

Introduction & Background

Microsoft previously announced that as of 15th June 2022 their **Internet Explorer browser** will be retired from usage, and have significantly moved up their timeframe regarding their plans to completely remove Internet Explorer (IE11) on Windows 10 devices.

- The Internet Explorer 11 desktop application has now been **permanently disabled** through a Microsoft Edge update **released on 14th February 2023**.
- All Internet Explorer 11 visual references – such as the desktop shortcuts, start menu and taskbar icons – will be removed by the June 2023 Windows security update scheduled for Tuesday 13th June 2023.

This may have an **immediate** and **direct effect** on the usage and functionality of the **CCG eReferral** application.

- All other applications hosted on the Optometry Portal; OCS, HSCNI Email and NIECR remain unaffected by the switch to Microsoft Edge.

The latest version of the CCG software does not support a modern browser; therefore, the application will not function correctly when accessed using Microsoft Edge.

To ensure the continued usage of the CCG eReferral application going forward, a workaround has been developed until the new CCG software is released; the last expected release date has been quoted as Autumn 2023.

The **workaround** utilises a feature within Microsoft's Edge browser that allows the application to open in an Internet Explorer legacy mode, therefore ensuring the application functions correctly.

What does this mean for HSCNI Network / Optometry Portal connectivity?

Any existing desktop shortcut icon, probably called "**BSO Optometry Portal**", when selected will **now automatically** launch the **Microsoft Edge** browser; this cannot be undone or changed.

The connectivity process using the Microsoft Edge browser remains unaffected and the device-in-question must still meet the F5 BigIP connectivity software security requirements.

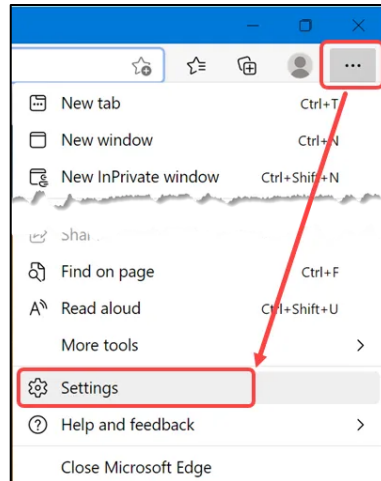
What happens next?

The User Guide over the following pages shows the required process to modify the settings within Microsoft Edge browser to enable the CCG eReferral application to function correctly with **Edge's IE Mode**.

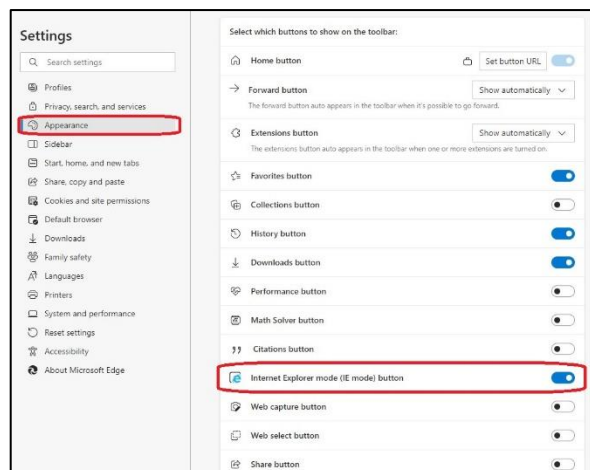
Step 1: Adding the IE Mode button to the browser toolbar

You are required to enable the IE mode feature within the Edge browser to ensure this function is selectable on the website required (The main Optometry Portal in this case).

1. **Open** the Edge browser.
2. Navigate to the **Settings** menu
 - o Click **Alt + F** on your keyboard or click the **3 dots** at the top right-hand corner.



