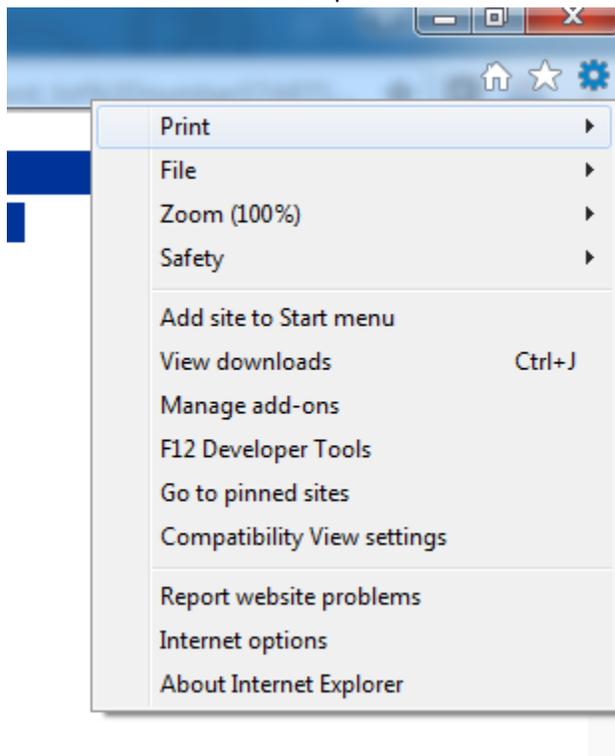


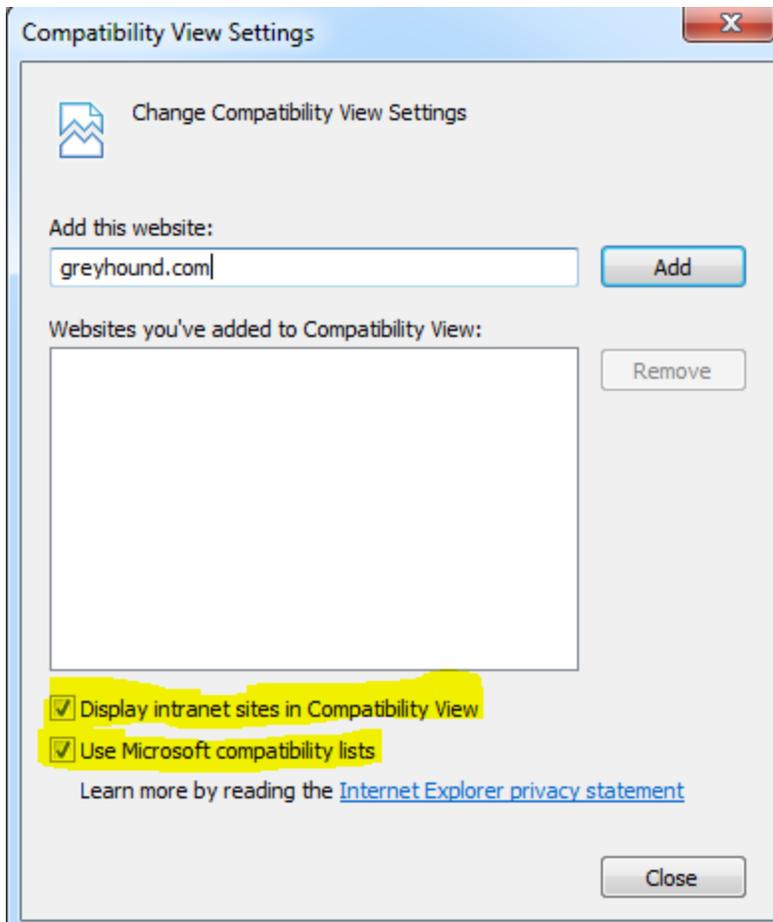
Driver Screens - Online Bidding not working – page looks weird, freezes up, does not submit, etc.

Note: Ensure caller is using Internet Explorer.

