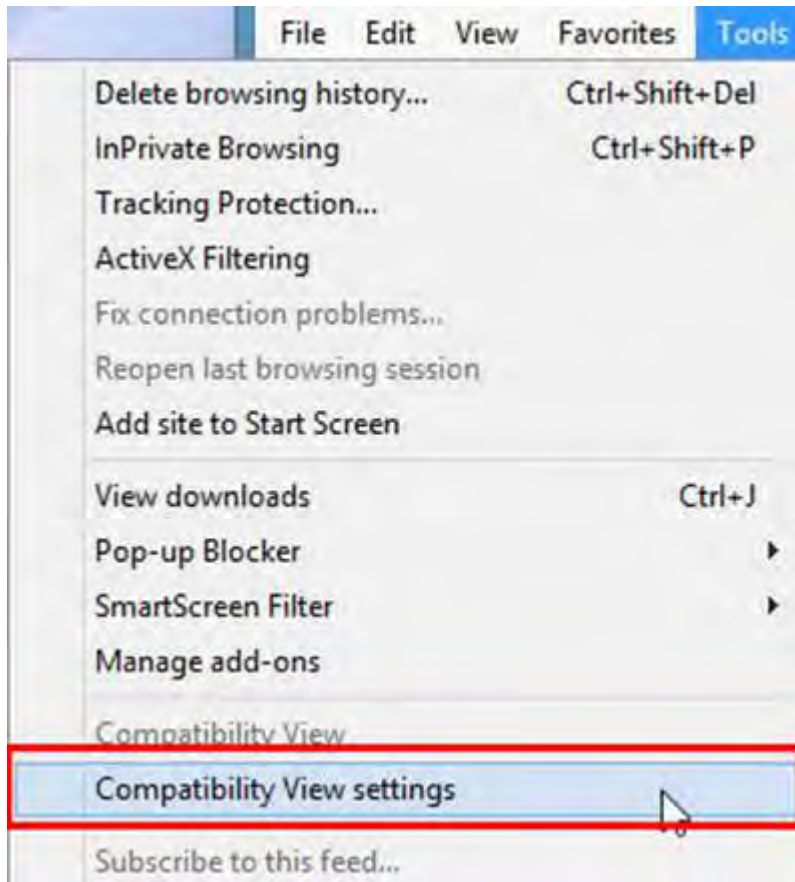# eServices Portal – Solution to Compatability Issues with Internet Explorer versions 10 or 11

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.

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

1. In the **Add this website:** box, type **ca.gov**, and then click **Add**.
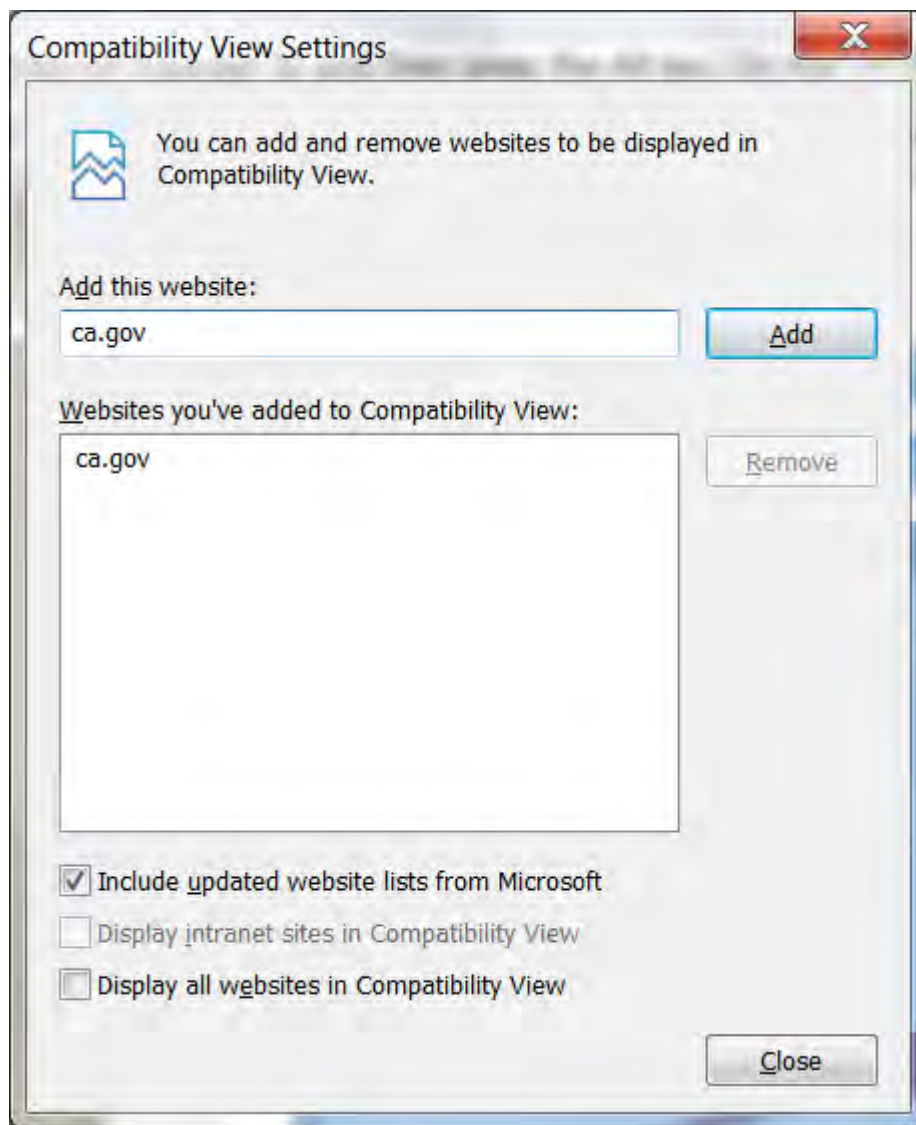


4. Click **Close**.

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

OSHPD FDD eServices Support