3. Open the **Settings** sub-menu
4. Navigate to the **Appearance** section on the left-hand side menu
 - o **Note:** You may need to maximise the window to display this correctly



5. Click the **toggle button** for “Internet Explorer mode button” to **On**
 - o **Note:** Should this option not be available, check the **Default Browser** sub-menu and ensure the “**Allow sites to be reloaded in IE Mode**” drop down is set to **Allow**
6. A New icon will be displayed on the toolbar at the top of the browser



Step 2: Connecting to the HSCNI Network / Optometry Portal

1. Establish a connection into the HSCNI Network / Optometry Portal



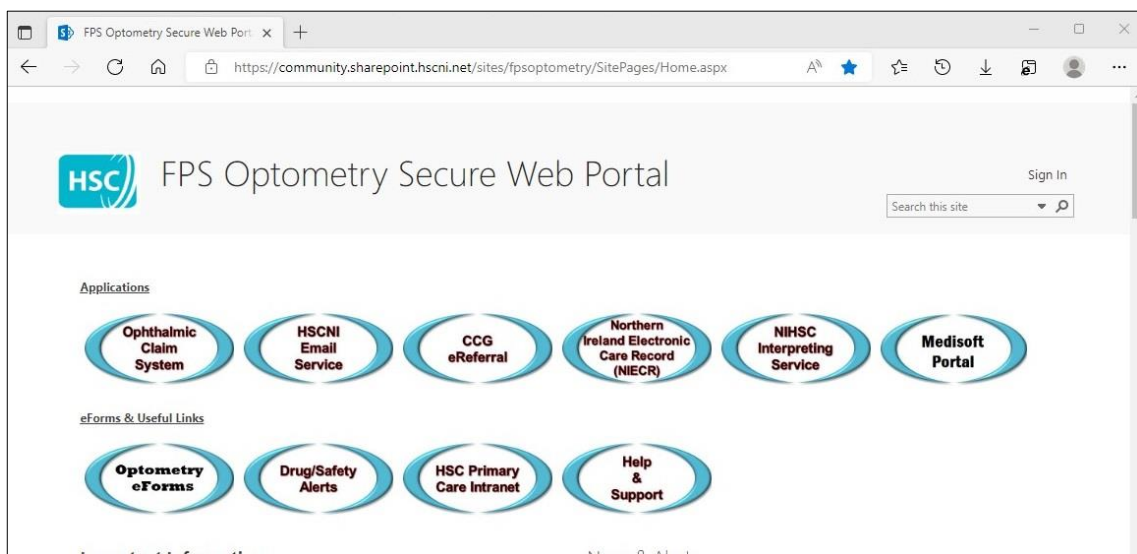
- Portal URL: <https://signin.hscni.net/partner>
- Username: Premise Code
- Passcode: Your 4-digit PIN + the 6-digit code generated by your Keyfob

Step 3: Configuring the main Optometry Portal in IE Mode

Contractor-based testing has confirmed that the most effective method to activate IE Mode and ensure the best end-user experience for all hosted applications, is to configure the main Optometry Portal (The first landing page after secure connection) to open in IE Mode.

This ensures that all applications (CCG, NIECR etc.) launched from this page, inherit the parent IE Mode setting and therefore **display** and **function** correctly.

