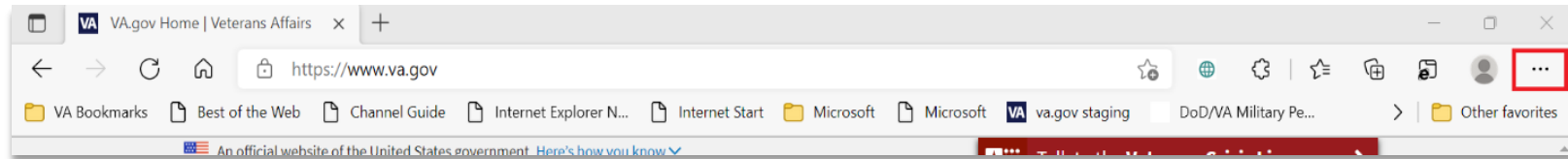


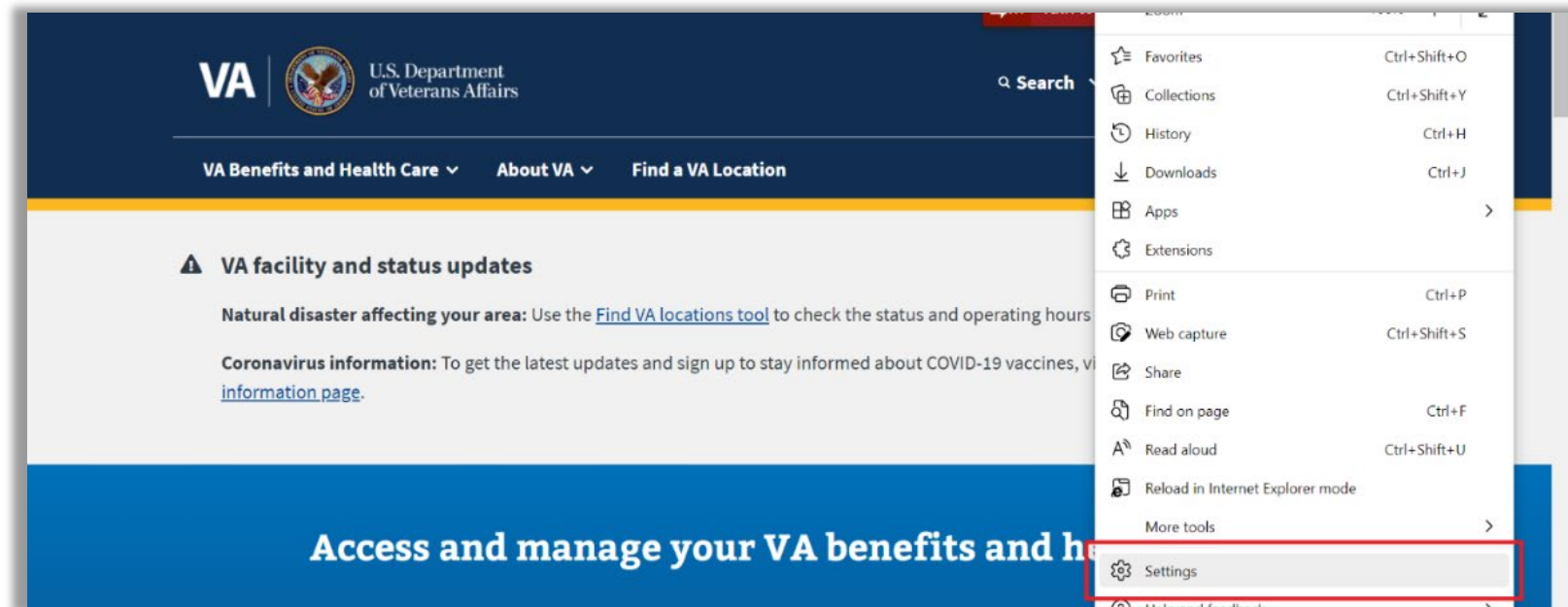
VA-ONCE and EDGE Browser Compatibility

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:

