



# OHIO DEPARTMENT OF TRANSPORTATION

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[www.dot.state.oh.us/permits](http://www.dot.state.oh.us/permits)

## PERMIT REQUEST DOES NOT SUBMIT

Users may experience a situation where the permit request does not submit from the "Payment Page". A related event may occur when trying to pay by credit card and the field is not present.

If you experience these symptoms, look at the top of the page and click the "Internet backward arrow" once. The screen will jump back to a windows prompt message box talking about "secure" and "non-secure" fields. You are the reply NO to this message box. Then the Payment Page will work properly.

These two events are caused by Internet Explorer ver 8. (If you do not have this version, you will not see these symptoms). You will always reply to the message box with a "no".