Online Permitting Trusted Sites – Internet Explorer Browser Settings

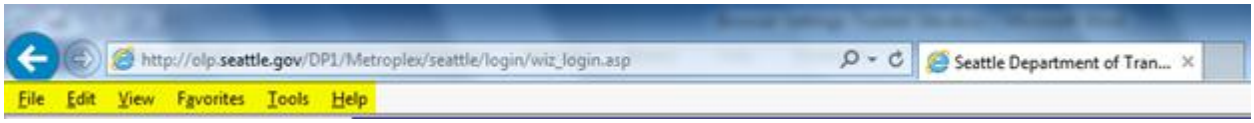
If you are experiencing problems with Permit Services Online using Internet Explorer, you may need to change your browser settings. To do that, try the following steps, which link to more detail below:

- Add seattle.gov as a trusted site, and/or
- Add seattle.gov to compatibility view
  - Internet Explorer version 10
  - Internet Explorer version 11
- Use Internet Explorer in the Windows 8 UI vs Desktop

If you are experiencing other difficulties, you may benefit from guidance on our Permit Services Online help pages.

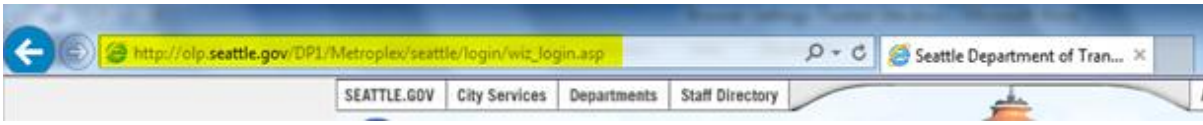
Add Seattle.gov as a Trusted Site

1. Launch Internet Explorer.
2. Press the ALT key to display the Internet Explorer menu.*



*If you do not see the website address displayed, the browser may be in full screen mode.

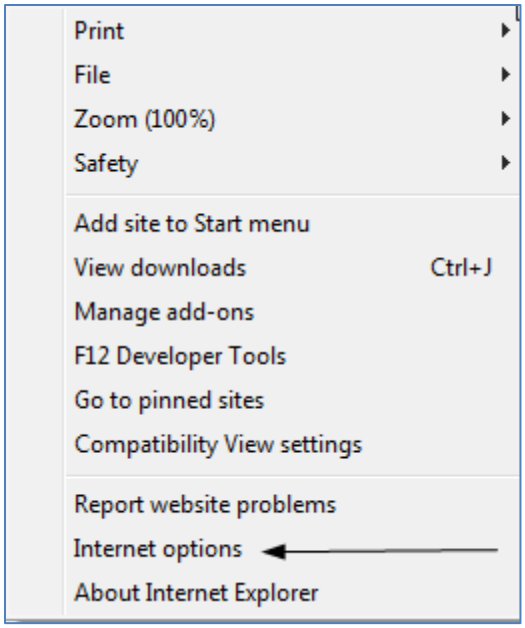
- Press F11 to exit full screen mode. The website address will display.



- Press the ALT key. The Internet Explorer menu will display.

