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."

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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.

Compatibility View Settings	×	on.do
You can add and remove websites to be display Compatibility View.	Viewer - Logi 🖉 Suggested Site	
Add this website:		
Virginia.gov	Add	
Websites you've added to Compatibility View:	Remove	Revenue Accounting
✓ Include updated website lists from Microsoft		
☑ Display intranet sites in Compatibility View		
Display all websites in Compatibility View		
	Close	

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