1. The main Optometry Portal page is displayed after connection

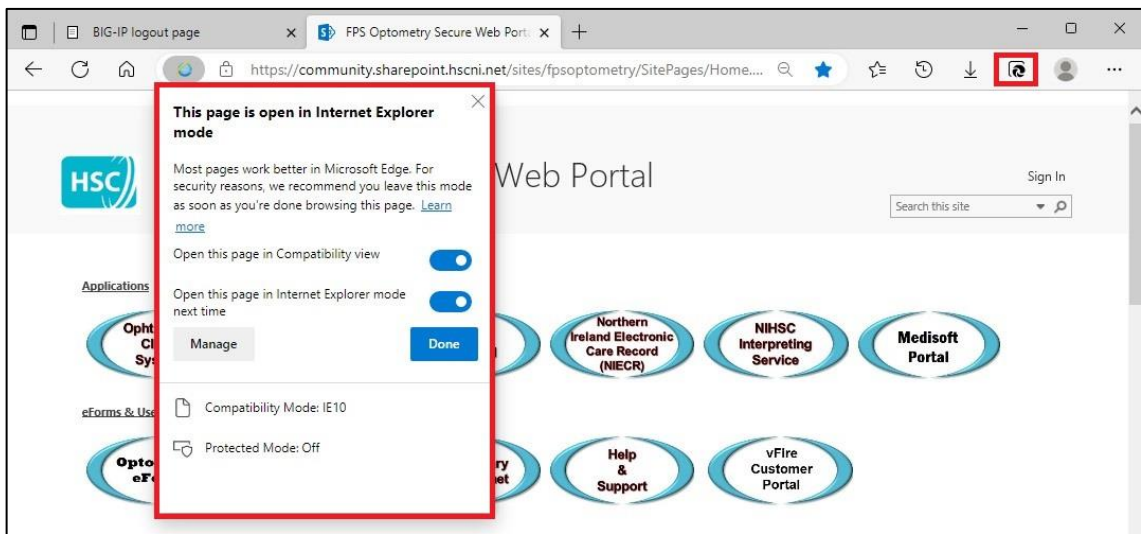


2. Click the **IE Mode** button on the main toolbar (top of the page)

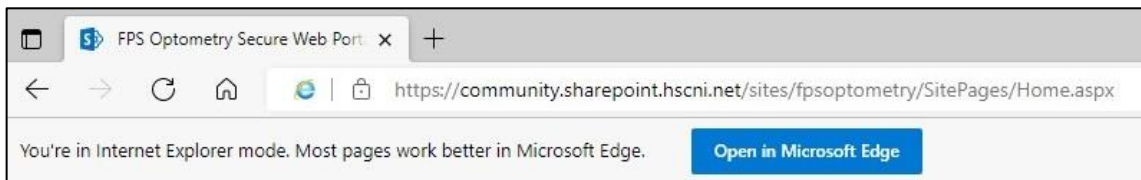
3. Click the **toggle buttons** for both available options
 - **Open this page in Compatibility view**
 - **Open this page in Internet Explorer Mode next time**

The button will change colour indicating it is active.

4. Click **Done**



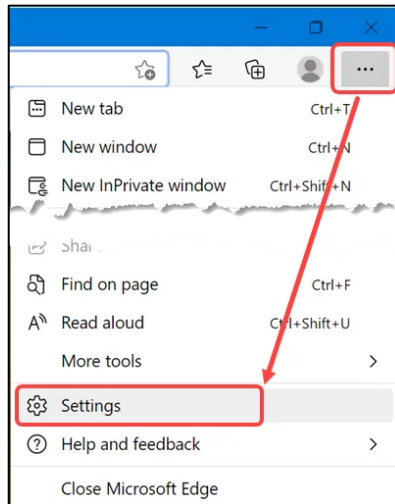
5. A confirmation message will be displayed to indicate the IE Mode setting is active



