

Virginia Department of Taxation

TOPIC: Common System Problems

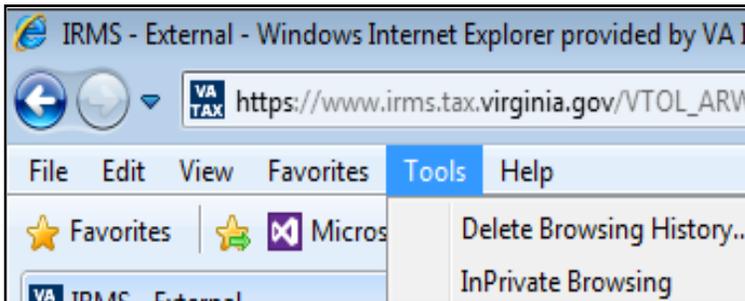
Are you having viewing problems after a successful log-in to IRMS Web?

- Screens look funny?
- Drop down menus don't work?

If so, it could be a “compatibility view” issue. Reset your browser in IRMS Web to fix this problem.

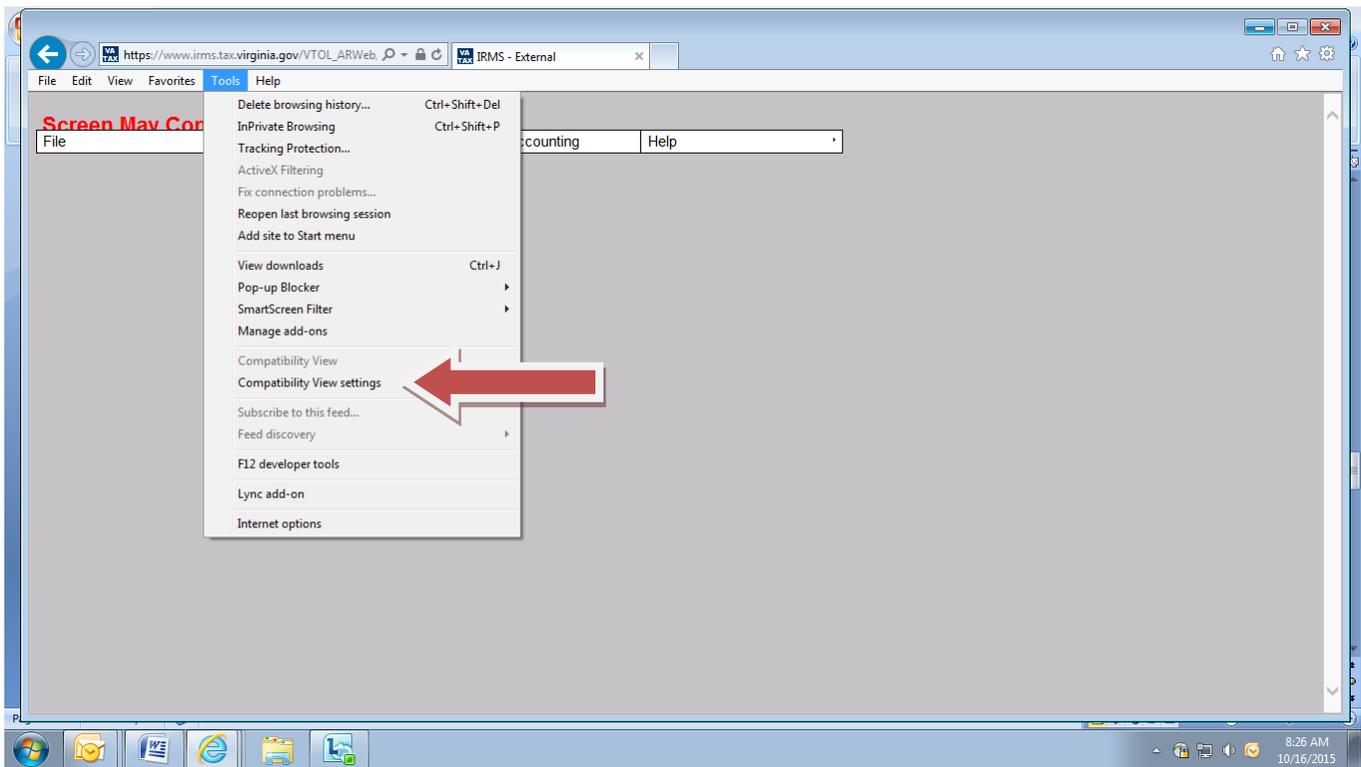
To reset your browser:

- 1.) Log-in to IRMS Web.
- 2.) Select the “Tools” option from your menu bar*, usually located at the top of your screen.

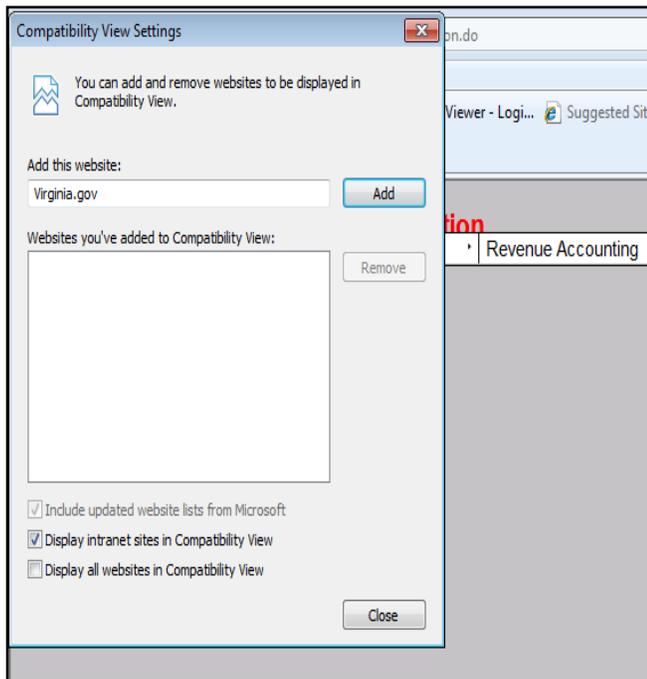


**If your menu bar is not displayed, right click your mouse and select menu bar*

3.) Select “Compatibility View Settings.”



4.) Enter “Virginia.gov” into the “Add this website” box and click the “Add” button. Click the “Close” button at the bottom right of the screen.



5.) Log-out of IRMS Web and then log back into IRMS Web.