

# CTH - EXTENDED USE OF IE 11 LIGHTNING IS NO LONGER SUPPORTED

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## CareTeamHub – EXTENDED USE OF IE 11 LIGHTNING IS NO LONGER SUPPORTED

Purpose: Follow this procedure when a user reports CareTeamHub error EXTENDED USE OF IE 11 LIGHTNING IS NO LONGER SUPPORTED. As of December 31, using Internet Explorer 11 (IE 11) with Lightning Experience is no longer supported. Issues with performance or functionality that affect only IE 11 will not be fixed. Please switch to a supported browser.

Required Information to be documented in each incident:

Contact Name Contact Number User Role (SW, RD) Clinic / Facility Number Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Advise the user to use Chrome for the CareTeamHub.
5. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

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