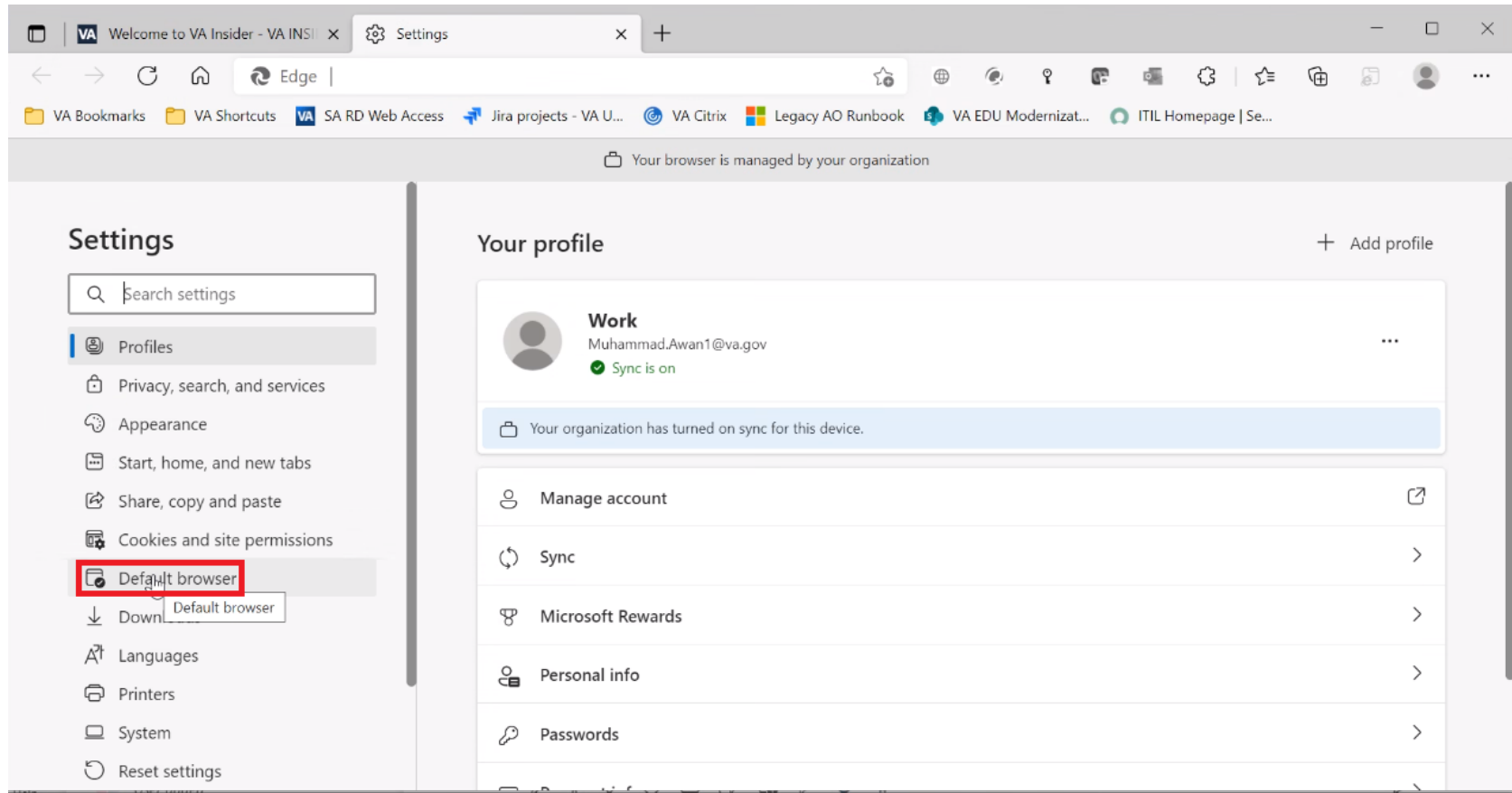
1. Open the **Edge** browser.
2. Select on the **Ellipsis (...)** in the upper right corner.



