
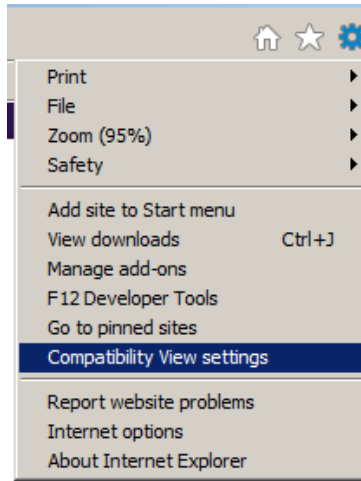


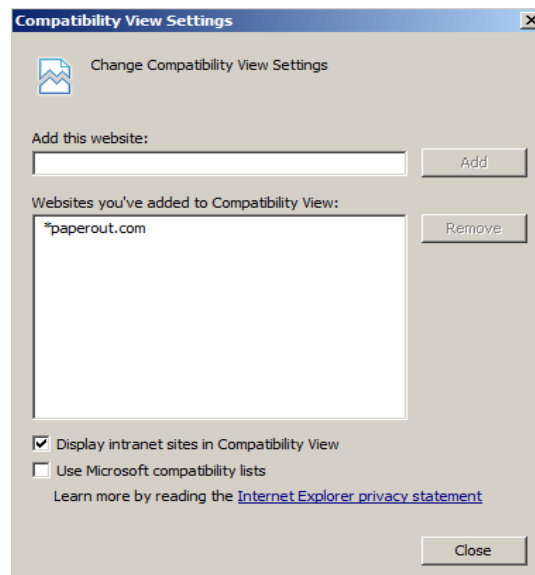
Docupace Compatibility View Issue

This guide corrects a compatibility view issue with Docupace for **Internet Explorer users only**. 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:



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