HIP Web Browser Compatibility

CONTENTS

OVERVIEW

As you work in the HIP system, you might notice slight variations on the same transaction page depending on the web browser you use. On occasion, some browsers can cause HIP to exhibit behaviors that vary from what is expected. Some differences are very subtle and have no impact on the performance of the system, while others may alter the look and function of pages. Differences in appearance and behavior can occur because the technologies that browsers use to process and display web pages vary among web browsers and their version updates. The HIP system is designed to be compatible with multiple browsers, despite their technological differences. To ensure compatibility, HIP is thoroughly tested on various browser versions and operating system platform combinations.

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

HIP CERTIFIED BROWSER VERSIONS

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

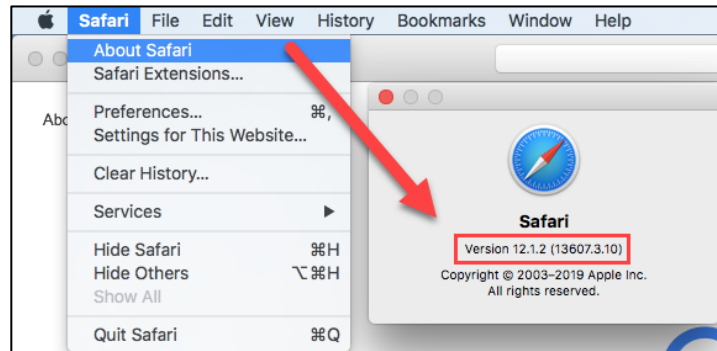| Safari (OS X)	Safari (IOS)	Chrome (MAC & PC)	Chrome (Android)	MS Edge (Chromium)	Firefox
14.X	12.X	89.X	9.X	89.X	78.9 ESR

HOW TO CHECK YOUR WEB BROWSER VERSION

This section provides general guidance on how to determine the version of your web browser. Web browsers can vary from version to version or according to what operating system you are using (i.e. Mac or PC). The navigation listed below may be used to determine your web browser version. With the various versions of 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 are using 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 browser information. The first number outside the parenthesis is the version number.
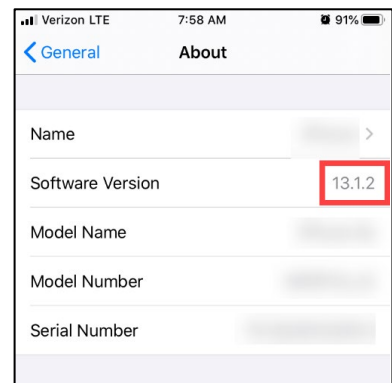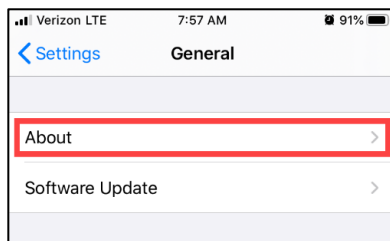

FOR SAFARI (IOS):