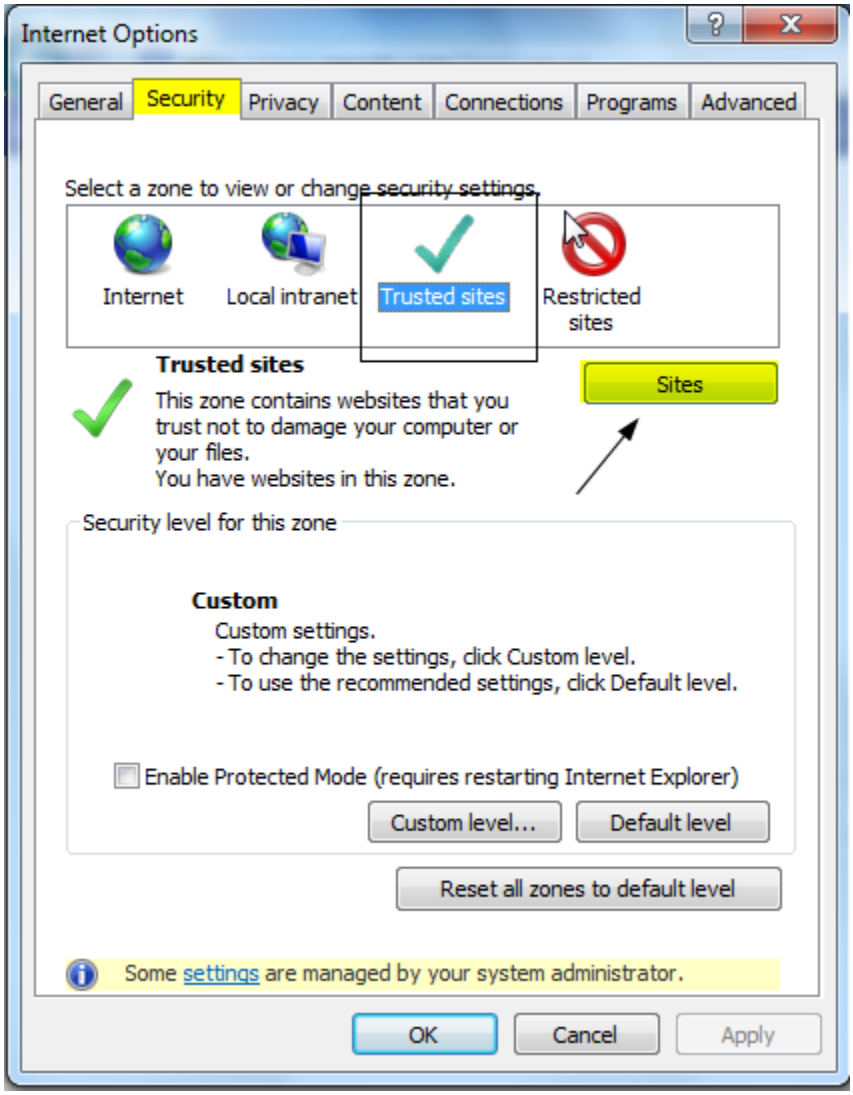
3. Select **Tools**.
4. Select **Internet Options**.

Online Permitting Trusted Sites - Browser Settings



5. Select the **Security** tab and click **Trusted Sites**.
6. Click the **Sites** button.

Online Permitting Trusted Sites - Browser Settings



7. Uncheck the **Require server verification (https:) for all sites in this zone** box.
8. In the **Add this website to the zone:** box, enter ‘‘*.seattle.gov ‘.

