

BITS FAQs

FAQ Topic: Screen Issues

Question: When I scroll up and down a screen, certain elements on the screen don't scroll with the screen; they appear to remain fixed in place. What can I do to correct this issue?

Response: This is a known issue with Internet Explorer 8. To correct this issue, disable the "Compatibility View" settings in Internet Explorer Version 8.

To disable "Compatibility View", follow this procedure:

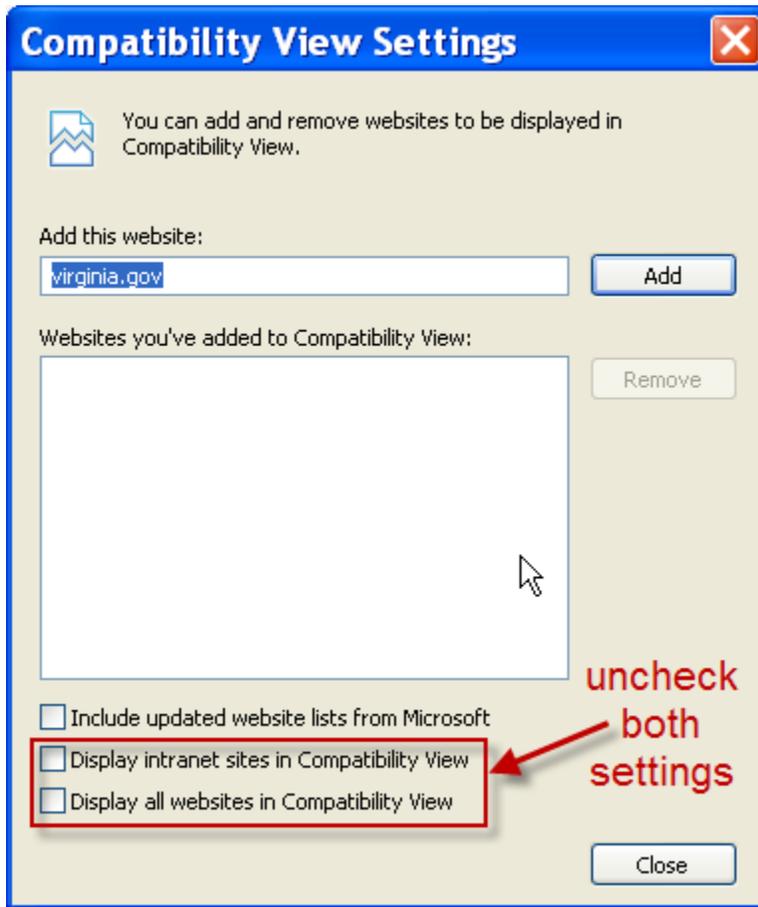
- 1) From the Internet Explorer 8 menu, select "Tools", then select "Compatibility View Settings":



(instructions are continued on next sheet)

2) In the resulting dialog box, check the two settings shown below. If these boxes are checked, uncheck them.

If you are an Internet Explorer 8 user, you must disable both of these “Compatibility View” settings in your browser. If these settings are enabled, the appearance and usability of certain BITS pages is adversely affected.



3) If this does not correct the issue, contact bits@dgs.virginia.gov