

Follow the below directions to install a Google Chrome Extension to address Silverlight browser incompatibility issues related to viewing, uploading or downloading documents in DOB NOW: *Inspections*.

### Step 1. Latest Version of Google Chrome

The latest version of Google Chrome is required to use DOB NOW: *Inspections* with the IE Tab Extension.

### Step 2. Microsoft Silverlight

Although Silverlight is no longer supported by Microsoft, Silverlight is still required to be installed on your PC. To confirm if Silverlight is installed, use the desktop **search** function (the image below is on a Windows 10 computer) and search for **Silverlight**. If the application is available this means Silverlight is installed on your PC and you can move on to **Step 3**.



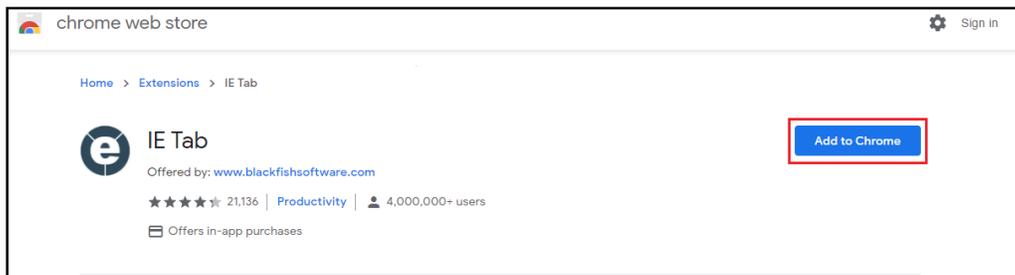
Microsoft no longer has Silverlight available for download. If Silverlight is not installed on your PC, you can search the internet for Silverlight and follow the instructions to download the version compatible with your computer and OS.

### Step 3. Install IE Tab Extension for Chrome

Open the below link in Google Chrome to install the IE Tab Extension:

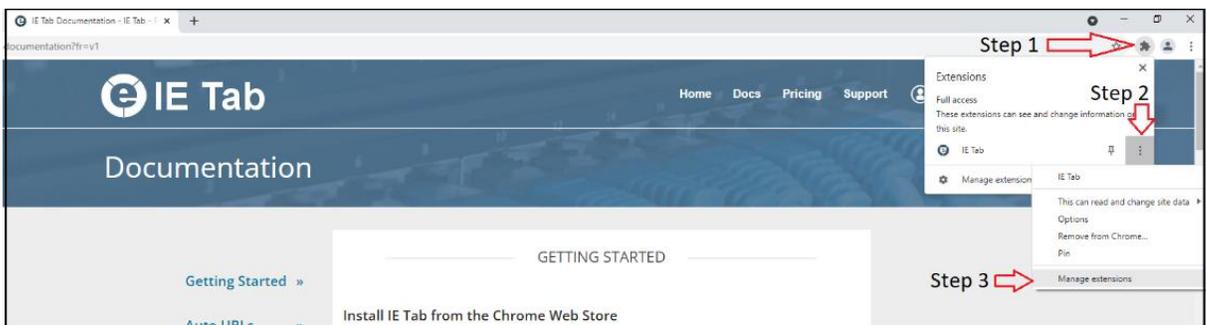
<https://chrome.google.com/webstore/detail/ie-tab/hehijbfgiekmjfkfjpbkbammjbdenadd?hl=en-US>

Click on **Add to Chrome**.

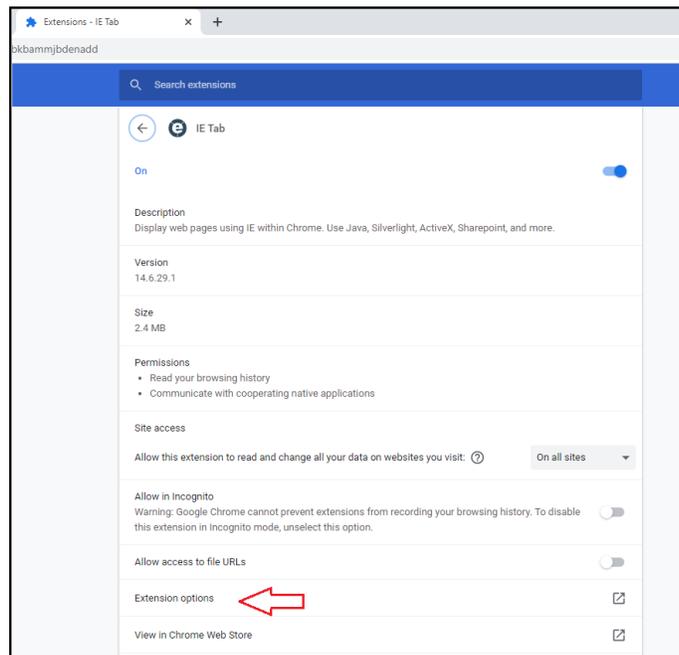


### Step 3B. Configuring IE Tab Extension

Once downloaded and added, click on the **Extensions** symbol next to the URL. Click the **three dots** next to IE tab and then select **Manage extensions**.

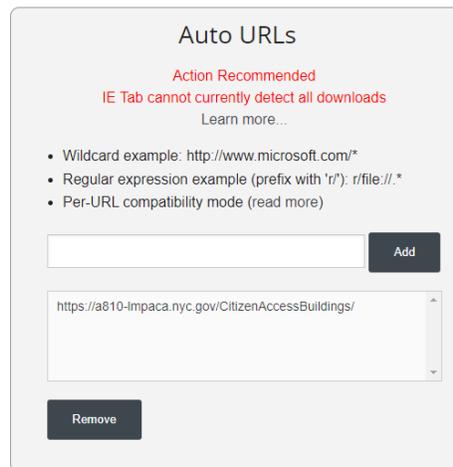


Select **Extension options**.



Scroll down to the **Auto URLs** section and **Add** the URL for DOB NOW: *Inspections*:

**<https://a810-impaca.nyc.gov/CitizenAccessBuildings/>**



Once the above steps are completed, the DOB NOW: *Inspections* portal will automatically open in Chrome with the IE Tab.