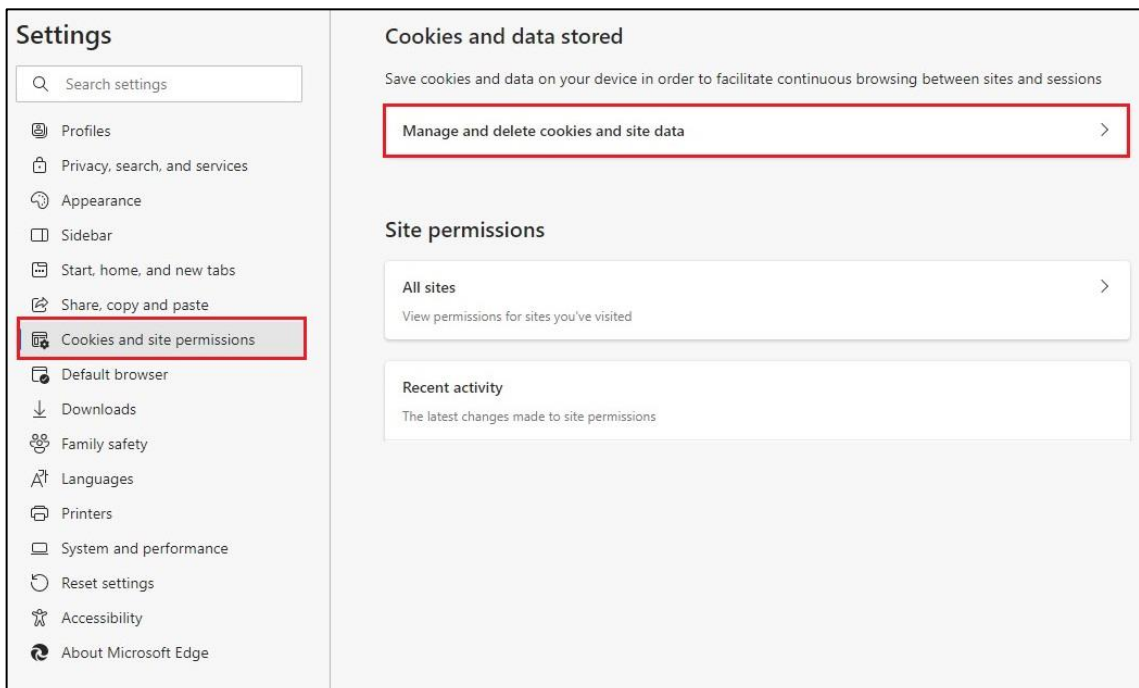
Step 4: Additional browser settings for CCG functionality.

Additional settings within the browser are required to ensure the functionality of the CCG application, specifically the file upload function used to attach images / documents to referrals.

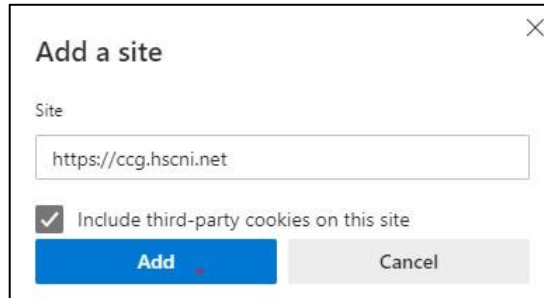
1. Navigate to the **Settings** menu
 - a. (Click Alt + F on your keyboard or click the 3 dots at the top right-hand corner)



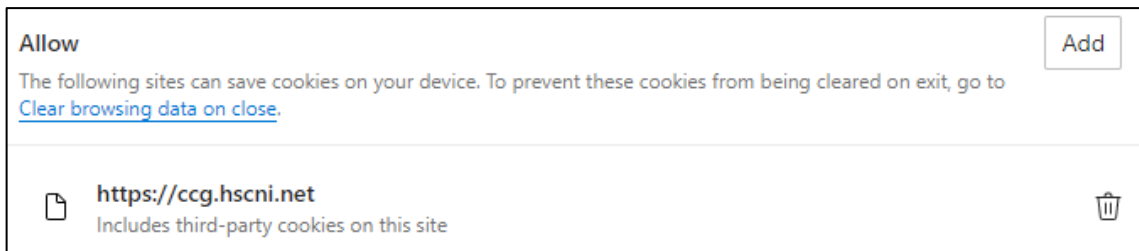
2. Open the **Settings** sub-menu
3. Navigate to the **Cookies and site permissions** section on the left-hand side menu
 - a. Note: You may need to maximise the window to display this correctly
4. Open the **Manage and delete cookie and site data** option



