



Web Browser Compatibility

As you work in the Hawaii Information Portal (HIP), you might notice slight variations on the same transaction page depending on the web browser you use. Differences in appearance and behavior can occur because the technologies that browsers use to process and display web pages vary among web browsers and the version releases of the browser. Some of these differences are very subtle and have no impact on the performance of the application, while others might alter the look and/or function of web pages. Web applications, such as HIP, are designed to be compatible with multiple browsers, despite the technological differences.

Browser settings, compatibility view, pop-up blocker, and security settings can impact downloads.

HIP-Certified Browser Versions

The following are the **minimum** web browsers versions that are required to be able to use HIP and all its functions. As web browser software is frequently updated, newer versions tend to remain compatible but are not guaranteed to be.

| Safari (OS X) | Safari (IOS) | Chrome (MAC&PC) | Chrome (Android) | MS Edge Chromium | Internet Explorer | Firefox |
|---------------|--------------|-----------------|------------------|------------------|-------------------|---------|
| 14.X | 15.x | 89.x | 9.x | 42.17134 | 11.x | 87.x |

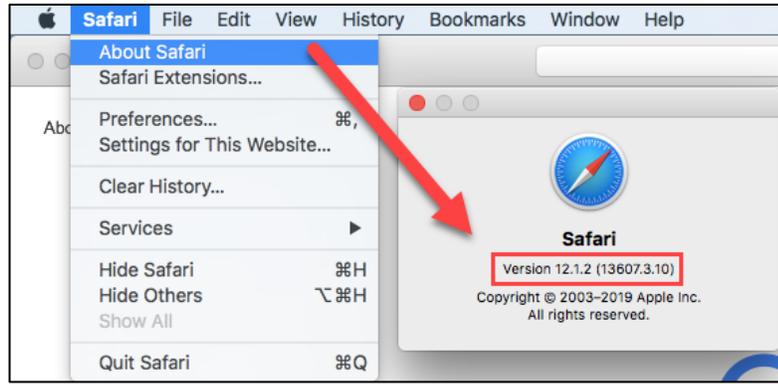
How to check your web browser version

This section provides general instructions on how to determine the version of your web browser. Web browsers can vary from version to version or according to what operating system it is on (Mac or PC). The navigation listed below may be used to determine your web browser version. With the various versions of the web browser software, navigation may vary and may not be exactly as shown.

You can use this information to determine if the web browser you use is HIP certified.

For Safari (Mac):

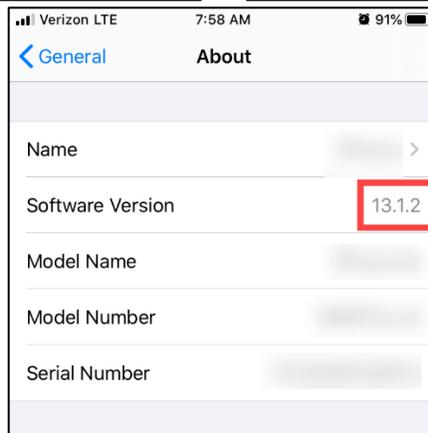
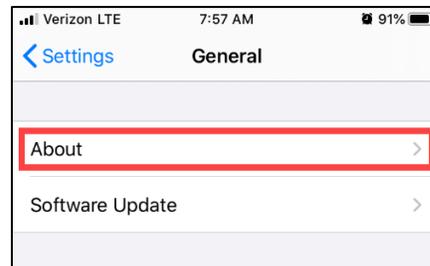
1. On the Mac menu bar, click Safari, then click About Safari.
2. An “About Safari” window will open with the version information. The first number outside the parenthesis is the version number.



