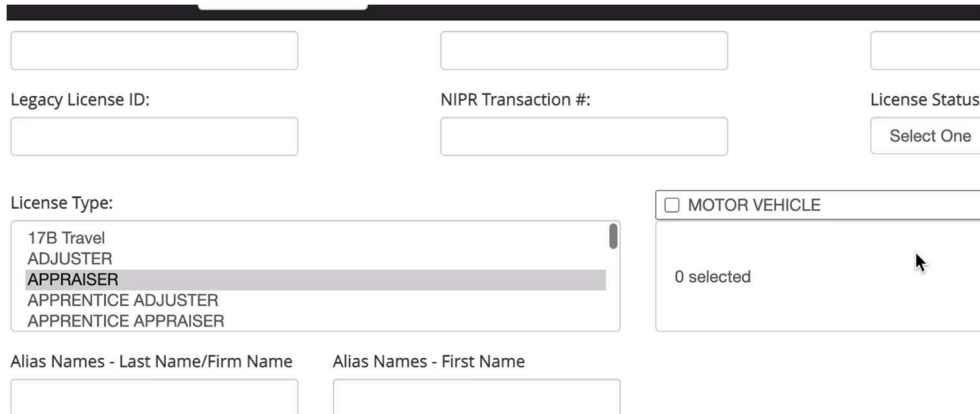


### **Before:**

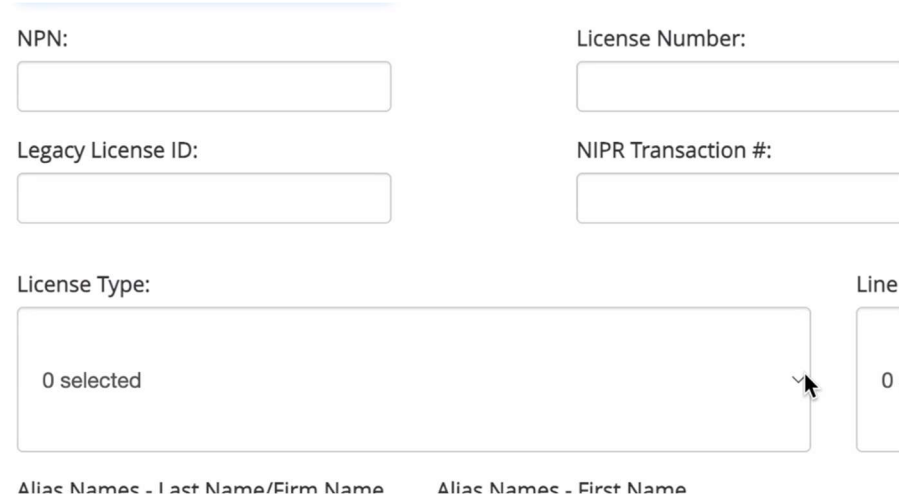
This is how the dropdowns will appear in Internet Explorer and older versions of Chrome. This is what users are accustomed to.



This screenshot shows a web form with several input fields and dropdown menus. At the top, there are three empty text boxes. Below them are labels for 'Legacy License ID:', 'NIPR Transaction #:', and 'License Status:'. The 'Legacy License ID:' and 'NIPR Transaction #' fields are empty text boxes, while the 'License Status:' field is a dropdown menu with 'Select One' visible. Below these are two more dropdown menus. The first is labeled 'License Type:' and has a list of options: '17B Travel', 'ADJUSTER', 'APPRAISER' (which is highlighted), 'APPRENTICE ADJUSTER', and 'APPRENTICE APPRAISER'. The second dropdown menu is labeled 'MOTOR VEHICLE' and shows '0 selected'. At the bottom, there are two text boxes labeled 'Alias Names - Last Name/Firm Name' and 'Alias Names - First Name'.

### **After:**

Chrome adjusted the way these types of selection options display to make Mobile and Desktop more consistent. Users may think the options are not available.




This screenshot shows the same web form as the 'Before' image, but with modern selection options. The 'Legacy License ID:' and 'NIPR Transaction #' fields are empty text boxes. The 'License Type:' dropdown menu is now a large box with '0 selected' and a small arrow icon. The 'MOTOR VEHICLE' dropdown menu is also a large box with '0 selected' and a small arrow icon. The 'Alias Names - Last Name/Firm Name' and 'Alias Names - First Name' fields are empty text boxes.

### **Workaround:**

To work around, users have several options:

1. Use Edge, Firefox, or an older version of Chrome.

2. Alternatively, the functionality will work in Chrome by clicking on the Down arrow on the right side of the selection box and checking the options that they desire.

<ul style="list-style-type: none"><li><input type="checkbox"/> 17B Travel</li><li><input type="checkbox"/> ADJUSTER</li><li><input type="checkbox"/> APPRAISER</li><li><input type="checkbox"/> APPRENTICE ADJUSTER</li><li><input type="checkbox"/> APPRENTICE APPRAISER</li><li><input type="checkbox"/> Bail Producer</li><li><input type="checkbox"/> CAT Adjuster 2011: For Catastrophic Emergency Only, Valid For 60 Days From Issue Date</li><li><input type="checkbox"/> CAT Adjuster: For Catastrophic Emergency Only, Valid For 60 Days From Issue Date</li><li><input type="checkbox"/> Car Rental</li><li><input type="checkbox"/> Catastrophic Adjuster</li><li><input type="checkbox"/> Discount Medical Plan Organization</li><li><input type="checkbox"/> Emergency Catastrophic Adjuster - 2013</li><li><input type="checkbox"/> FRATERNAL PRODUCER</li><li><input checked="" type="checkbox"/> Insurance Producer</li><li><input type="checkbox"/> LIMITED LINES PRODUCER</li><li><input type="checkbox"/> MISC LTD LINES PRODUCER</li><li><input type="checkbox"/> Navigator/Market Place Assistor</li><li><input type="checkbox"/> Portable Electronics Limited Lines Producer</li><li><input type="checkbox"/> Public Adjuster</li><li><input type="checkbox"/> SURPLUS LINES BROKER</li><li><input type="checkbox"/> Self-Service Storage Producer</li></ul>	<div>SSN <input type="text"/></div> <div>SBS <input type="text"/></div> <div>Lice <input type="text"/></div> <div>S <input type="text"/></div> <div>Authority: <input type="text"/></div>
Insurance Producer 	0 selected