



# Compatibility Resolution

## Issue

When creating a new user account on with the City's RRIO Program, it is possible that a customer will get stuck on the Terms of Agreement page (second screen) when clicking on the checkbox to accept the terms and try to click **Continue Registration**. The webpage will not respond. This issue is called Compatibility and has an easy fix.

## Steps to fix the issue

Note: This "fix" will depend upon whether you are using Internet Explorer. Depending upon the version of Internet Explorer being used, the starting point for the solution may look different.

1. Easiest solution –look at the web address bar of the web browser which is where the address for the website is. Look to the right where you may see a magnifying glass, a padlock, then what looks like a broken piece of paper. If you have a broken piece of paper icon, click on it.
  - a. One click should resolve the issue. When you again click on Continue Registration you should get to the next screen successfully. You should not have this issue again.



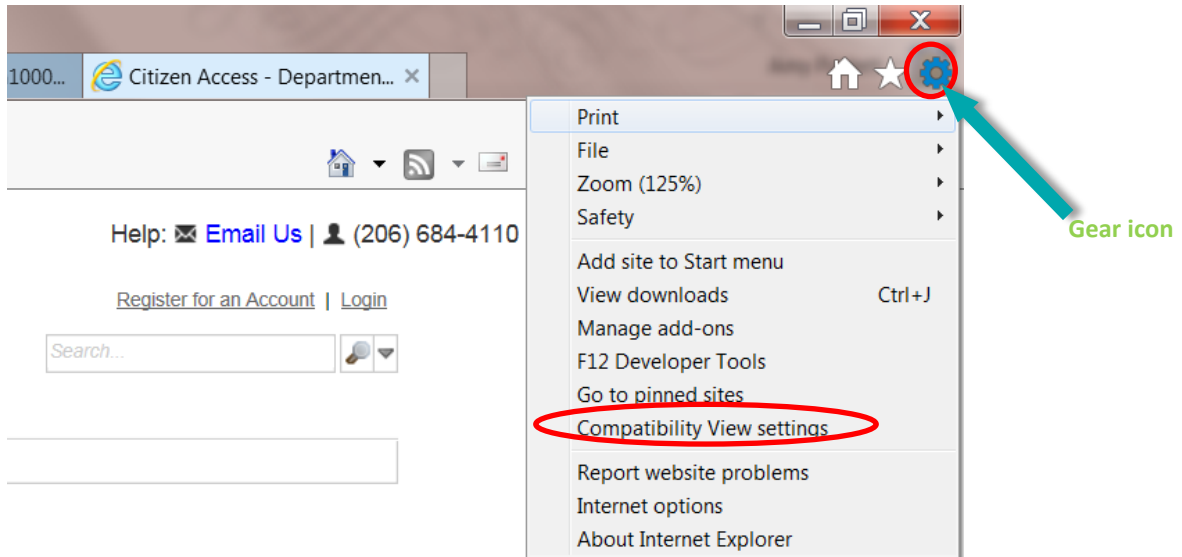
2. If you don't have the broken piece of paper –look to the far upper right corner of their screen where you will see a house, a star and then what looks like a gear. Click on the gear icon which will pull up a menu. If you have "Compatibility View Settings" in the menu, click on it and go to step 4.