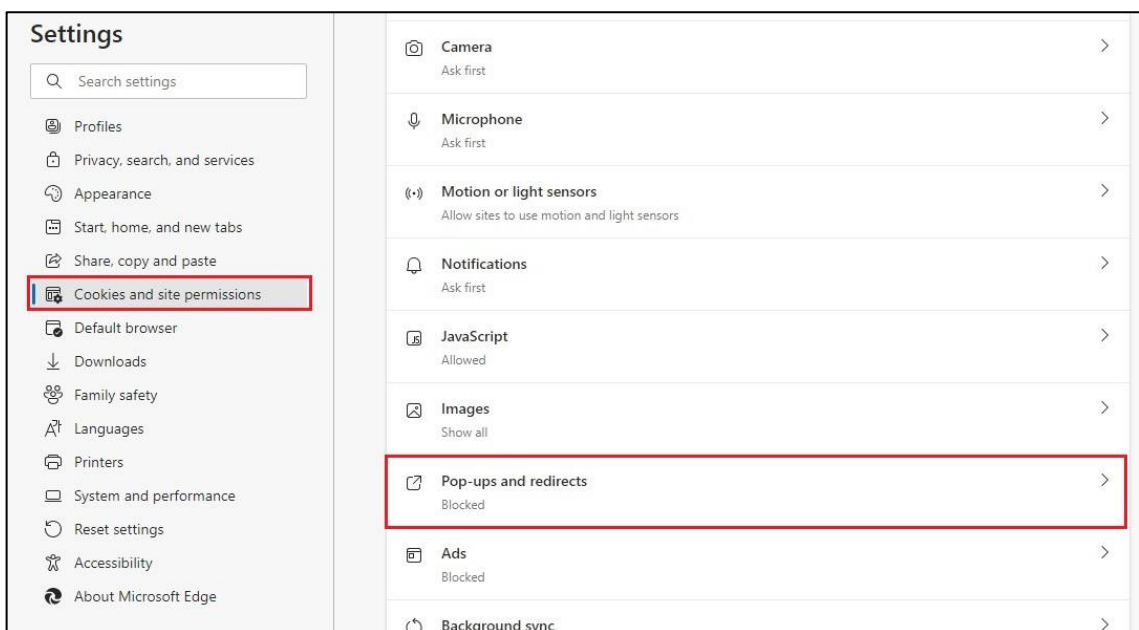
5. Under the **Allow** tab, select **Add**. A pop-up will be displayed.
6. Click / Tab into the field below Site. Type in <https://ccg.hscni.net>
7. **Tick** the box **Include third-party cookies on this site**
8. Click **Add**



9. The main **Manage and delete cookie and site data** will be displayed and under the **Allow section** the new setting configured and active.



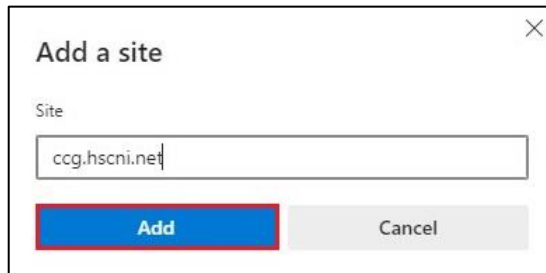
10. **Click the Cookies and site permissions** section on the left-hand side menu again
11. Open the **Pop-ups and redirects** option



- 12. **Block & Add** sections will be displayed. Under the **Allow** tab, select **Add**