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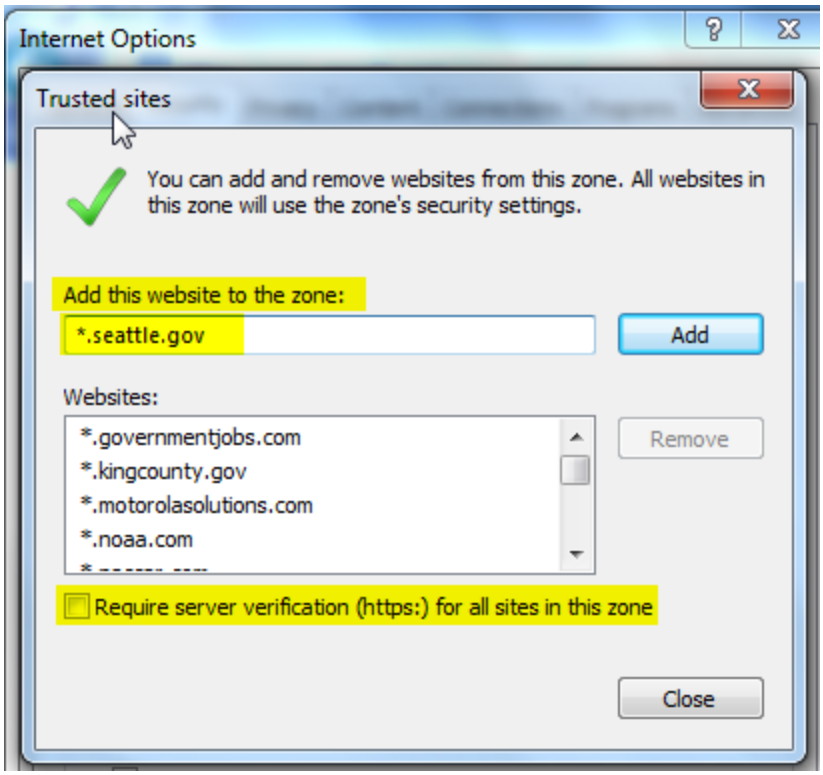
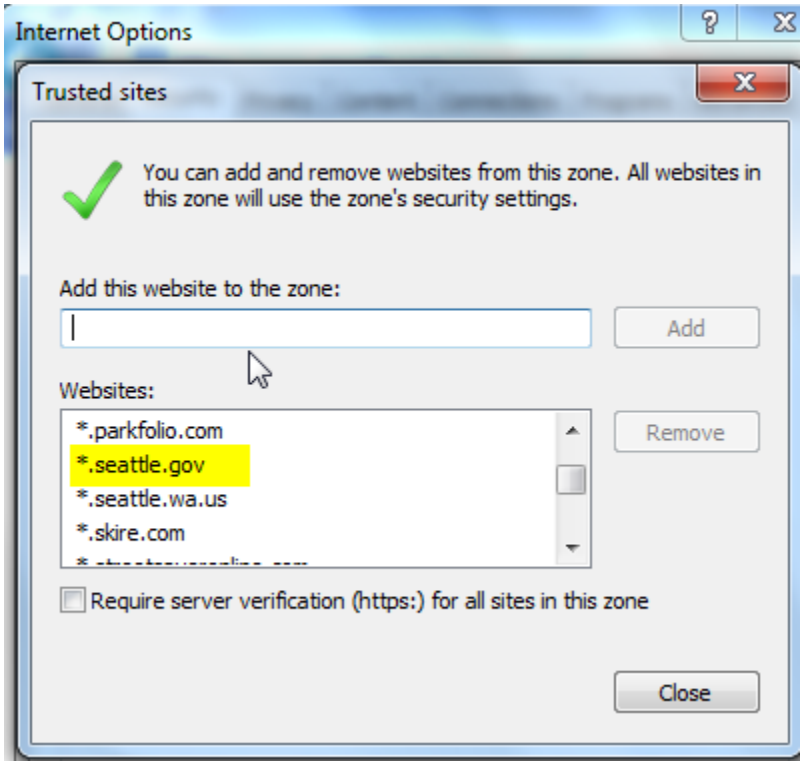


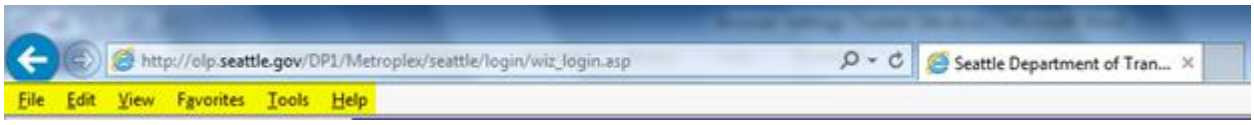
9. Click the **Add** button. *.seattle.gov is added to your list of trusted websites.



10. Click **Close.**
11. Click **OK.**

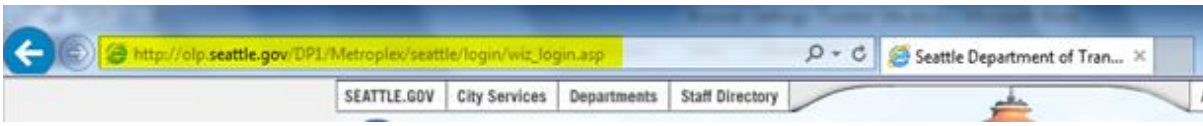
Add Seattle.gov to Compatibility View – IE10

1. Launch Internet Explorer.
2. Press the ALT key to display the Internet Explorer menu.*



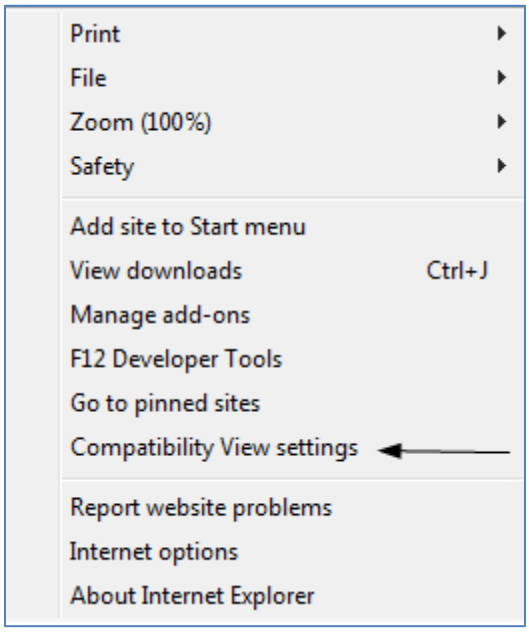
*If you do not see the website address displayed, the browser may be in full screen mode.