For Safari(IOS)

On iPhones and iPads, the Safari version will always be the same as the IOS Software Version. To find the Software Version your device is running:

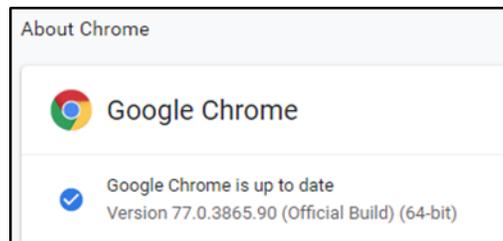
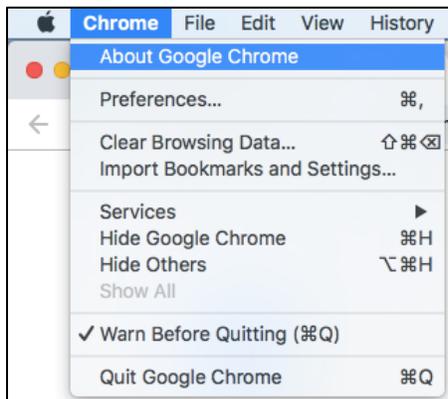
1. Open the Settings app and tap on General settings 
2. Tap on the About section in the General Settings.



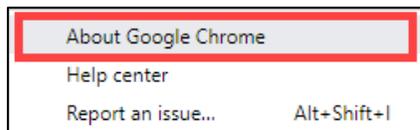
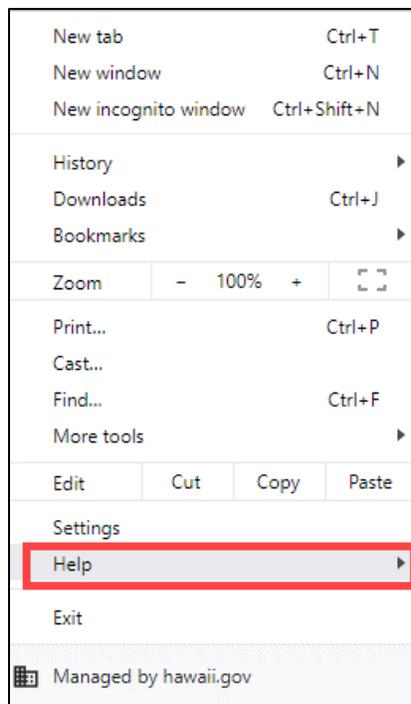
For Google Chrome (Mac and PC):

1. On the top menu bar,
 - a. On a Mac – click Chrome, then then click About Google Chrome
 - b. On a PC - click the “:” menu, select Help, then click About Google Chrome
2. The page “About Google Chrome” will open with the version information.

On a Mac:

