

Preventing Technical Issues in the Prequalification Module

Use of Browser – The Prequalification Module is designed for the most recent versions of Internet Explorer. If you are having difficulties with the online application, switch to Internet Explorer.

Compatibility View — Make sure you are utilizing the Compatibility View in Internet Explorer. To check these compatibility settings in the IE browser, go to Tools/View Compatibility Settings and enter the URL you are accessing. (Figure 1). You may also look for the Compatibility Icon next to the URL bar on your IE browser. (Figure 2). Clicking the icon while the App is open, add it to the website to the Compatibility View Settings.

Figure 1

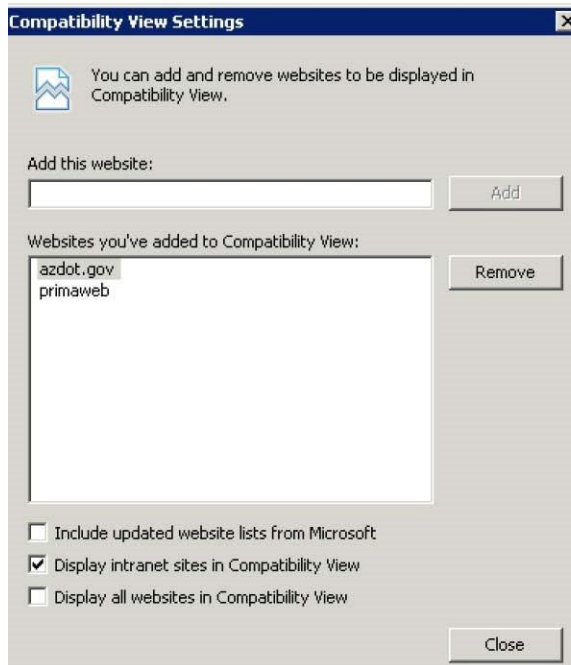
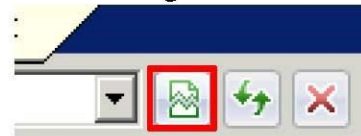


Figure 2



Issues attaching documents – make sure your files don't have symbols in the document name. This includes dashes (-) and underscores (_). Files should be converted to .pdf before loading into the online Prequalification application.

Issues with links – (Applies to Mobile Pass holders only) -If links in the site aren't working (such as the instruction manual tab), be sure you entered eCMS through the proper link:

<https://remote.azdot.gov>