- Press F11 to exit full screen mode. The website address will display.



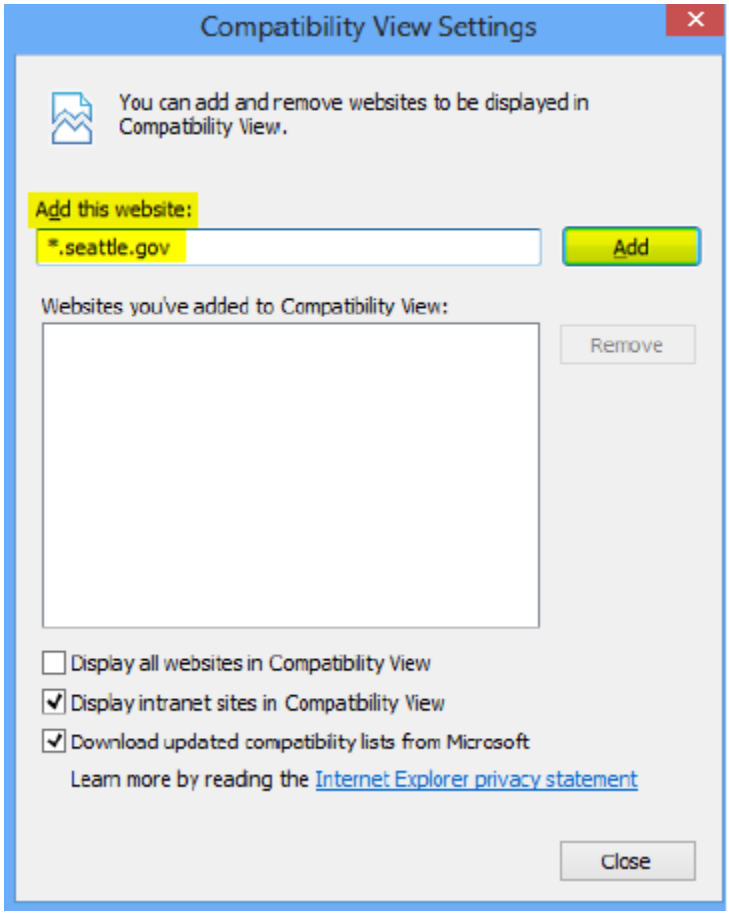
- Press the ALT key. The Internet Explorer menu will display.

