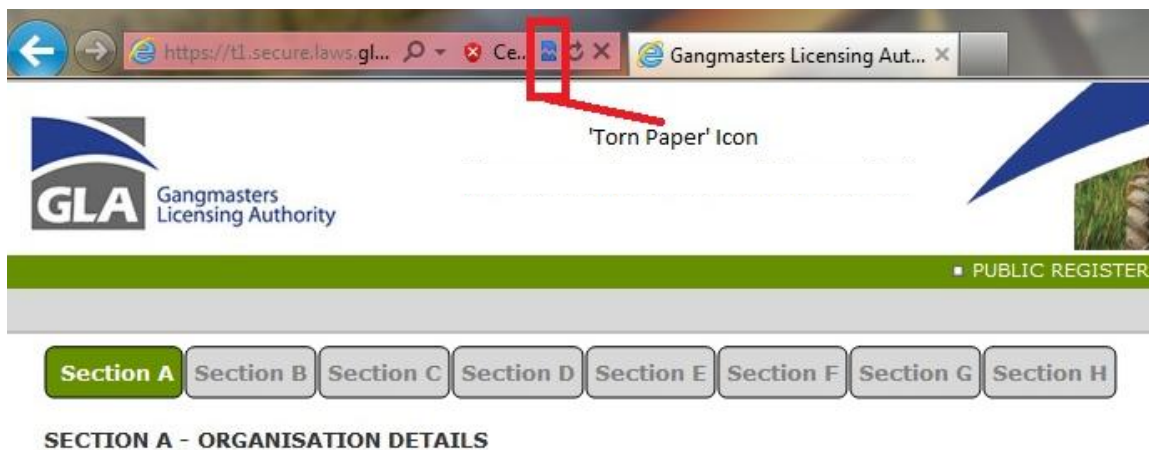


## Solving the 'blank screen' issue

If you experience a blank screen when applying for a licence, registering for an active check or viewing the public register, please follow this guidance to restore your access to the GLA system.

Click on the 'torn paper' icon on the top right of your screen, as highlighted in the screenshot below:



The icon will change colour from white to blue and the previous screen should return.

This problem usually occurs when a newer web browser is incompatible with a website designed for older web browsers. Clicking on compatibility view corrects the issue so you should be able to continue without further problems.