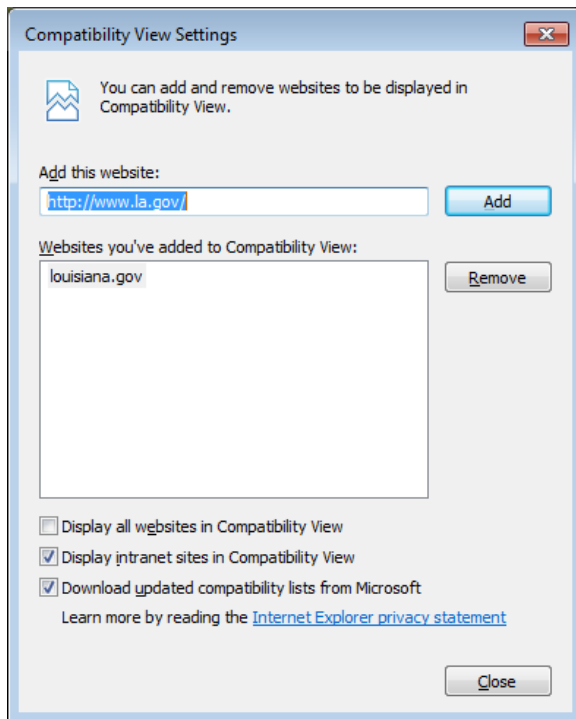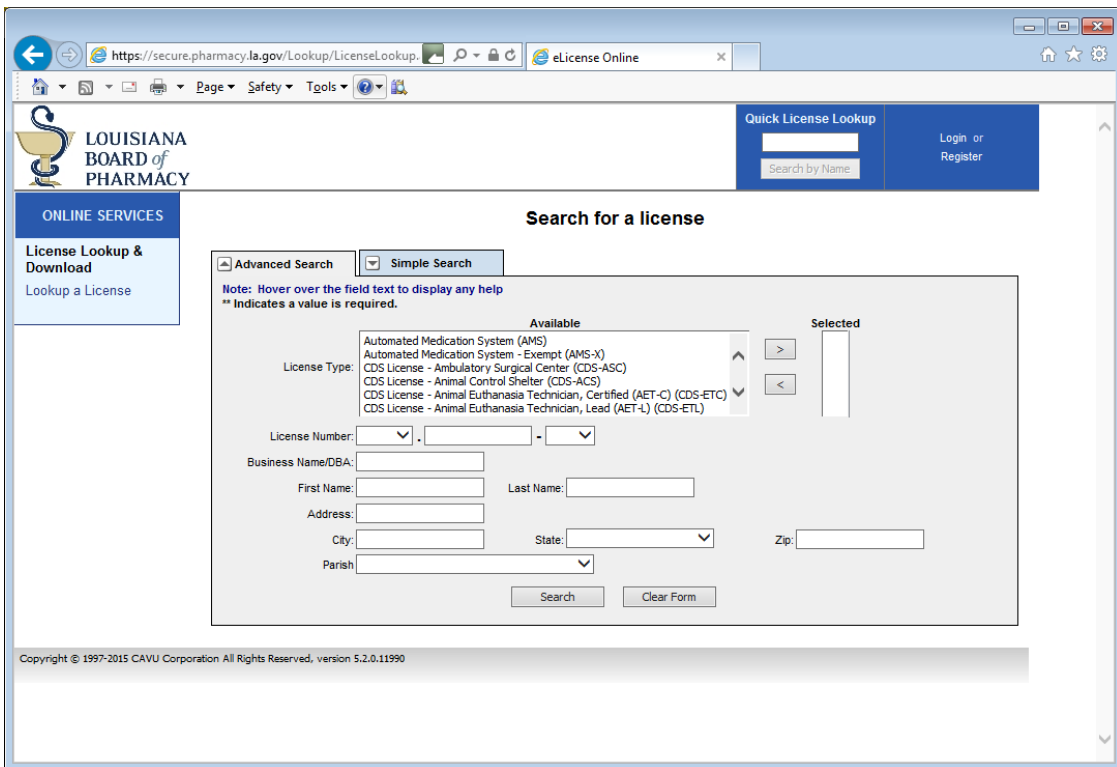In Internet Explorer, select **Tools**, then **Compatibility View settings**

- In the "Add this website:" box, enter www.la.gov and then select the "Add" button

- Close the pop-up window

- Login and start or restart your online renewal

If the problem still exists, install one of the following web browsers:
- Google Chrome   (https://www.google.com/chrome)
- Mozilla Firefox   (https://www.mozilla.org/en-US/firefox/new)