

## Steps for EHR Certification Validation Problem Using Internet Explorer 11

1. Press the Alt key to display the menu bar.
2. Click the Tools menu and choose Compatibility View Settings.
3. From the list of "Websites you've added to Compatibility View", highlight ca.gov.
4. Click Remove.
5. Refresh the page. The SLR should now be able to validate the CMS Certification number you have entered.

If these steps are unsuccessful, please contact the SLR Help Desk at (866) 879-0109. Thank you for your patience as we continue to work on a permanent solution to this problem.