VA-ONCE and EDGE Browser Compatibility

Internet Explorer will no longer be available starting in June 2022. The following instructions are to assist you in using Internet Explorer within Edge by changing the compatibility settings within the Edge browser. Use the following instructions to change the compatibility settings:

- 1. Open the Edge browser.
- 2. Select on the Ellipsis (...) in the upper right corner.



3. Select Settings.

VA U.S. Department of Veterans Affairs Q Search	Comm C = Favorites Collections O History	Ctrl+Shift+O Ctrl+Shift+Y Ctrl+H
VA Benefits and Health Care × About VA × Find a VA Location	 业 Downloads ➡ Apps ♦ Extensions 	Ctrl+J
Natural disaster affecting your area: Use the <u>Find VA locations tool</u> to check the status and operating hours Coronavirus information: To get the latest updates and sign up to stay informed about COVID-19 vaccines, w <u>information page</u> .	 Print Web capture Share Find on page A[®] Read aloud 	Ctrl+P Ctrl+Shift+S Ctrl+F Ctrl+Shift+U
Access and manage your VA benefits and h	Reload in Internet Exp More tools Settings Output	plorer mode



4. Select Default Browser.





5. In the Internet Explorer compatibility section, ensure settings are as displayed in the red boxes below.

Let Internet Explorer open sites in Microsoft Edge - "Incompatible sites only (Recommended)"







6. In the "Internet Explorer mode pages" section, select Add.

ernet Explorer compatibility	
et Internet Explorer open sites in Microsoft Edge	🗅 Never 🗸
/hen browsing in Internet Explorer you can choose to automatically open sites in Microsoft Edge	
llow sites to be reloaded in Internet Explorer mode	₿ Allow ∨
/hen browsing in Microsoft Edge, if a site requires Internet Explorer for compatibility, you can choose to reload it in Internet xplorer mode	
nternet Explorer mode pages	Add
hese pages will open in Internet Explorer mode for 90 days from the date you add the page. No pages have been added to xplorer mode list yet.	the Internet



Enter the VA-ONCE address - https://vaonce.vba.va.gov/vaonce_student/default.asp and select "Add".

Add a page		×
Enter a URL:		
https://vaonce.vba.va.gov/v	vaonce_student/default.asp]
Add	Cancel	

Note: It will save without selecting anything else. Close the tab.

7. Go to the VA-ONCE website. You will see the banner below at the top of the screen. Select the "X" on the far right. Do **NOT** select **Leave**.







8. To the left of the address, select the IE icon. Ensure that "Open this page in Internet Explorer mode next time" is enabled.

9. Enter VAONCE as you normally do and Edge – IE Compatibility Mode should be set.

Notes:

- Your screens may look slightly different than those in this guide.
- Some settings may reset after 90 days or with a reboot, upgrade in Edge, or security settings.

