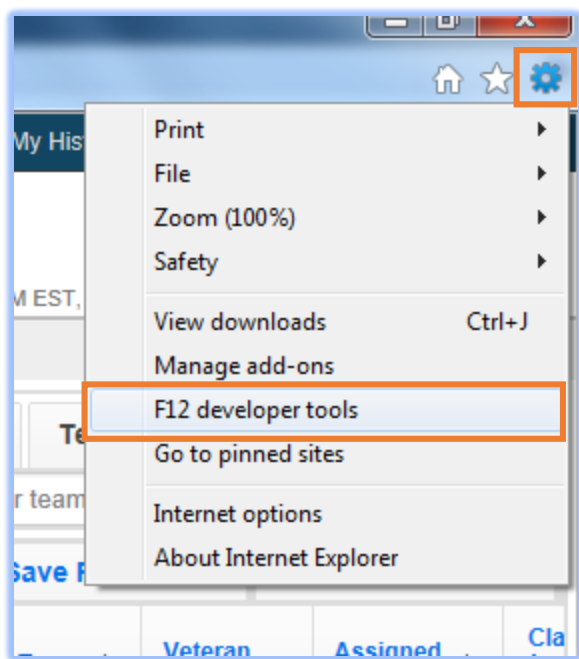# VBMS Job Aid

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
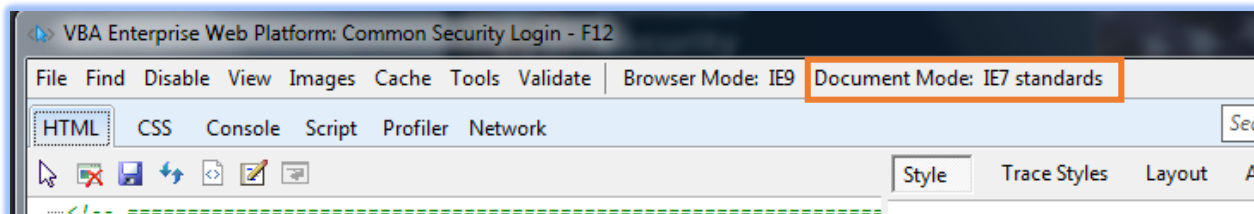

Step 1: In IE, select the **Tools** icon and select **F12 developer tools**.

OR

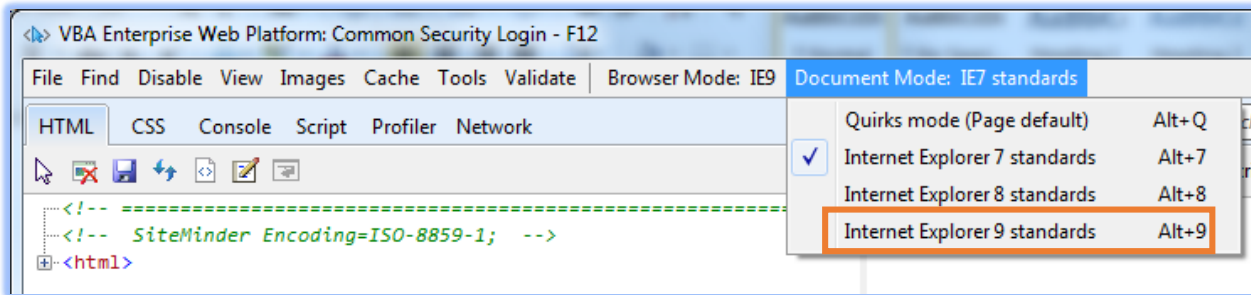*Step 2*: Select **F12** on your keyboard.

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.

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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.

