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
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