

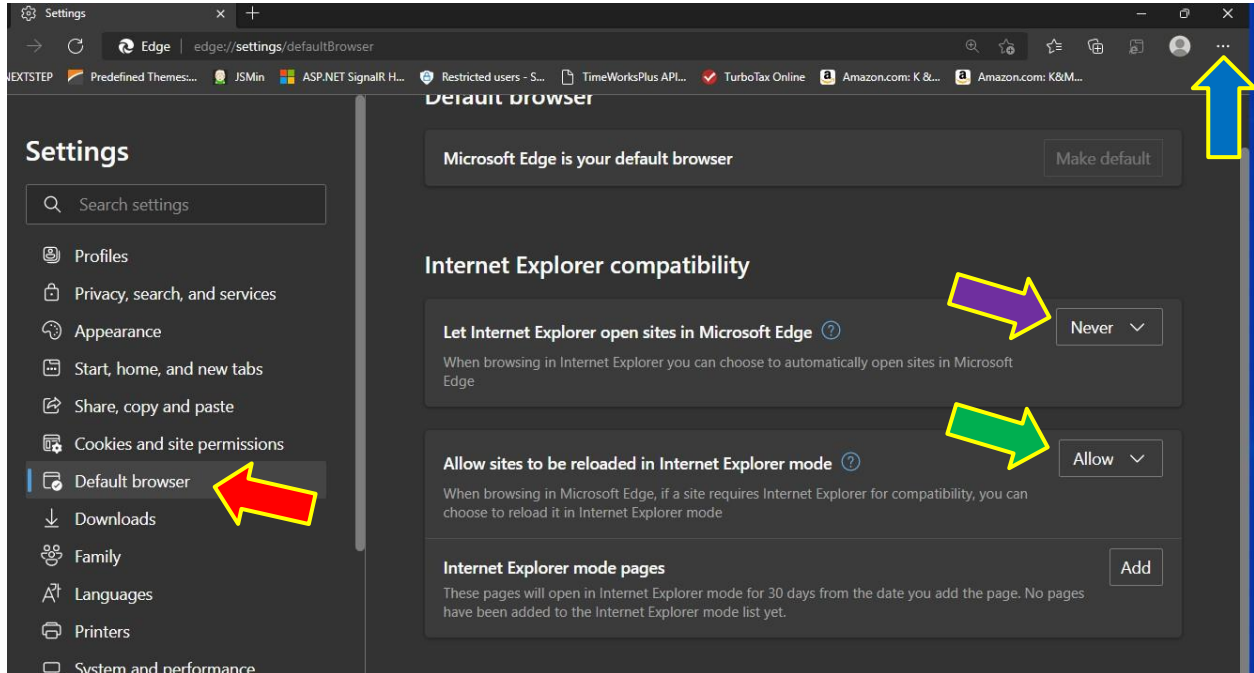
## Internet Explorer 11 (IE11) Desktop Application Retiring

IE11 desktop application is set to be retired on June 15, 2022. Users running Windows 7 operating system should not be affected by this change and should still be able to access Microsoft's Internet Explorer desktop application. However, as a result of this retirement, users running Windows 10 or later operating systems will no longer be able to access the IE11 desktop application. To continue using legacy IE-based sites and apps on Windows 11, IE mode in Microsoft Edge must be configured.

While our Remote Services applications are being transitioned away from Internet Explorer, Remote Service users may find it necessary to set up IE mode in Microsoft Edge. The steps are detailed below.

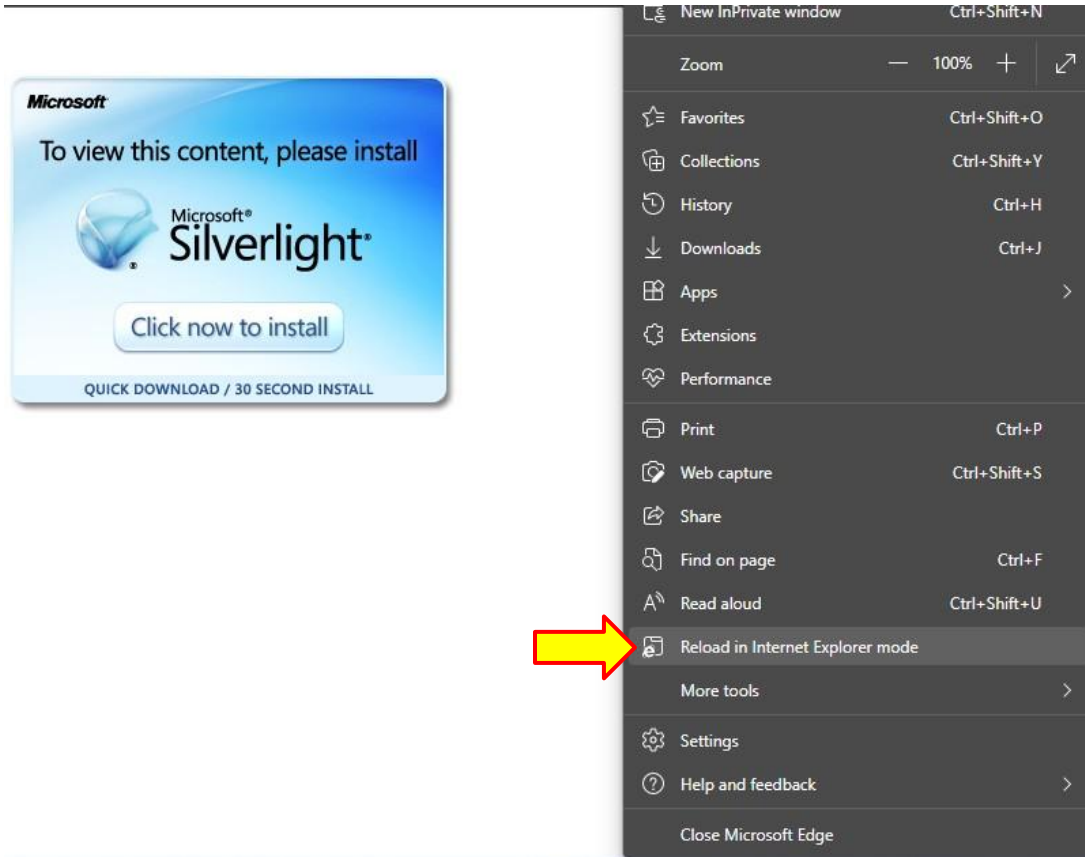
### IE Mode for Microsoft Edge

1. Open the Microsoft Edge browser. Open the Settings menu by clicking on the ellipsis in the upper right-hand corner (→) and selecting **"Settings"**, choose **"Default browser"** (→). Under Internet Explorer Compatibility, choose **"Never"** for Let Internet Explorer open sites in Microsoft Edge (→). Then choose **"Allow"** from Allow site to be redirected in Internet Explorer Mode (→). (You may need to restart your browser once you exit the Settings page)



2. To access the reporting service website, navigate to <https://reportingservice.net/> from the Microsoft Edge address bar.

- At this point, you will be prompted to install Silverlight. Instead, from the **“Settings”** menu, click **“Reload in Internet Explorer mode.”**



- The Remote Services Login page will load, and you will be prompted to save your choice to **“Open this page in Internet Explorer mode next time.”** While you are welcome to click the toggle button then the **“Done”** button to save your choice, we have found the prompt may occur each time regardless of your choice.