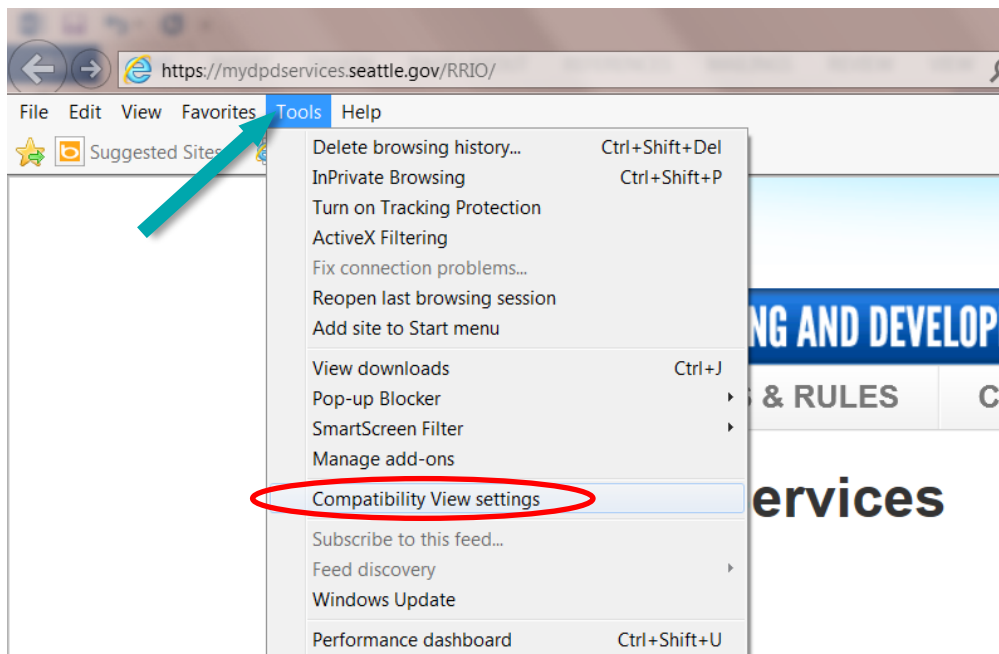
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3. If you don't have Compatibility View Settings in the menu –look for the tool bar underneath the address bar and click on Tools. Under Tools there should be a choice for Compatibility View Settings. Click on it.



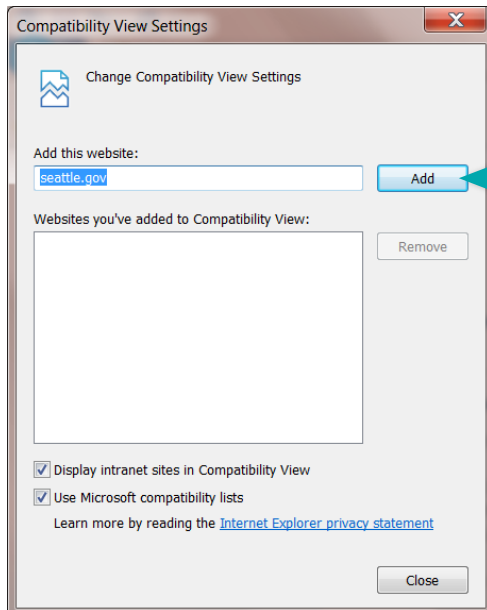
4. From step 2 or 3 a popup box will appear – It is asking you to add [www.seattle.gov](http://www.seattle.gov) as a site that is compatible with your web browser. Click on the **Add** button.

[www.seattle.gov/RRIO](http://www.seattle.gov/RRIO)

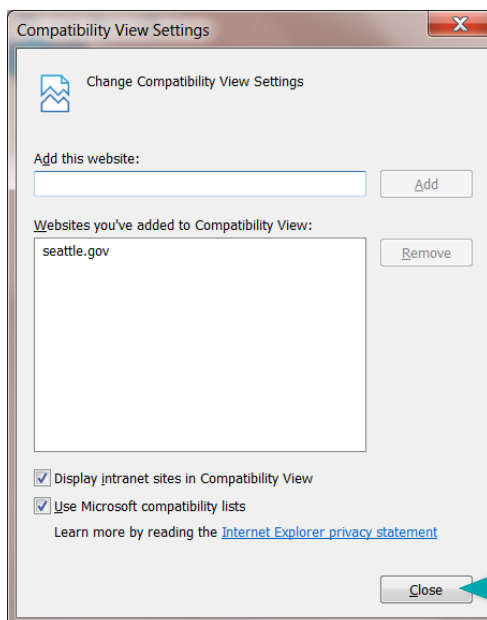


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5. Once the Add button is clicked the website will move into the box below that shows that the site is now compatible with their web browser. This means that it has been successfully added. Click the **Close** button. This will resolve the issue and should allow you to proceed to use the site.



[www.seattle.gov/RRIO](http://www.seattle.gov/RRIO)



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