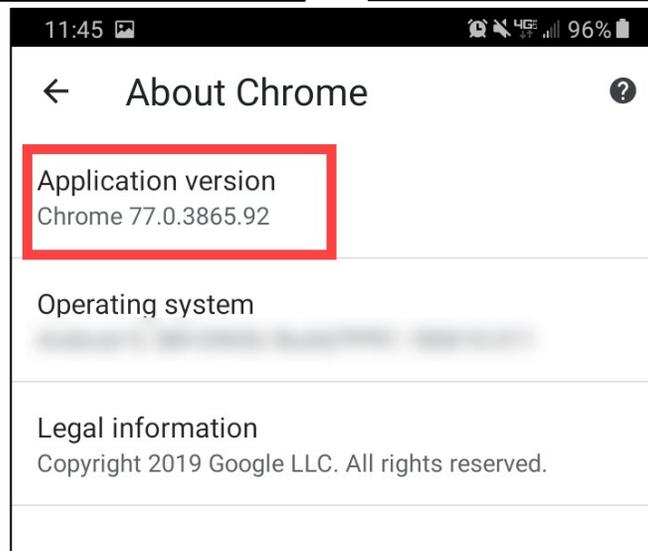
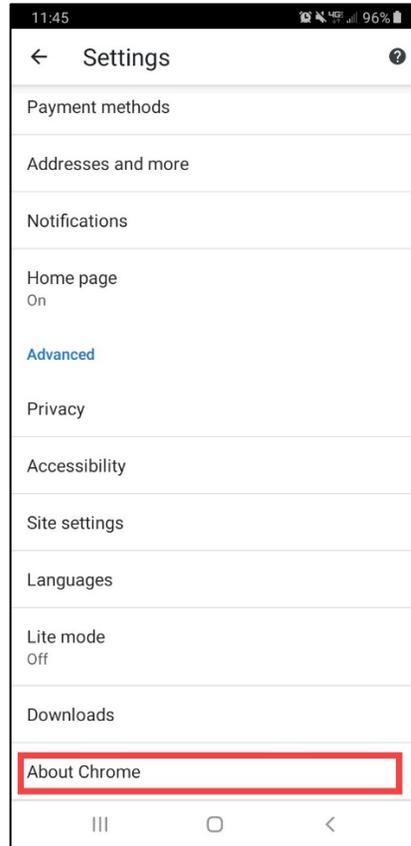
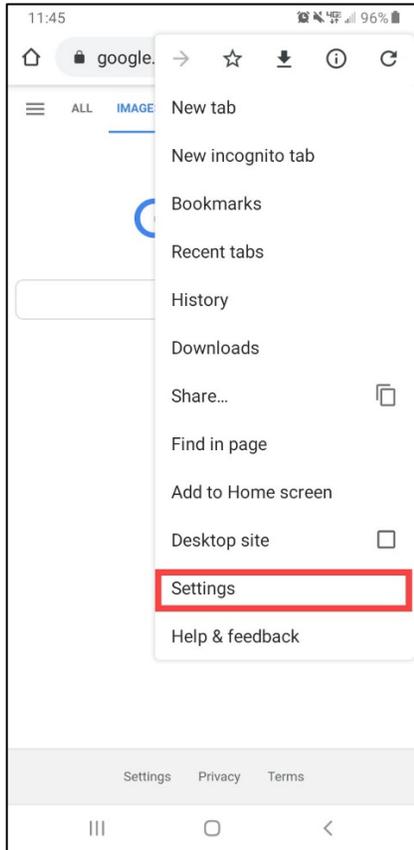


On a PC



For Google Chrome (Android)

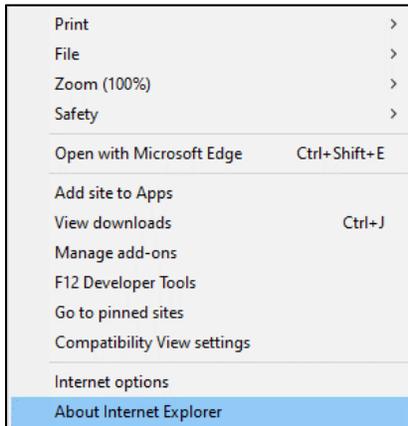
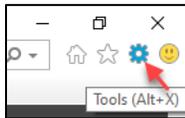
1. Open the Chrome app and tap on the “⋮” menu
2. Open the settings menu, scroll down and tap “About Chrome”



For Internet Explorer (PC):

