

# MED e-care to end support for Internet Explorer on December 31<sup>st</sup>, 2021

In preparation for the [Retirement of Internet Explorer](#), MED e-care has been taking significant steps towards full compatibility with modern browsers such as Google Chrome and Microsoft Edge, and as such, will end support for Internet Explorer as of December 31, 2021.

## What does 'ending support' mean?

MED e-care's clinical application *will continue to work* on Internet Explorer after the cutoff date. Ending support simply means that any IE-specific issues reported after December 31<sup>st</sup> will no longer be fixed by our development team. Users that report IE-specific issues after the cutoff date will be encouraged to switch to another browser, where issues will be addressed as normal moving forward. Due to the potential for security-related concerns once IE officially leaves Microsoft support, it is strongly recommended that you do not use the browser after the cutoff date.

## What is the new recommended browser?

MED e-care recommends using the latest version of *Google Chrome* (v93.0 and above for all devices) or *Microsoft Edge* (v93.0 and above for all devices) as your standard browser when accessing the application. We also recommend that you keep your browser as current as possible by installing updates when they become available.

## How can I prepare for this change?

**If your home has a dedicated IT manager**, inform them of the cutoff date so they can begin planning for the switchover. MED e-care will also be communicating directly with IT departments regarding this change.

**If you don't have an IT department to help, don't worry.** Follow the instructions below to switch your browser:

- Take a moment to review the system requirements for each browser. Ensure all devices that are used to access MED e-care meet the requirements outlined below
  - [Google Chrome System Requirements](#)
  - [Microsoft Edge System Requirements](#)
  - [MED e-care System Requirements](#)
- Get to know the features of your new browser
  - [Google Chrome - Features Overview](#)

- [Microsoft Edge - Features Overview](#)
- Check your device to see if either browser is already installed. If an up-to-date version of Chrome or Edge is already installed, you're good to go! Otherwise, download the application onto your device.
  - [Download Google Chrome](#)
  - [Download Microsoft Edge](#)
- Set your new browser as the default on your devices
  - [Change your default browser to Chrome - All Devices](#)
  - [Change your default browser in Windows 10 - Desktop](#)

### What if I experience issues using a new browser?

We've been working hard to make this as smooth a transition as possible, however, if any issues do arise, **MED e-care Support** is there to help as always.

We depend on real-time feedback from our users to let us know what's going on at ground level. Please ensure that any issue experienced while using your new browser is reported to MED e-care Support as soon as possible so that it can be documented and resolved.

### More Information/Links:

- Import bookmarks from IE into a new browser:
  - [Import bookmarks into Chrome](#)
  - [Import bookmarks into Edge](#)
- Save a shortcut on your desktop or Start menu
  - [Save a website shortcut to desktop using Chrome](#)
  - [Pin a website to the start menu in Windows 10](#)
- How to manage pop-ups
  - [Manage pop-up preferences in Chrome](#)
  - [Manage pop-up preferences in Edge](#)

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**We love to hear from you! Please contact us if you have any questions or concerns.**

Call us from Canada 1-800-387-8903 / 416-686-8592

Call us from the United Kingdom 0800 802 1230 / 0161 232 4576

Email us at [support@mede-care.com](mailto:support@mede-care.com)