3. Select **Tools**.
4. Select **Compatibility View Settings**.

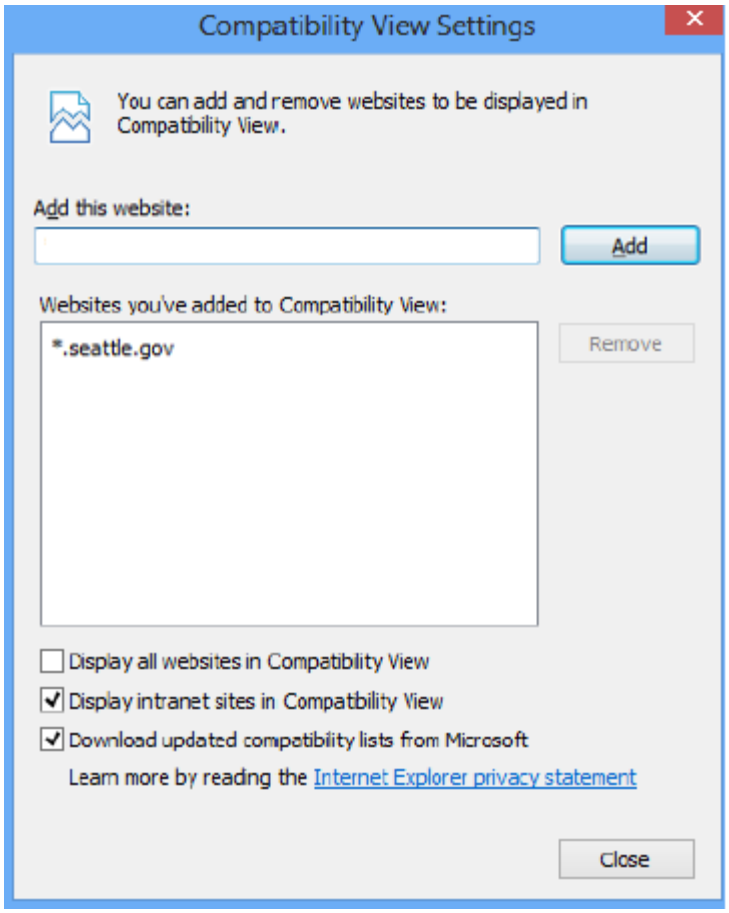


5. In the **Add this website:** box, enter ‘‘*.seattle.gov ‘.

Online Permitting Trusted Sites - Browser Settings



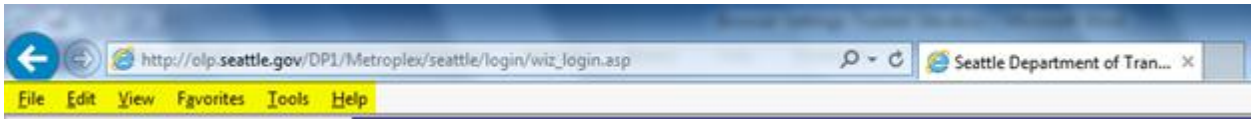
6. Click the **Add** button**.**



7. Click **Close.**
8. Click **OK.**

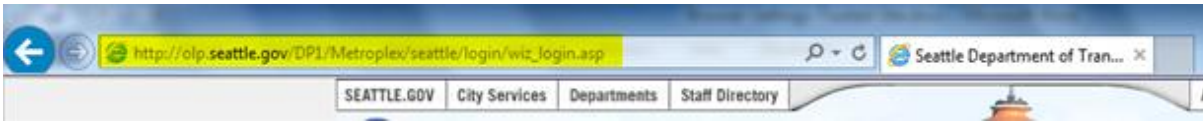
Add Seattle.gov to Compatibility View – IE11

1. Launch Internet Explorer.
2. Press the ALT key to display the Internet Explorer menu.*



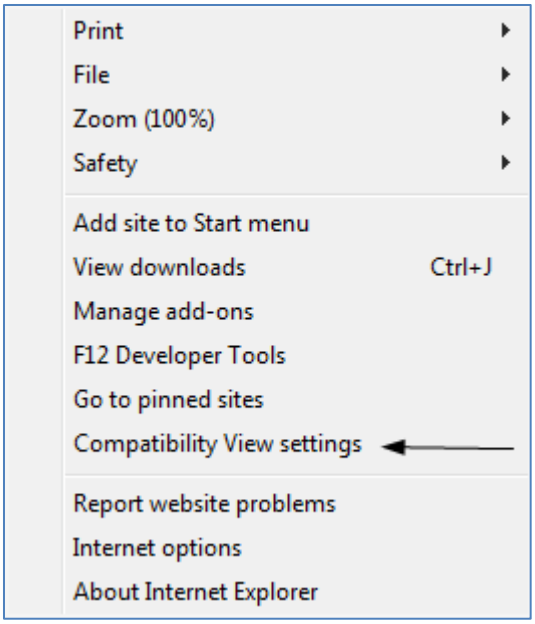
*If you do not see the website address displayed, the browser may be in full screen mode.

- Press F11 to exit full screen mode. The website address will display.

