

Frequently Asked Questions

1. Why when opening the site with IE, the layout of the elements is scrambled?

Answer: It is possible when opening the site in IE, the Compatibility Mode to be turned on. In this mode, the application does not load in its regular view. It is necessary to turn off Compatibility View mode of the browser-a (the button for that operation is in the address bar, to the left of the button to reload the page) to be able to work easily with application.

2. Why the signing application is not loaded when browsing the site with Chrome 42 or later version?

Answer: To start the signing application in the versions of Chrome listed above is necessary to activate the module NPAPI. Instructions and description of the steps for this action can be found at the following address:

<https://java.com/en/download/faq/chrome.xml#npapichrome>