



FAQs for *myVRS* Navigator Technical Issues

Contents

1. How do I report a problem?
2. Why can't I access the login page even though I'm using the correct address?
3. I am unable to open links in *myVRS* Navigator.
4. How do I open PDF files or Excel files available in *myVRS* Navigator that won't download?
5. Can I access *myVRS* Navigator using **www** in the address?
6. I'm unable to access *myVRS* for Employers with my old bookmark or favorite.

1. How do I report a problem?

When problems are reported, be sure you have the answers to the following questions.

1. What type of laptop and desktop computers are you using (Mac or PC)?
2. Are you using a tablet such as an iPad, Kindle, other?
3. Are you using a mobile device?
4. Which browser(s) are you trying to access the page or file with? (Internet Explorer, Firefox, Chrome, Safari, etc.)
5. What version of the browser and cipher strength are you trying to access the page or file with? (for example Internet Explorer version 9)

Finding Version Info and Cipher Strength

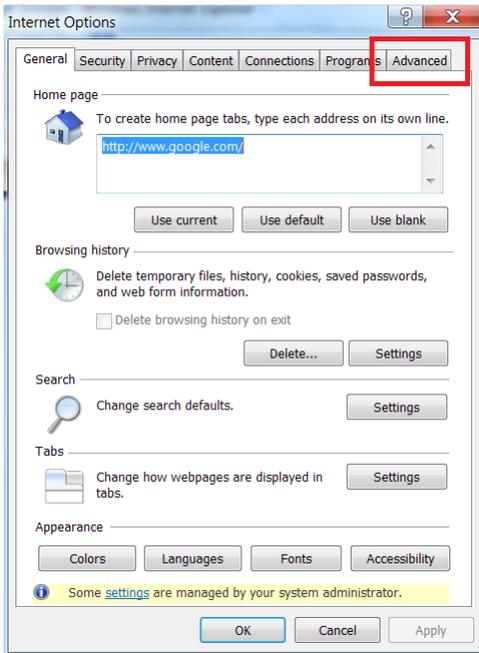
On the Internet Explorer screen, click on **Help** then click **About** Internet Explorer to see the screen listed at right.



2. Why can't I access the login page even though I'm using the correct address??

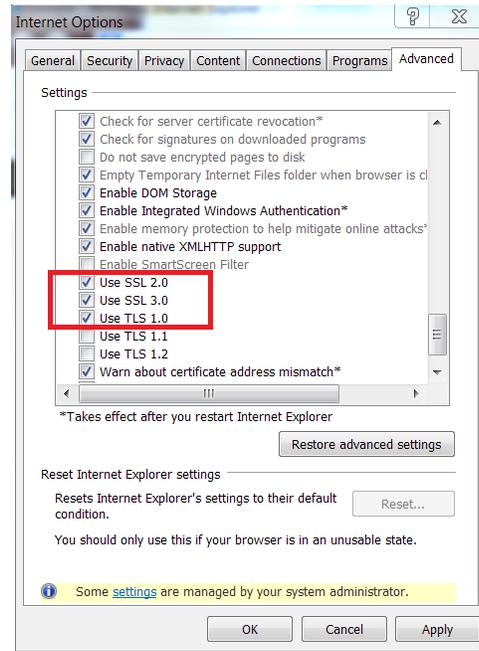
1. Ensure that you are using the correct Internet web address (URL) <https://vnav.varetire.org>
2. Verify web browser settings as follows:

A. While in Internet Explorer, go to Tools, then go to Internet Options, then click on the tab at the far right titled Advanced.

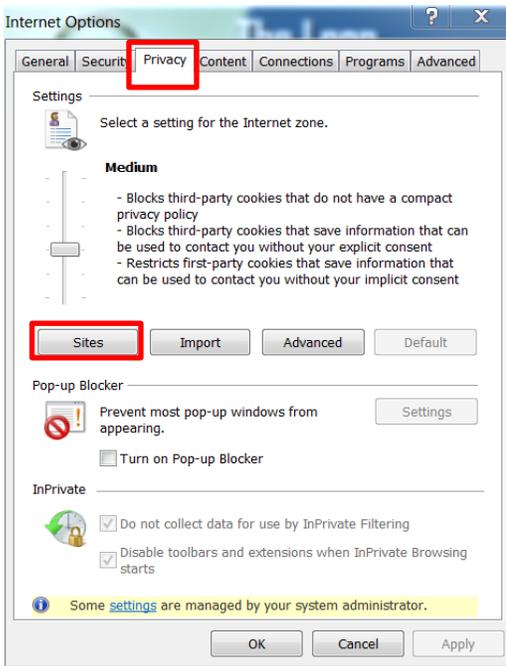


B. On the Advanced tab, scroll down to the Security section and ensure the following are all checked:

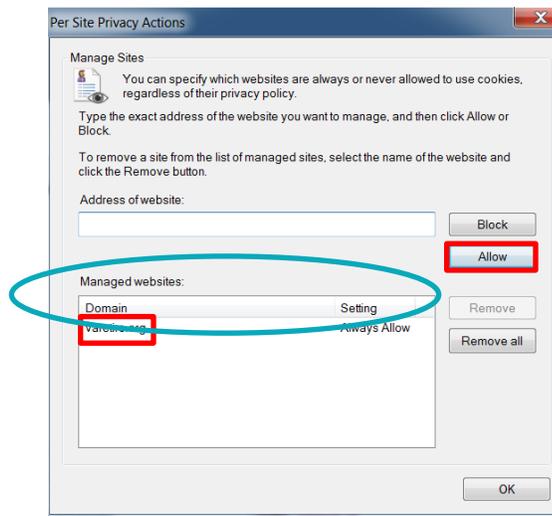
Use SSL 2.0, Use SSL 3.0 & Use TLS 1.0



C. While in Internet Explorer, go to Tools, then go to Internet Options, then click on the Privacy tab, select the sites button.