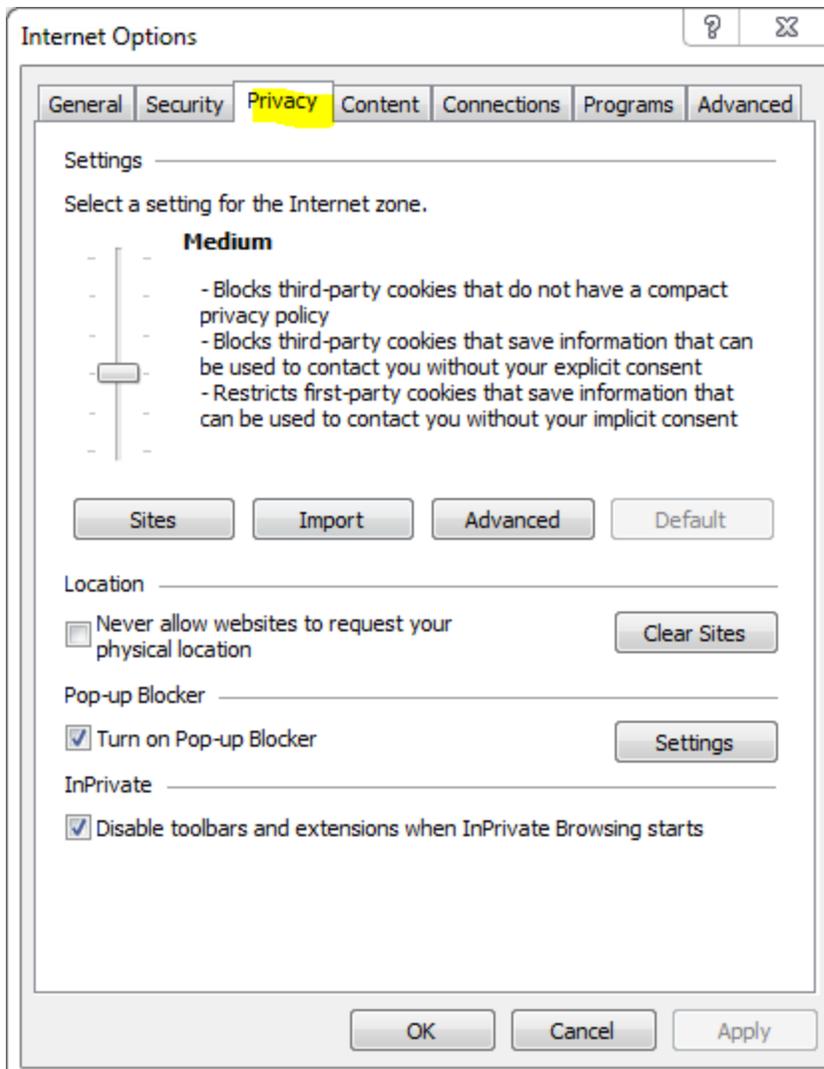
1. Open Internet Explorer
2. Go to <http://driverscreens.greyhound.com>
3. Click on Tools in Internet Explorer.



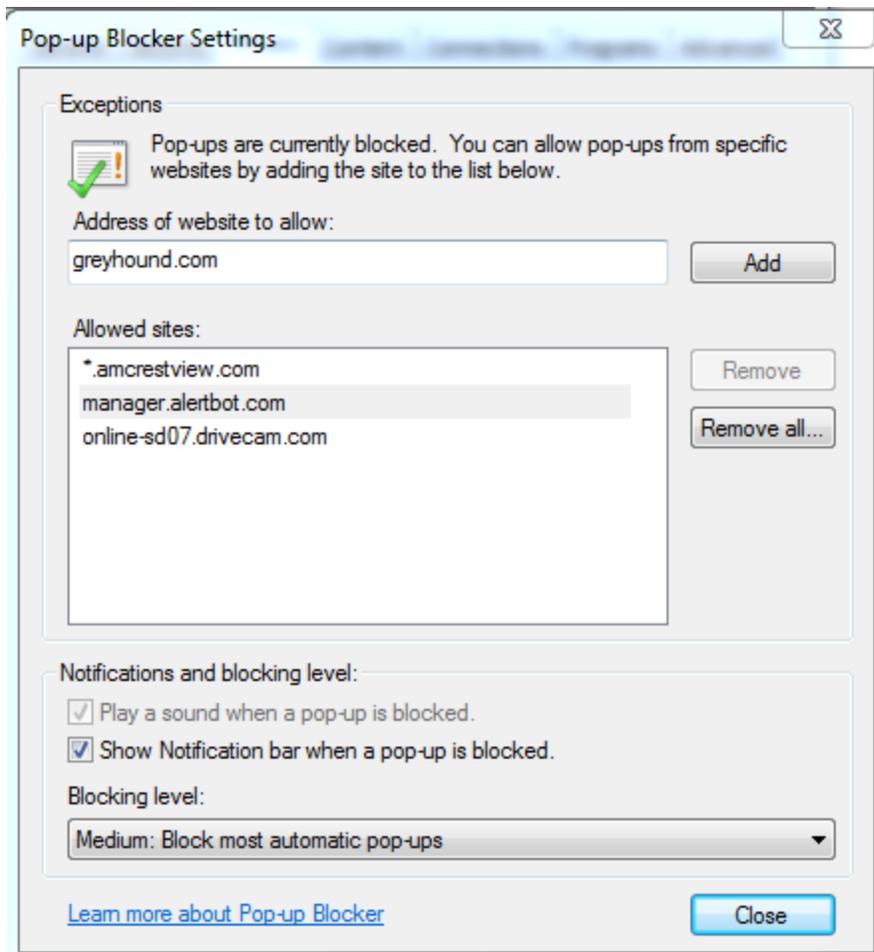
4. Select Compatibility View settings
5. “greyhound.com” will be auto filled in Add this website (if not add it)



6. Then click Add
7. Ensure highlighted checkboxes are clicked and then click **Close**
8. Go back to **Tools** and Select **Internet Options**
9. Go to the **Privacy** tab



10. Under the **Pop-up Blocker** section, click on the **Settings** button
11. Type in **greyhound.com** and then click **Add**



12. Now click the Close button
13. Finally, click the OK button for the Internet Options window
14. Done!

Have the driver re-submit their bid.