

## TROUBLESHOOT

# Browser information on Mediaportal

**We're always trying to improve Mediaportal, including how information is displayed and designed.**

As we have a design built for today's users some older browsers are unable to handle the site to its fullest capabilities. Below is a list of browsers that are the minimum requirement to get the optimum experience for Mediaportal.

By using the latest browser, you are insuring that you benefit from significant performance and speed improvements, as well as a modern look and feel.

If you are unsure which browser you are on, simply visit <http://www.whatbrowser.org/> which will tell you the version, and if you're on the latest one.

### **Mandatory compatibility**

Apple OS X Safari 8 and above

Internet Explorer 11 and above\*

Microsoft Edge (the new browser bundled with Windows 10)

Chrome 44 and above

Firefox 40 and above

Apple iOS Safari (iOS 8 and 9)

Apple iOS Chrome (latest app version)

Android Chrome (latest app version)

Android OS stock browser (Android Lollipop OS and Marshmallow OS)

\*A significant change will be for users on older versions of Internet Explorer (which account for less than 2% of Mediaportal traffic, but nonetheless are commonly used by government)– these browsers are not HTML5 compatible. These browsers are quite old now - IE7 was first released in 2006, and IE8 was released in 2009! Neither is officially supported by Microsoft anymore.

In January 2016 Microsoft ceased offering support for all older versions of Internet Explorer. Support and security updates are only available for IE11 or Microsoft Edge, leaving those on older browsers vulnerable to security issues. We recommend that Mediaportal users access the site using IE11 or the latest version of a browser like Chrome. This will provide the best experience not just on Mediaportal, but right across the web.