Steps to Access Army OneSource Using Internet Explorer Version 11

To access Army OneSource using Microsoft browser Internet Explorer Version 11, the site needs to be added to the **Compatibility View List**, otherwise the page will be blank. Follow these steps to fix the issue.

1. Go to [www.myarmyonesource.com](http://www.myarmyonesource.com); this will direct you to the Army OneSource home page. The page will blank.

![Figure 1: Army OneSource Internet Explorer Blank Screen](image1.png)

2. Access Internet Explorer’s tools and select **Compatibility View Settings** to add [myarmyonesource.com](http://myarmyonesource.com) (see 2nd page for help on accessing tools).
   1. Once the Compatibility View Settings window appears, if [myarmyonesource.com](http://myarmyonesource.com) is not already in the ‘Add’ field, manually type into the ‘Add this website:’ field.
   2. Select the **Add** button.
   3. Then click the **Close** button.
   4. Once you close the window, the site should refresh and the page should load.

![Figure 2: Compatibility View Settings Screen](image2.png)
Accessing Internet Explorer Tools

There are three ways to access Internet Explorer’s tools:

1) Click the tools short-cut gear icon in the upper right of the browser. (see Figure 3)

2) Use the menu drop down if your menu is displayed. (see Figure 4)

3) Hold down the ‘alt’ key on your keyboard, and then press the ‘t’ key.