

W2 Compatibility Issues

Some users may experience issues when trying to view their W2 statements. If you receive the following error,

Error when viewing W2

```
<HTML><HEAD><TITLE>Document Self-Service</TITLE>
<style>
BODY { font-family: Tahoma; font-size: 10pt; margin-left: 0; margin-right:
TD { font-family: Tahoma; font-size: 10pt; }
.TD1 { padding-left: 15px; padding-top: 10px; }
.TABLE1 { border-style: solid; border-width: 1px; border-color: #999999; WC
</style>
<script type="text/javascript">
function setfocus() {
document.getElementById('dssU').focus();
```

turning your Compatibility View Settings to “on” should resolve it.

How to turn your Compatibility View “On”

How to turn your Compatibility View “on,” depends on the Internet Explorer version installed on your computer. On certain Internet Explorer versions, you must:

1. Open Internet Explorer
2. Click on Tools
3. Click on Compatibility View Settings
4. Click on the box labeled "Display all Websites in Compatibility View"
5. Click the “Close” box
6. Once you complete the above steps, you may login into YES and view your W2 statements.

If the “Compatibility View Settings” is not available when you open Tools in Internet Explorer, you should see the Compatibility View icon in you address bar.

Compatibility View Icon



1. If the icon is gray in color, click on the icon and it will change to blue. This turns the Compatibility View Settings “on.”
2. Once you complete the above step, you may login into YES and view your W2 statements.