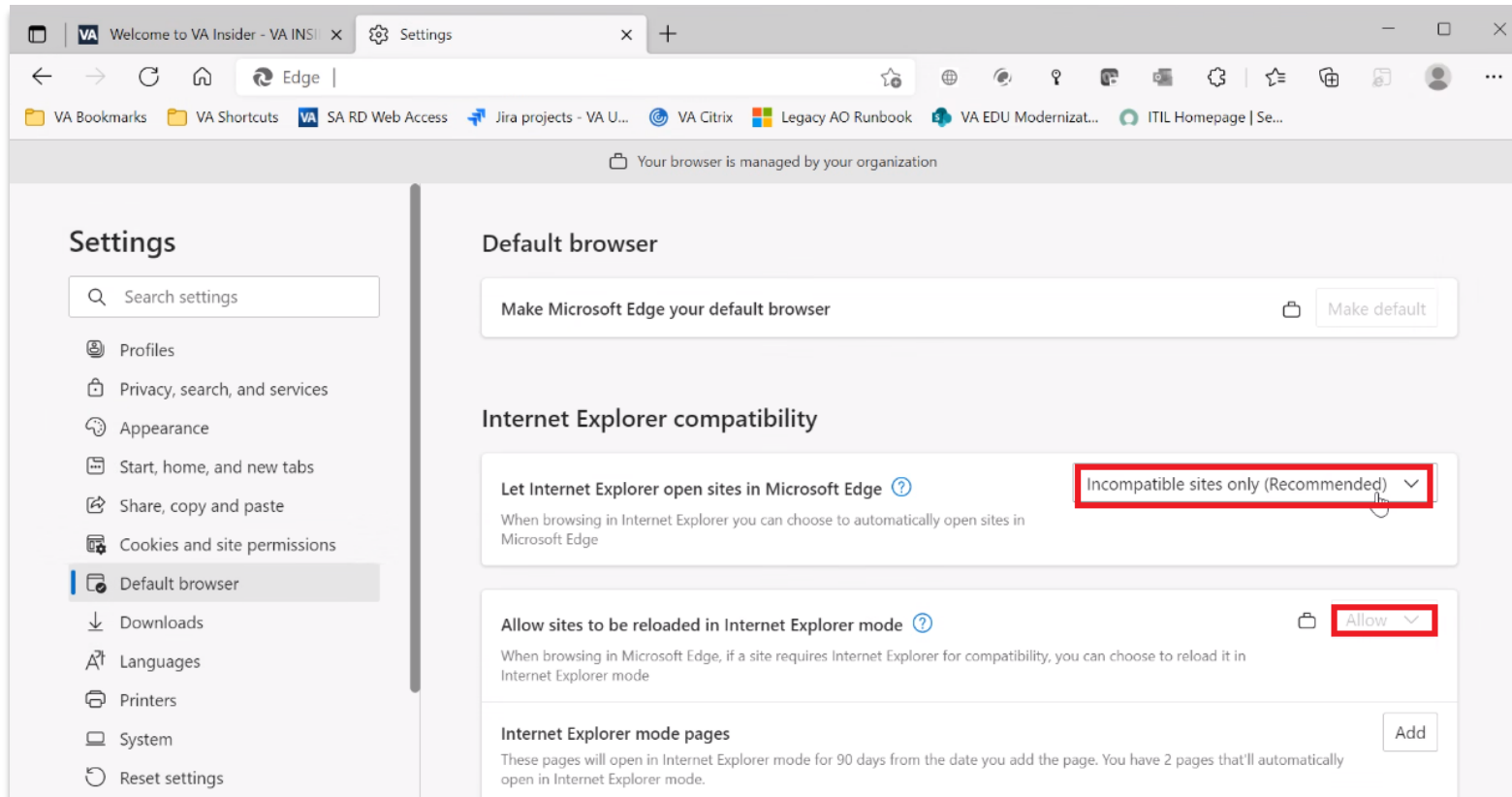
3. Select **Settings**.



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)**"
 - Allow sites to be reloaded in Internet Explorer mode – "**Allow**"



6. In the “Internet Explorer mode pages” section, select **Add**.

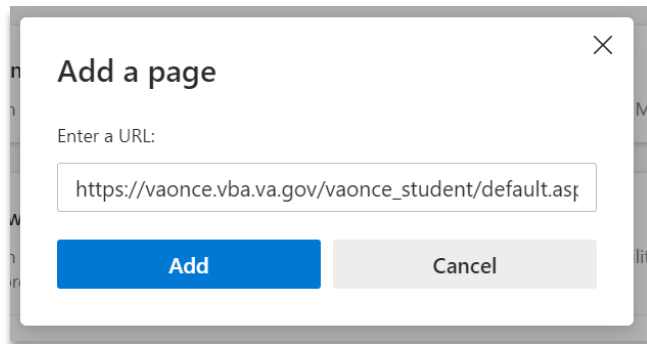
Internet Explorer compatibility

Let Internet Explorer open sites in Microsoft Edge ⓘ Never ▾
When browsing in Internet Explorer you can choose to automatically open sites in Microsoft Edge

Allow sites to be reloaded in Internet Explorer mode ⓘ Allow ▾
When browsing in Microsoft Edge, if a site requires Internet Explorer for compatibility, you can choose to reload it in Internet Explorer mode

