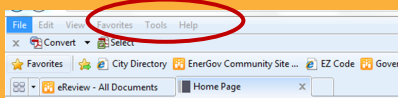


## Step 1

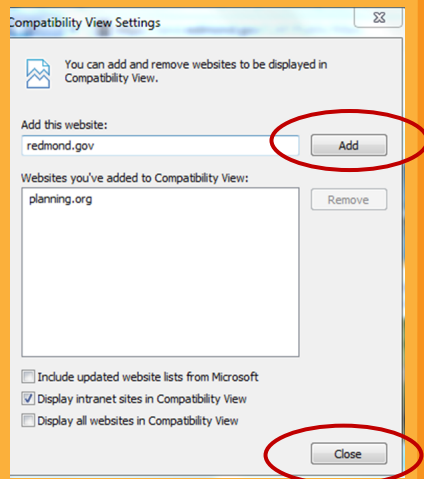
Click "Alt"

## Step 2



## Step 3

Add Redmond.gov



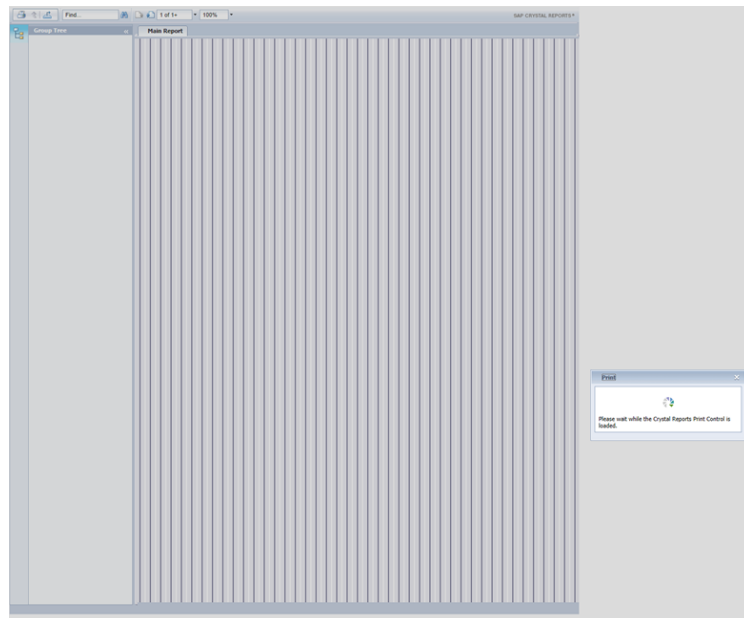
## Step 4

Close browser and re-open it. Click the printer icon.

## How to Modify Setting to be Compatible with Internet Explorer 10?

### E-Track Portal Screen Not Loading Properly?

If you are trying to print a permit or invoice from the E-Track Portal and the screen appears as shown, Internet Explorer 10 is not compatible. Please complete the following steps outlined below:



### Changing Compatibility Setting

**Step 1:** Click "Alt" for your Menu bar to appear in the upper left hand corner.

**Step 2:** Click on "Tools" and select "Compatibility View Settings". The Compatibility View Settings pop-up window will appear.

**Step 3:** Add "Redmond.gov" under "Add this website:" by clicking "Add", then Close.

**Step 4:** Close the E-Track Portal browser and re-open it. Log back into the E-Track Portal and go to the Permit or Invoice you wish to print. Click the Printer icon button and the Permit or Invoice should appear, you are now able to export to a PDF or print. Make sure you have Crystal Report Drivers installed on your computer.