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:
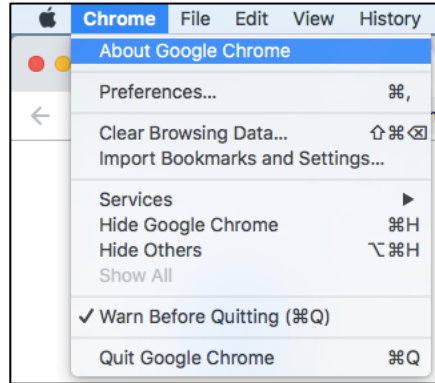
1. Open the Settings app.
2. Tap on "General Settings".
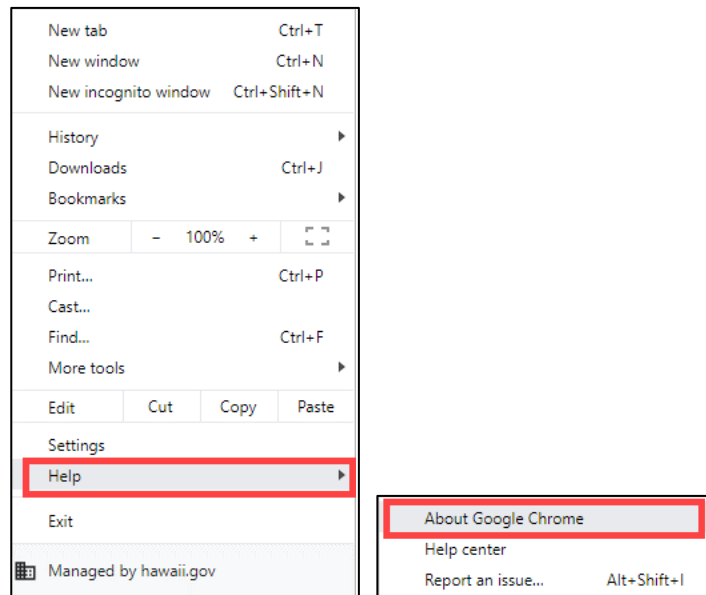3. Tap on the "About" section in the General settings.
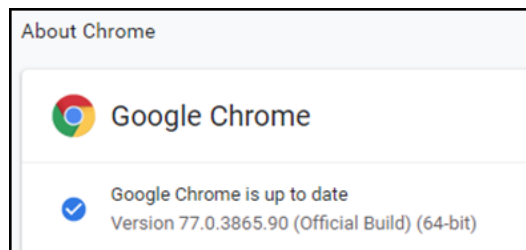
FOR GOOGLE CHROME (MAC AND PC):

1. On the top menu bar,
   a. **On a Mac** – Click Chrome, then click "About Google Chrome".

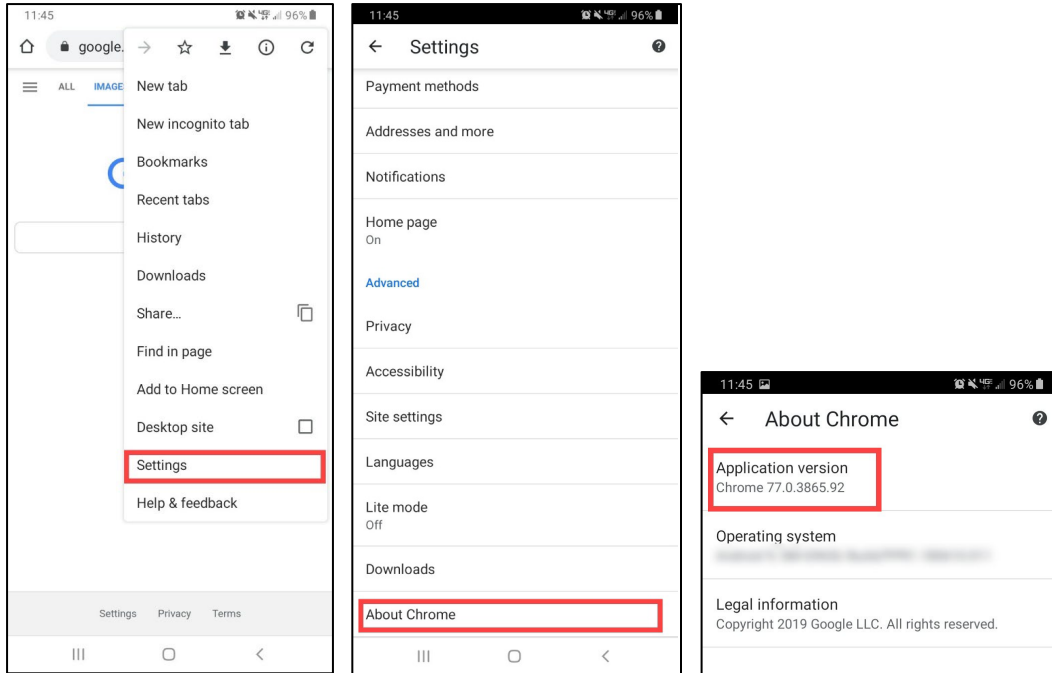   b. **On a PC** – Click the ":" menu, select "Help", then click "About Google Chrome"