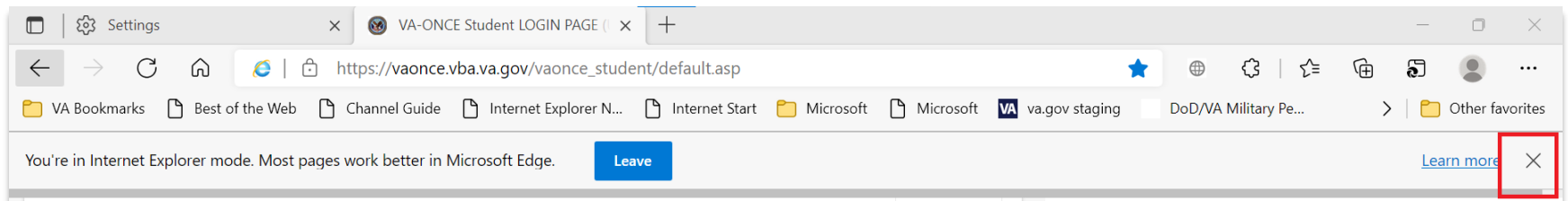
Internet Explorer mode pages Add
These pages will open in Internet Explorer mode for 90 days from the date you add the page. No pages have been added to the Internet Explorer mode list yet.

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

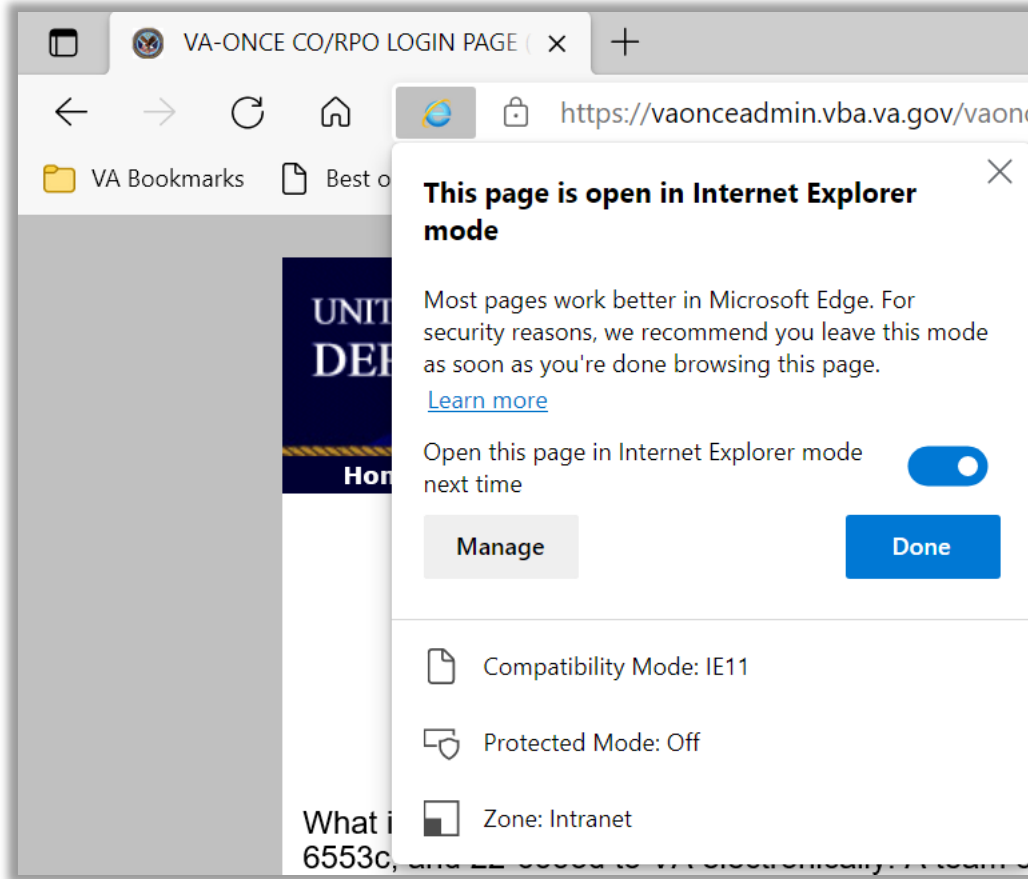


Note: It will save without selecting anything else. Close the tab.

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.