Docupace Compatibility View Issue

This guide corrects a compatibility view issue with Docupace for <u>Internet Explorer users only</u>. If you click on the retrieve tab in Docupace and everything is missing and requires you to scroll to find SSN/TIN, Last Name, First Name or Household, the following steps will correct your issue:

1. Select settings (icon in the upper right hand corner) in Internet Explorer and then select 'Compatibility View settings':



2. A pop out window should appear on your screen and you will need to add the web address of *paperout.com to the list:

Compatibility View Settings	×
Change Compatibility View Settings	
Add this website:	
	Add
Websites you've added to Compatibility View:	
*paperout.com	Remove
Solution Display intranet sites in Compatibility View	
Use Microsoft compatibility lists	
Learn more by reading the Internet Explorer privacy statement	
	Close

 Your retrieve tab should be back to its normal view. If this does not work, please contact Nick Olendorf at <u>nicko@investment-planners.com</u>. Thank you.