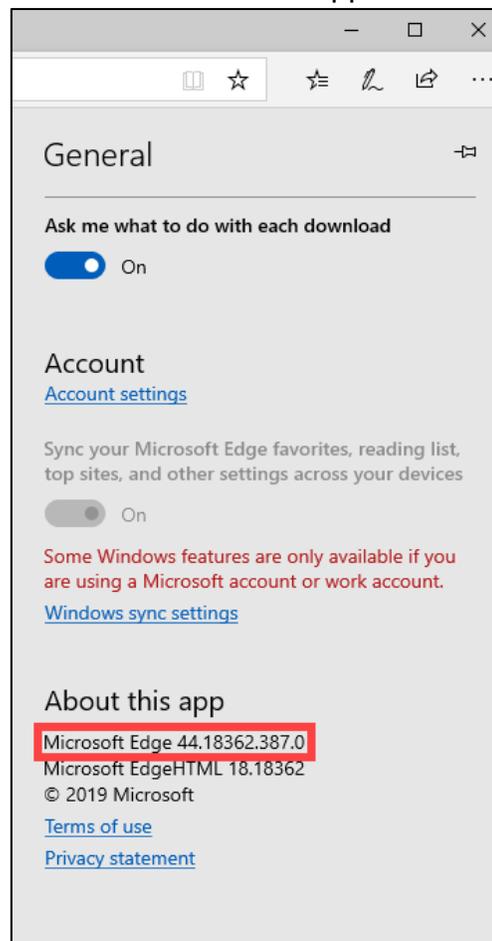
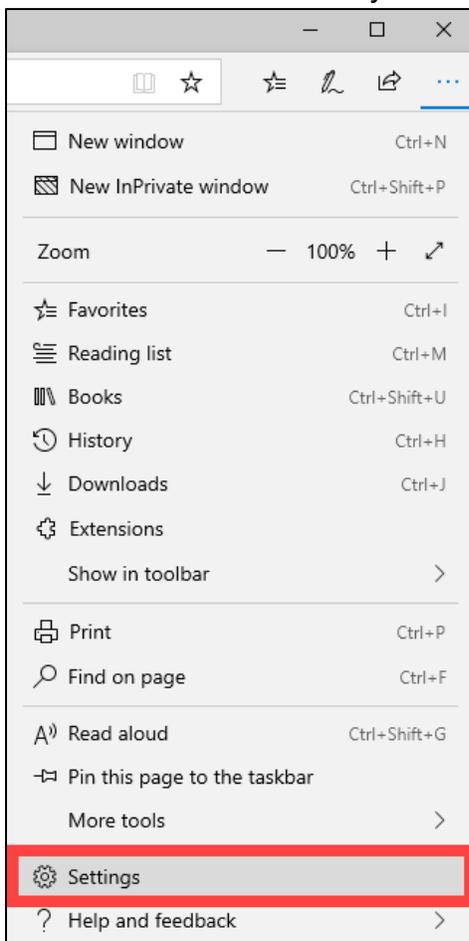
On the top menu bar, click Help or the gear, then click About Internet Explorer.

1. A pop up window will appear and display your current version.



For Microsoft Edge (PC):

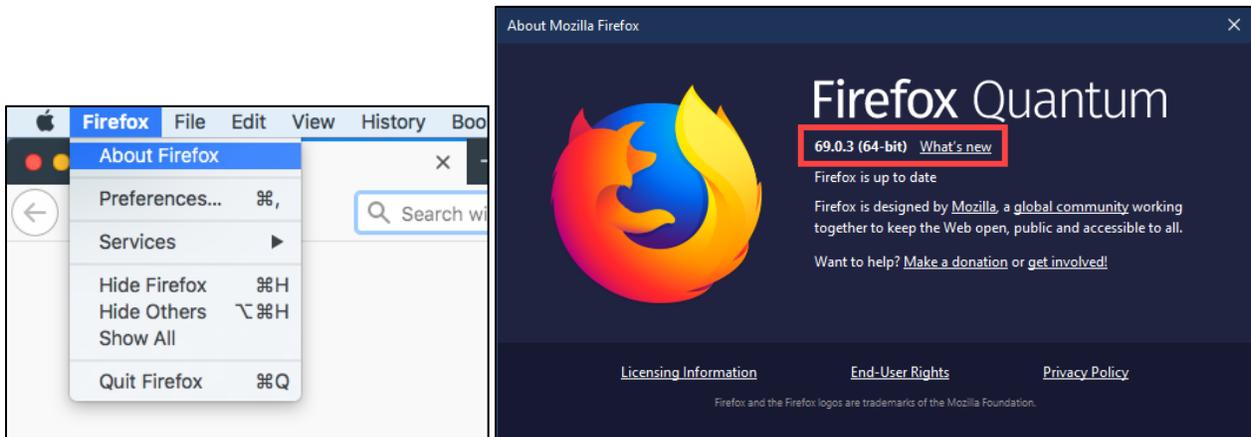
1. Open the “...” menu in the upper-right corner, and then select Settings
2. Scroll down and find your version under “About this app”.



For Mozilla Firefox (Mac and PC):

1. On the top menu bar,
 - a. On a Mac – click Firefox, then click About Firefox.
 - b. On a PC – Open the “☰” menu, click Help, then click About Firefox.
2. An “About Mozilla Firefox” window will open with the version information.

On a Mac:



On a PC

