Ministry of Defence

Defence Business Services
National Security Vetting

Internet Explorer Compatibility View Settings

Some users may find that the form will not load or that they are presented with an error message "Form does not begin with %PDF" when attempting to open the form. This is due to the compatibility of the form and the web browser version you are using. To run the NSV ePortal in compatibility view mode please follow the steps below.

- ƒ Open Internet Explorer

- ƒ Click on 'Tools' underneath the address bar (depending on the version of Internet Explorer being used, the tools menu may be accessible by clicking the icon of a cog/wheel on the right hand side).

- ƒ Select 'Compatibility View Settings'

- ƒ Where it says "Add this website:", please enter www.nsv.mod.uk and click add, then close

- ƒ Once you have followed these steps, you can then navigate to the NSV portal by copy and pasting the URL into the address bar within Internet Explorer.

Please note: The form should be opened using the 'CTC', 'SC' or 'DV' in progress hyperlink

For a step by step guide which is tailored to the version of Internet Explorer you are currently using, please click on the link below and select your version number from the drop down on the right hand side.

http://windows.microsoft.com/en-gb/internet-explorer/use-compatibility-view#ie=ie-8

Additional Guidance Notes:

Please note that if you are experiencing problems saving, submitting or selecting tabs, there could be an issue with your network or other settings on the laptop or desktop you are using, which may be indirectly conflicting with the eForm. This can be resolved by using another laptop or desktop or accessing the form on an unrestricted network, ideally a PC connected to your internet at home.