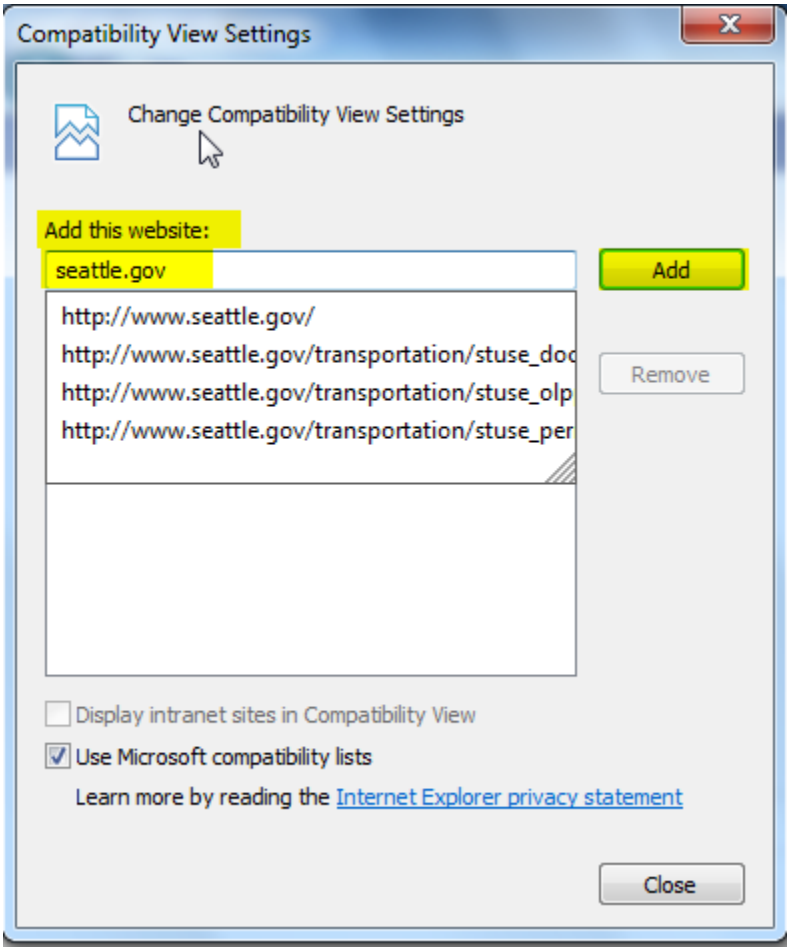


- Press the ALT key. The Internet Explorer menu will display.

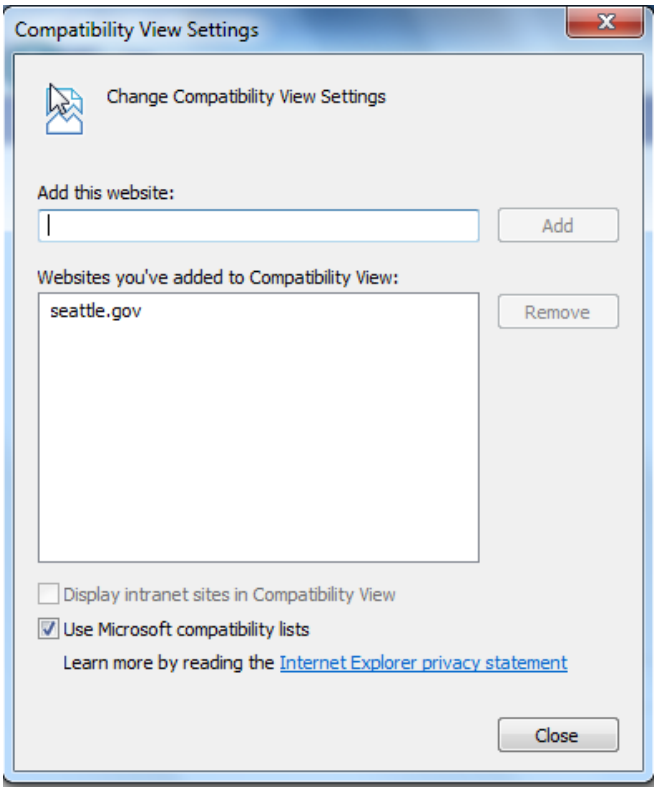
3. Select **Tools**.
4. Select **Compatibility View Settings**.



5. In the **Add this website:** box, enter 'seattle.gov '.

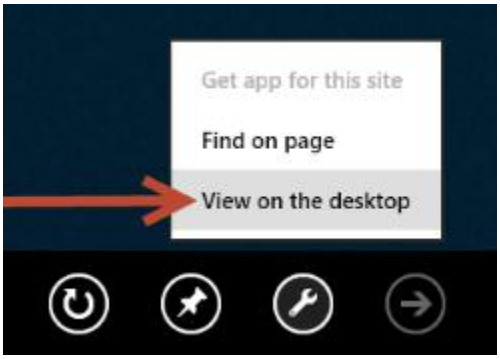


6. Click the **Add** button.



7. Click **Close**.

Use Internet Explorer in the Windows 8 UI vs Desktop

1. Swipe from below to view menu in Win8 IE
2. Select tool icon

3. Select View on the desktop