



eToolbox for Internet Explorer 9 or above

If you are using eToolbox on Internet Explorer (version 9 or above) on your desktop computer, you will need to remove 'compatibility view' for the VBA website www.vba.vic.gov.au. This will ensure you are viewing eToolbox in the right format.

If your eToolbox homepage looks like the image below (Figure 1), you will need to remove compatibility view. This document shows you how.

Figure 1: If your eToolbox homepage looks like this - you need to remove compatibility view.

VICTORIAN BUILDING AUTHORITY
Practitioner Tasks
Update my personal details
Change password
Change or amend my accreditation
Make an assessment booking
Request a new ID Card
Renew online
Manage my Back Office Worker Permissions
Compliance Tasks
Purchase Compliance Certificates
View your certificate Statement

How to remove compatibility view for the VBA website:

- 1. Open your Internet Explorer browser.
- 2. Press **ALT** on your keyboard (this will make the below toolbar visible on your internet explorer browser window see the top of your screen)

File Edit View Favorites Tools Help

3. Click on the Tools menu option





4. Click on Compatibility View settings

Tools Help

	Delete browsing history	Ctrl+Shift+Del
	InPrivate Browsing	Ctrl+Shift+P
	Turn on Tracking Protection	
	ActiveX Filtering	
	Fix connection problems	
	Reopen last browsing session	
	Add site to Start menu	
	View downloads	Ctrl+J
	SmartScreen Filter	+
	Manage add-ons	
1		
L	Compatibility View settings	
L	Compatibility View settings Subscribe to this feed	
ι	Compatibility View settings Subscribe to this feed Feed discovery	•
ι	Compatibility View settings Subscribe to this feed Feed discovery Performance dashboard	► Ctrl+Shift+U
l	Compatibility View settings Subscribe to this feed Feed discovery Performance dashboard F12 Developer Tools	► Ctrl+Shift+U
l	Compatibility View settings Subscribe to this feed Feed discovery Performance dashboard F12 Developer Tools OneNote Linked Notes	► Ctrl+Shift+U
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ι	Compatibility View settings Subscribe to this feed Feed discovery Performance dashboard F12 Developer Tools OneNote Linked Notes Send to OneNote Report website problems	≻ Ctrl+Shift+U
L	Compatibility View settings Subscribe to this feed Feed discovery Performance dashboard F12 Developer Tools OneNote Linked Notes Send to OneNote Report website problems Internet options	► Ctrl+Shift+U

5. Highlight **vic.gov.au** and click the **Remove** button.

Compatibility View Settings	×			
Change Compatibility View Settings				
Add this website:				
	Add			
Websites you've added to Compatibility View:				
vic.gov.au	Remove			
Display intranet sites in Compatibility View				
Use Microsoft compatibility lists				
Learn more by reading the Internet Explorer privacy st	atement			
	Close			



6. Click Close



eToolbox should now be formatted correctly for your computer (figure 2).

Figure 2: This is how eToolbox should look when formatted correctly

VICTORIAN BUILDING AUTHORITY				
Practitioner Tasks Update my personal details Change password Contact details regarding technical enquiries, audits and plumbing complaints are:				
Change or amend my accreditation Make an assessment booking Request a new ID Card	For all technical enquiries:	Ph: 1300 815 127 Email: <u>pictech@pic.vic.gov.au</u>		
Renew online Manage my Back Office Worker Permissions	To confirm an audit booking:	Ph: 1300 815 127 Email: <u>audits@vba.vic.gov.au</u>		
Compliance Tasks Purchase Compliance Certificates View your certificate Statement	For consumer complaints about plumbing:	Ph: 1300 815 127 Email: <u>piccomplaints@pic.vic.gov.au</u>		
	My Profile			