



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; this will direct you to the Army OneSource home page. The page will blank.

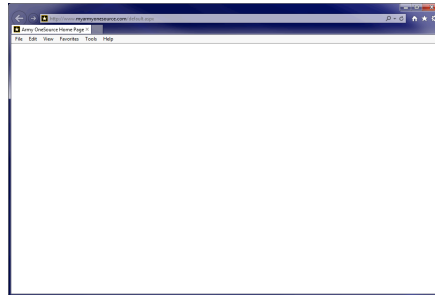


Figure 1: Army OneSource Internet Explorer Blank Screen

2. Access Internet Explorer's tools and select **Compatibility View Settings** to add **myarmyonesource.com** (see 2nd page for help on accessing tools).
 1. Once the Compatibility View Settings window appears, if **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.

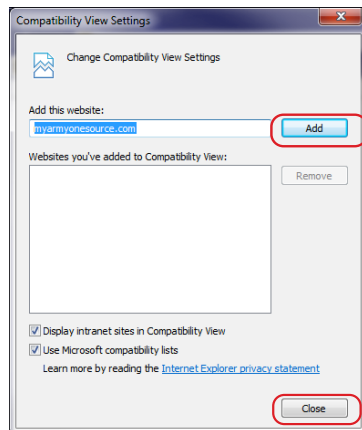


Figure 2: Compatibility View Settings Screen



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.

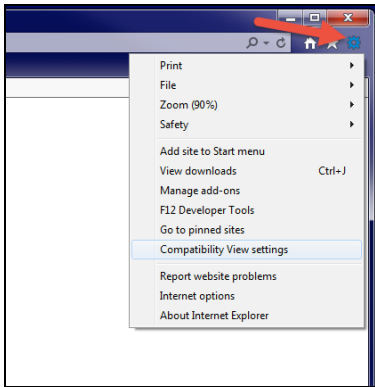


Figure 3: Internet Explorer Tools Short-Cut Gear Icon Screen

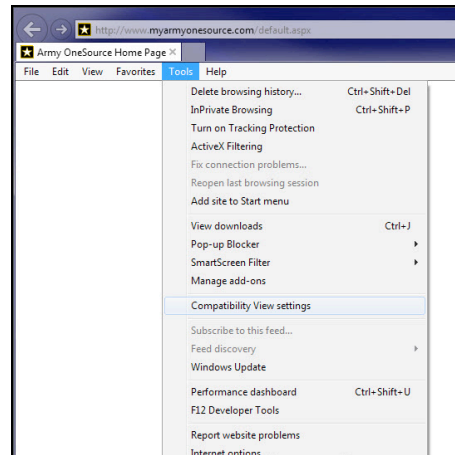


Figure 4: Compatibility View Settings Screen