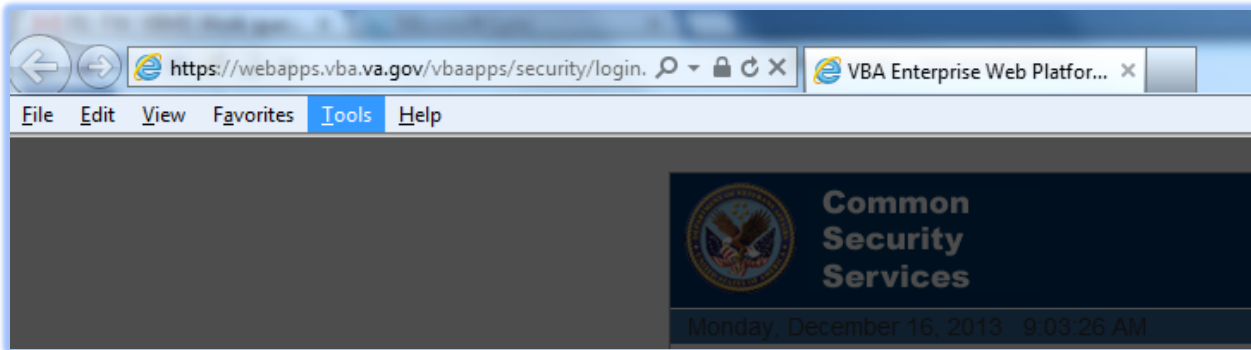**VA** | U.S. Department of Veterans Affairs

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.

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.
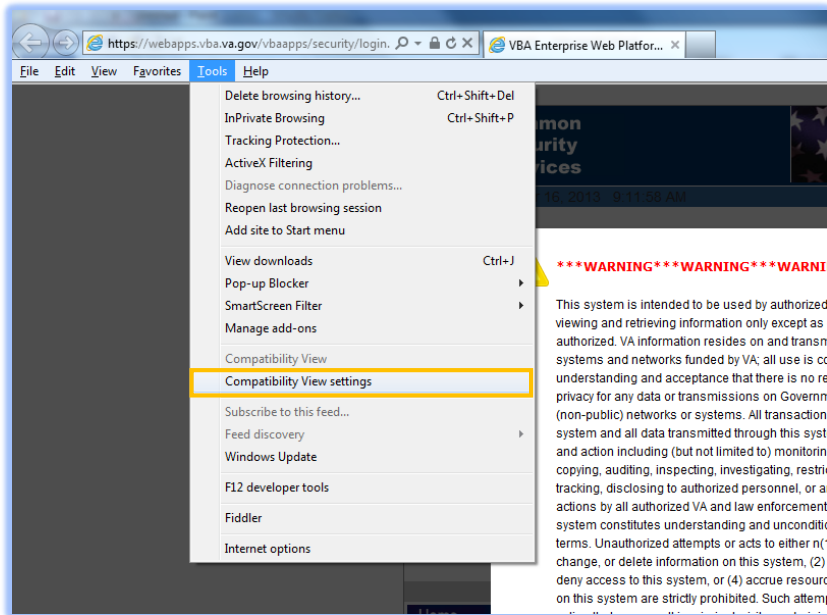
Step 1: Open Internet Explorer.

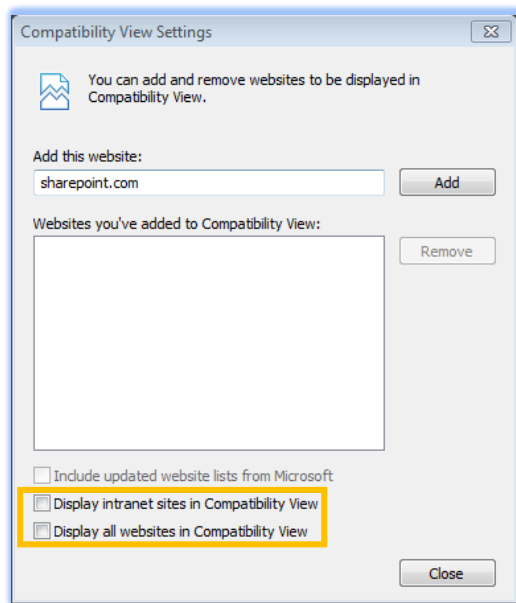**Step 2:** Select the **Alt** key on the keyboard and open the **Tools** drop-down menu that appears.

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Version 7.0 07/30/2014   Controlled Unclassified Information

2

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.

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