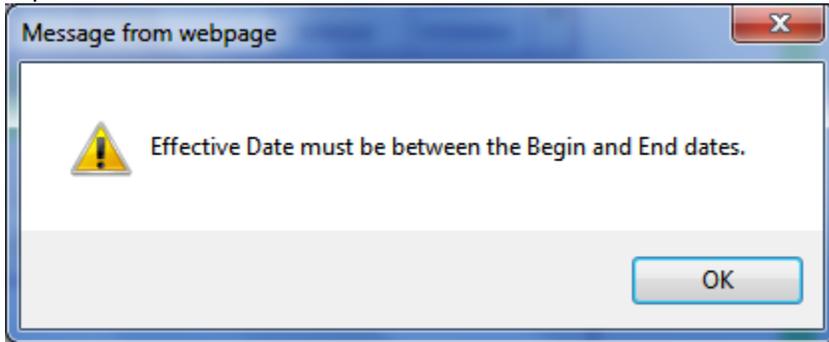
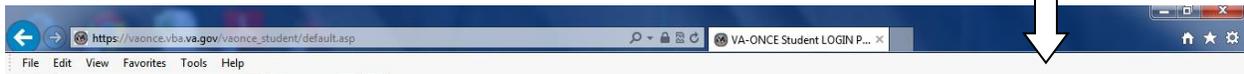


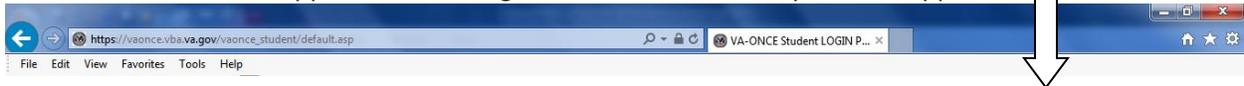
Do you receive the below error message? Or other error messages that lock up your VAonce? If so, you are probably accessing VAonce through in Internet Explorer 10 or Internet Explorer 11 and not Internet Explorer 9 or below.



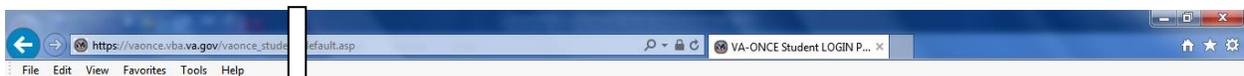
If you are working in Internet Explorer 10 or Internet Explorer 11, it must be worked in compatibility mode. Look at your address bar, near the search glass, lock, and refresh button. There is an icon that looks like a piece of paper torn into two pieces, horizontally.



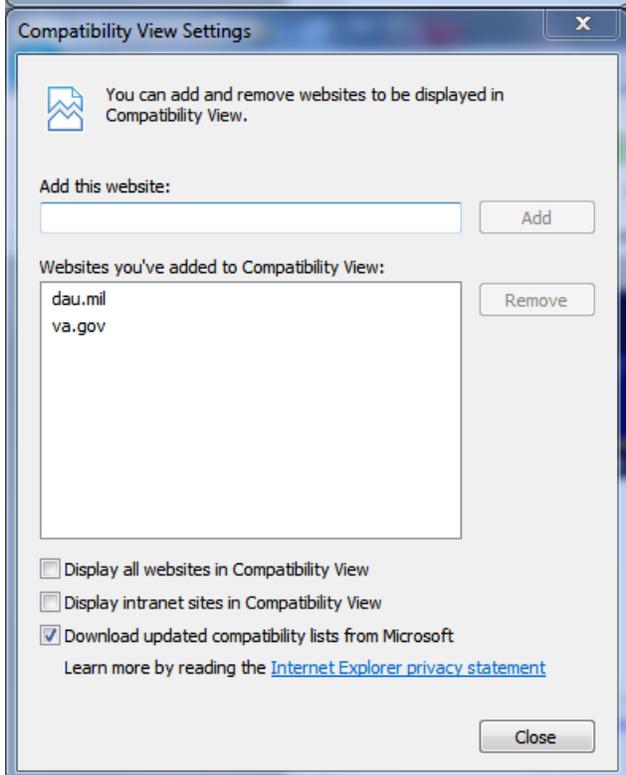
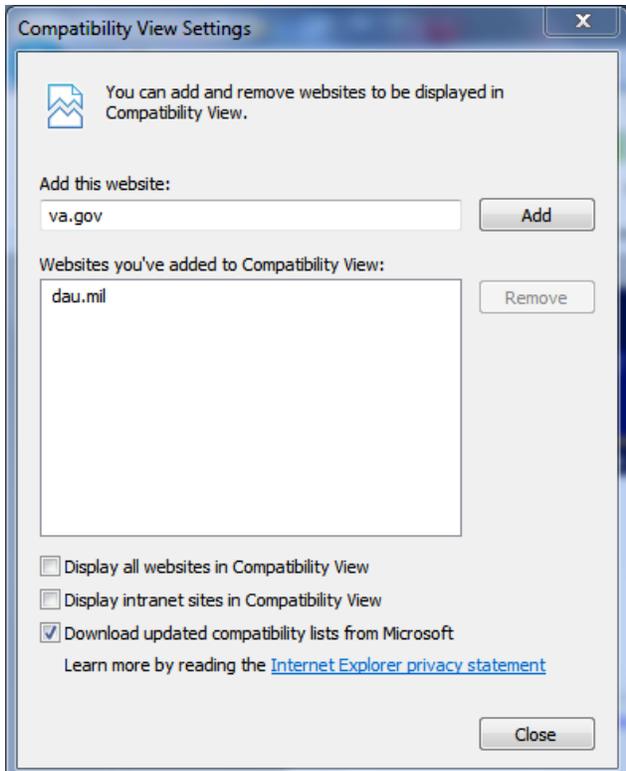
Click on that and it will appear to come together, turn blue, or may even disappear.



If you don't see the shredded piece of paper, then click on Tools or the Icon that looks like a gear or cog:



Then click on Compatibility View Settings:



You will need to add “va.gov” to the list of websites. Once you have, it will be listed in the large block as shown above. Or you could check the box for “Display all websites in Compatibility View” and you won’t have to do specific websites.

Occasionally your IT or computer folks will update software and the website may be removed, so periodically you may need to check or ensure that the va.gov website is listed. For more information regarding compatibility mode see: <http://support.microsoft.com/kb/2536204>

Try and locate the torn paper as shown on the screen shot below. If you open up your web browser you would see it located towards the right of the browser. If you are able to locate the torn paper, click on it. This should allow your computer to be in compatibility mode and allow you to make corrections. If you are unable to locate the torn paper, move on to step two.



Second, follow the directions below. If this still does not work, let me know and I will have to notify our VAONCE mailbox in central office. Thanks.

1. Locate these buttons on the top right of the screen:



2. Click on the third button 
3. After you click on it, try and locate the section referring to compatibility mode.
4. After opening the section about compatibility mode, you should be instructed to enter an address. At that point, copy and paste the VAONCE address:
https://vaonce.vba.va.gov/vaonce_student/default.asp
5. Save your changes. After you save, if VAONCE is open please close it.
6. Log back in to VAONCE and try to continue with your student that you were having issues with.

Schools IT or computer departments are known for doing updates on holiday weekends and they usually remove IE 9 or under and replace with IE 10 or 11. Or remove IE altogether and try to force employees to use Firefox, Chrome, or others. Usually they don't tell the employees they have done it either.

VAOnce is only tested to work with IE 9 or below. So they either have to get IE 9 or below back or they get IE 10 or 11 and use it in compatibility mode.