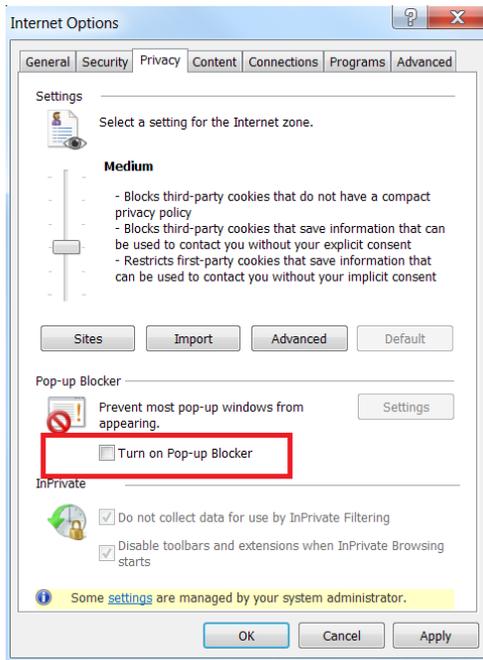
D. On the window that comes up when you click the sites button, enter vnav.varetire.org in the Address of the Website window and click the Allow button so the address will appear in the Managed Websites window.



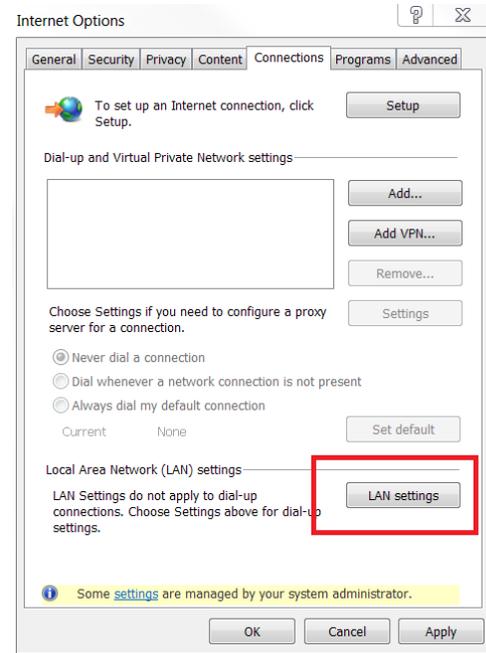
3. I am unable to open links in myVRS Navigator.

Things to Check:

A. Check for pop-up blockers within Internet Explorer. If any are present, disable them. The pop-up blocker in Internet Explorer can be disabled by going to Tools, then to Internet Options, and then by clicking on the Privacy tab. Ensure the box next to Turn on Pop-up Blocker is unchecked.

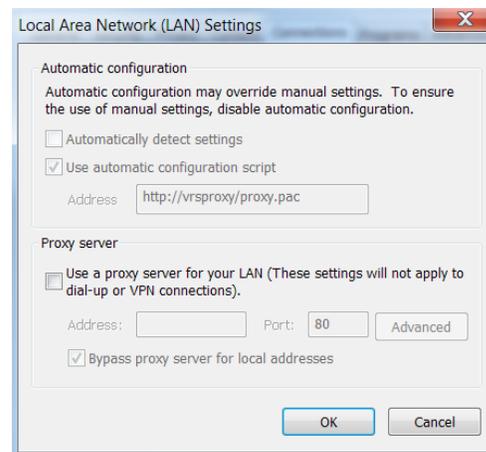


B. Your proxy settings may also interfere with your ability to access various web address links within myVRS Navigator. One location to check for Internet Proxy Settings is in Internet Explorer by going to Tools, then to Internet Options, and then by clicking on the Connections tab. Next, click on the LAN Settings button in the lower right.



Doing so will open a screen similar to the one below. Verify that your settings are correct per your agency policy. Each external user's settings will likely be different so your settings should not mirror the settings shown below which are simply an example.

If you believe your Proxy settings are correct, you may need to involve your IT department to ensure the Proxy settings are not interfering with your ability to access various pages within myVRS Navigator.



4. How do I open PDF files or Excel files available in *myVRS Navigator* that won't download?

Some of the content provided on the website may require plug-ins, or separate browser components, to be viewed properly. These are free plug-ins:

- **Viewing Downloads:** [Adobe's Acrobat Reader®](#)  is required to view most PDF files on this site.
- **Viewing Spreadsheets:** [Microsoft Office Excel Viewer](#)  is required to view VRS spreadsheets.

5. Can I access *myVRS Navigator* using **www** in the address?

No. The correct address is <https://vnav.varetire.org>. Variations, such as the ones shown below, are not valid:

- <https://www.vnav.varetire.org>
- www.vnav.varetire.org
- <http://www.vnav.varetire.org>

6. I'm unable to access *myVRS* for Employers with my old bookmark or favorite.

Be sure to delete old bookmarks (saved web addresses) to <https://www.varetire.org/myVRSEr>.

Replace bookmark with the new address <https://vnav.varetire.org>.

If changing your browser settings does not resolve the issue, please [Report a Problem](#).