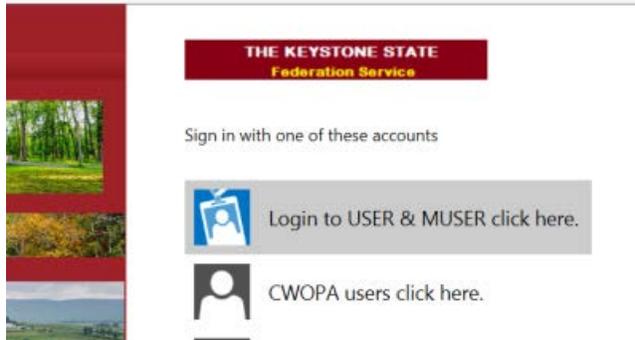


Sorry you are having an issue with a PennDOT application. Please review the following checklist with common problems and solutions. If the following does not resolve your problem, please contact us and we will escalate your dilemma to our SharePoint support staff.

- ✓ The following steps will help you log in to the PennDOT SharePoint server. Select "Login to USER & MUSER click here."



Prefix your SharePoint username with user\



- ✓ If you are getting an error when you try to "Save" your application, it may be because you have copied information from a document to your SharePoint application form. Special hidden format characters may exist in the data that you tried to copy and paste. To resolve this issue, copy the information to a text editor such as "Notepad" and then copy/paste to your application.
- ✓ If you are getting an error message "Object doesn't support property or method 'addEventListener'" this is a Microsoft IE 11 bug. To fix this issue, please follow the steps as outlined [here](#).
- ✓ On a rare occasion traffic on the internet is very heavy, for example "Cyber Monday". Because of this slow down when you load a SharePoint page it may look like the example below. Normally restarting your computer will fix the issue.

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