# **VBMS Job Aid**

### **Internet Explorer Compatibility Instructions**

End-User Internet Explorer (IE) settings currently default to a document mode of "Internet Explorer 7 standards" which is causing the Work Queue to render without data. This document mode needs to be set to "Internet Explorer 9 standards" in order to see the data in the Work Queue.

Other indicators of this issue include an inability to filter and sort the Work Queue, and inability to sort and view documents in the eFolder.

Please see these instructions to verify the document mode. For additional information, contact the National Service Desk: 1-855-NSD-HELP

My His M EST,	Print File Zoom (100%) Safety View downloads Ctrl+J Manage add-ons	<i>Step 1:</i> In IE, select the <b>Tools</b> icon and select <b>F12 developer tools</b> . OR <i>Step 2</i> : Select <b>F12</b> on your keyboard.
Te	F12 developer tools Go to pinned sites	
r team	Internet options	
ave F	About Internet Explorer	
	Veteran Assigned Cla	

*Step 3:* In the developer tools prompt, check the **document mode** setting of the browser. If the document setting is IE 7 standards, this will cause the data in the Work Queue to not render.

> VBA Enterprise Web Platform: Common Security Logi	n - F12		10.00	
File Find Disable View Images Cache Tools Vali	date Browser Mode: IE9 Document	Mode: IE7 standards		
HTML CSS Console Script Profiler Network			Sea	
🗟 🛤 🖬 🍫 💿 🗾 🖻	Si	tyle Trace Styles	Layout A	
This job aid contains fi	titious Veteran information on image	s for training purpos	es.	
<b>VBMS</b> VETERANS BENEFITS MANAGEMENT SYSTEM	Continue to refer to the latest regulation and guidance as provided by your region performance of work activities	ns, Fast Letters, naloffice in the in VBMS.	VA	U.S. Departm of Veterans A
Version 7.0 07/30/2014	Controlled Unclassified Information	on		
	1			

## **VBMS Job Aid**

*Step 4*: The end-user can change the document mode to IE9 standards in order to fix the issue and see data within the Work Queue.

A VBA Enterprise Web Platform: Common Security Login - F12									
File Find Disable View Images Cache Tools Validate   Browser Mode: IE9	Document Mode: IE7 standards								
HTML       CSS       Console       Script       Profiler       Network <ul> <li></li></ul>		Quirks mode (Page default)	Alt+Q	c/					
		Internet Explorer 7 standards	Alt+7						
		Internet Explorer 8 standards	Alt+8	H					
		Internet Explorer 9 standards	Alt+9	I.					
⊡. <html></html>	_			1					

Please note this will not correct the issue for future browser sessions. In order to ensure VBMS does not load in "Compatibility Mode" every time an end-user opens a new session of the browser, follow these instructions.

Step 1: Open Internet Explorer.

*Step 2:* Select the **Alt** key on the keyboard and open the **Tools** drop-down menu that appears.



This job aid contains fictitious Veteran information on images for training purposes.



Continue to refer to the latest regulations, Fast Letters, and guidance as provided by your regional office in the performance of work activities in VBMS.



U.S. Department of Veterans Affairs

Controlled Unclassified Information

### **VBMS Job Aid**

#### Step 3: Select Compatibility View settings.



*Step 4:* Remove the check marks for **Display all websites in Compatibility View** and **Display intranet sites in Compatibility View.** 



#### Step 5: Close the Compatibility View Settings window when finished.

This job aid contains fictitious Veteran information on images for training purposes.

VBMS VETERANS BENEFITS MANAGEMENT SYSTEM

Continue to refer to the latest regulations, Fast Letters, and guidance as provided by your regional office in the performance of work activities in VBMS.

Version 7.0 07/30/2014 Control

Controlled Unclassified Information