2. The page "About Google Chrome" will open with the version information.
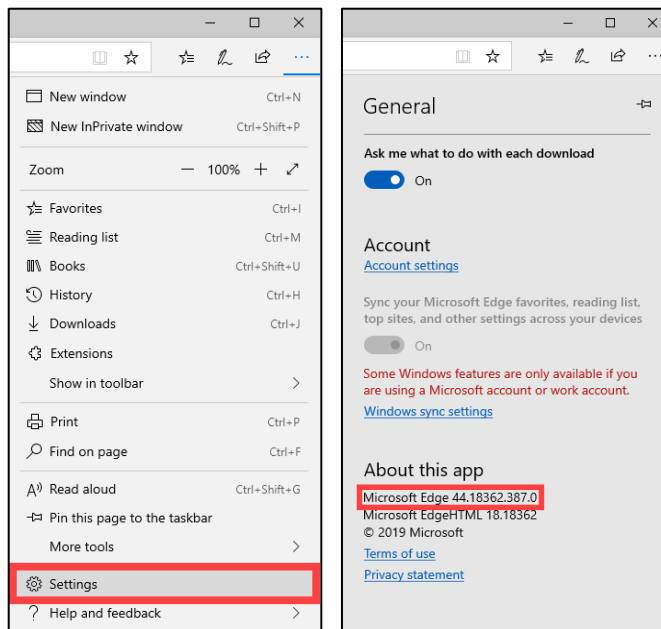
FOR GOOGLE CHROME (ANDROID):

1. Open the Chrome app and click on the "⋮" menu.
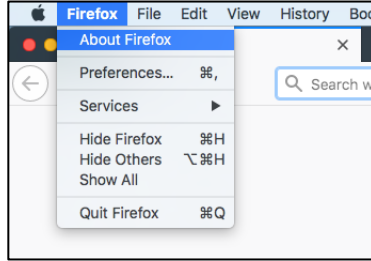2. Open the Settings menu, scroll down and click "About Chrome"

FOR MICROSOFT EDGE (PC):

1. Open the "⋯" menu in the upper-right corner and select "Settings".
2. Scroll down and find your version under "About this app".

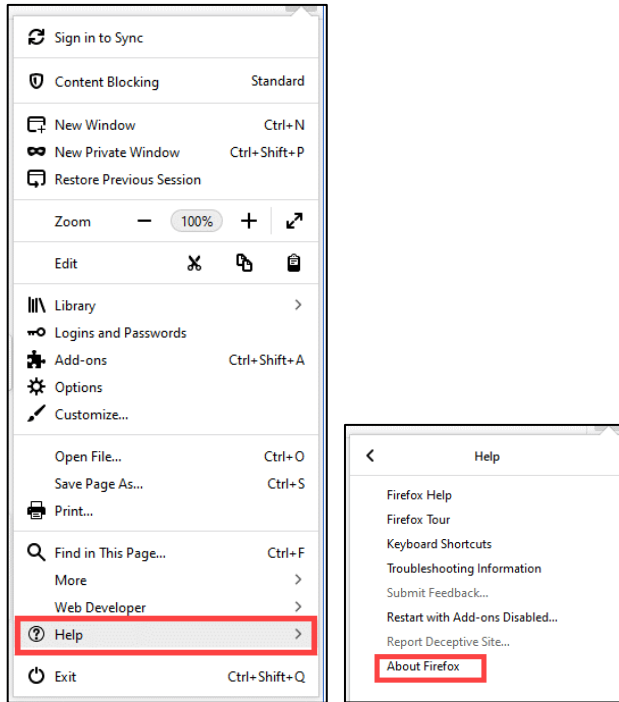*FOR MOZILLA FIREFOX (MAC AND PC):*

1. On the top menu bar,
   a. **On a Mac** – Click Firefox, then click "About Firerox".

   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.