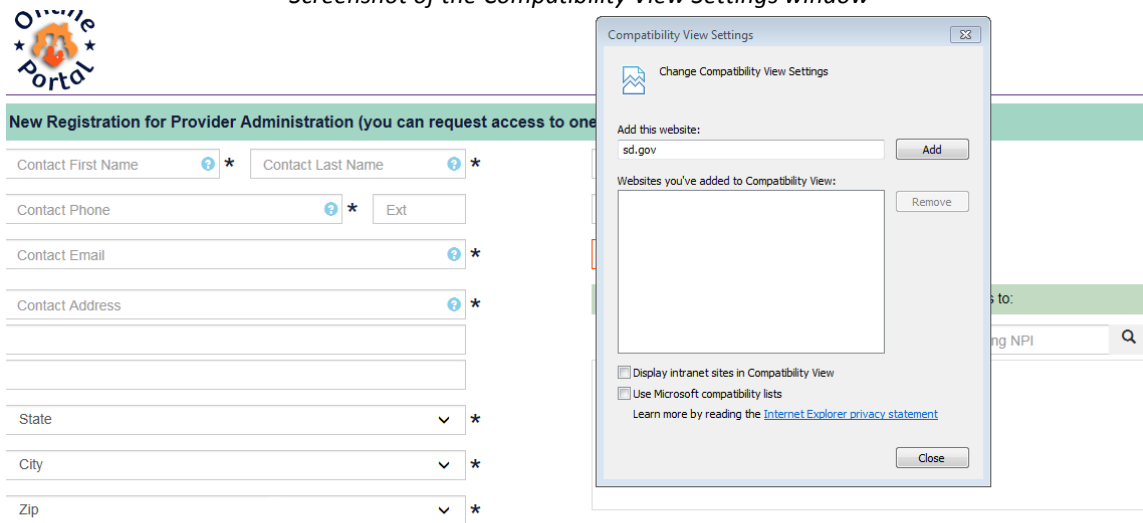
Compatibility View Settings Resolution Steps:

1. Please open your browser window
2. Click on the "Tools" menu or "Tools" icon, depending upon your browser display settings.
 - a. Below is Internet Explorer version 11 example



3. Select "Compatibility View settings"
4. Check to make sure that "sd.gov" is NOT populated in the "Websites you've added to Compatibility View:" box.
 - a. If "sd.gov" is displayed, please select it and click "Remove" button
5. Next, please make sure that the checkboxes under the "Websites you've added to Compatibility View:" box, are **unchecked**
 - a. If either option "Display intranet sites in Compatibility View" or "Use Microsoft Compatibility lists" is checked, please uncheck it
6. Click "Close" button
7. Your browser should refresh and the New Registration screen should now be displayed correctly and allow you to enter data into the form fields

Screenshot of the Compatibility View Settings window



IMPORTANT: Once you are registered within this Portal your organization will no longer receive paper remittance advices. Remittance advices will be accessible immediately upon logging in.

Screenshot of the **Corrected** New Registration screen layout



New Registration for Provider Administration (you can request access to one or more Billing NPI's)

Contact First Name *	Contact Last Name *	SDMEDX ID *
Contact Phone *	Ext	Tax Id *
Contact Email *		Billing NPI * ADD
Contact Address *	Billing NPIs that you are requesting access to:	
	Enter Billing NPI to search from requested Billing NPI	
State *		
City *		
Zip *		

IMPORTANT: Once you are registered within this Portal your organization will no longer receive paper remittance advices. Remittance advices will be accessible immediately upon logging in.

Submit **Cancel**

If the above steps do not resolve these issues, please email the following information to DSSOnlinePortal@state.sd.us:

1. A screenshot of your screen layout
 - a. Click on the browser window
 - b. Click "CTRL+ALT+PRNT SC" buttons to capture your screen
 - c. Click in email and paste (CTRL+V)
2. What browser you are using (IE, Firefox, Chrome, Safari, etc.)
3. What browser version you are using (IE 11, etc.)
 - a. Click "Help" menu on your browser window
 - b. Click "About"
 - c. The version information will be displayed