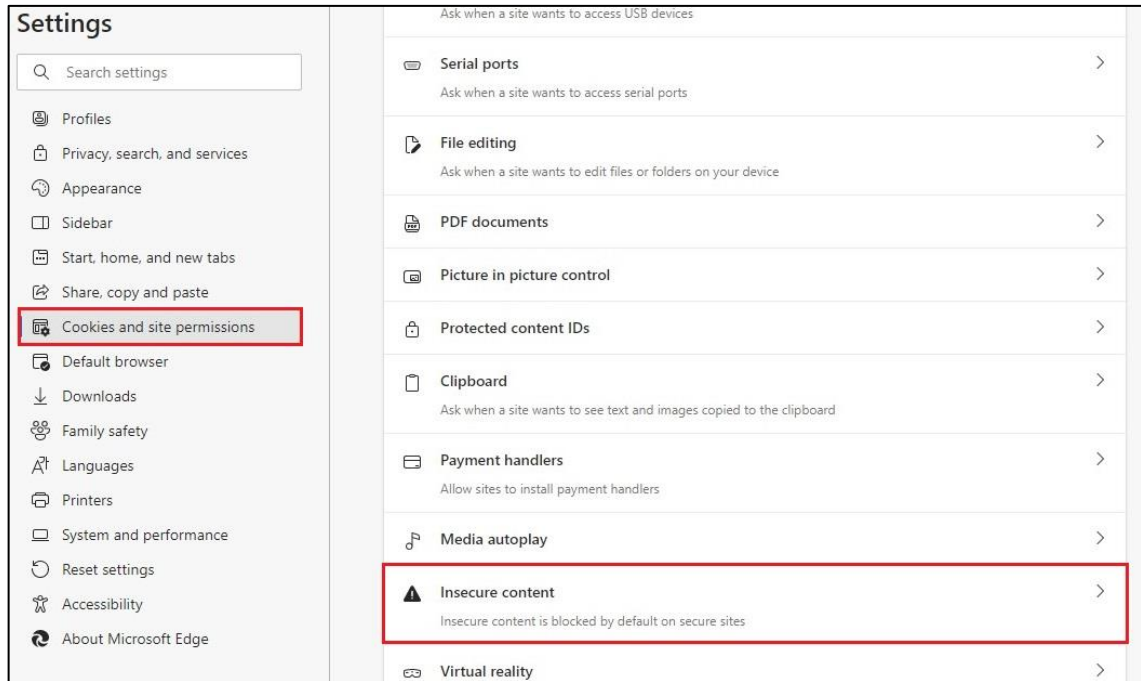
- 13. A pop-up will be displayed
- 14. Click / Tab into the field below Site. Type in **ccg.hscni.net**
- 15. Click **Add**



- 16. The **Block & Allow screen** will be displayed showing the new setting configured and active



- 17. Click the **Cookies and site permissions** section on the left-hand side menu again
- 18. Open the **Insecure content** option

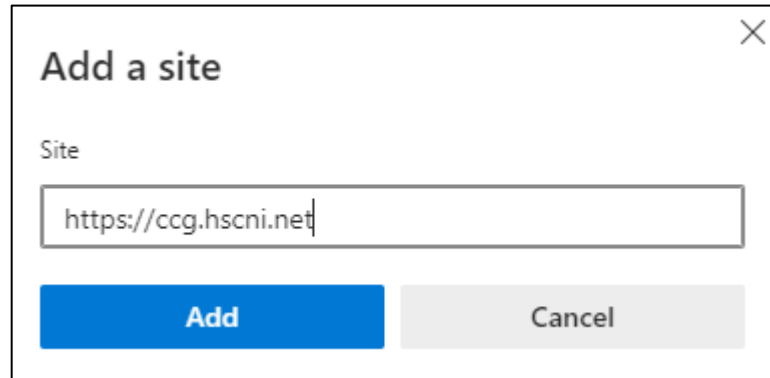


- 19. **Block & Add** sections will be displayed. Under the **Allow** tab, select **Add**



- 20. A pop-up will be displayed.

21. Click / Tab into the field below Site. Type in <https://ccg.hscni.net>
22. Click **Add**



23. The **Insecure content screen** will be displayed showing the new setting configured and active



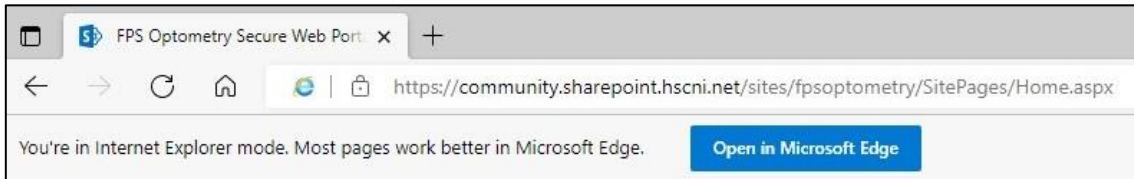
24. Perform a **hard refresh** of the browser cache.
 - a. This will force the browser to load the most recent version of a page.
 - b. Carry this out on the main **Optometry Portal page**.
25. **Close** the Settings tab. **Navigate** back to the main Optometry Portal home page.
 - a. When you have the Portal page active.
 - b. On the device keyboard click **CTRL + F5**
 - c. The screen will refresh and reload.

Important Notes:

If you require an application to be opened in Edge with normal functionality.

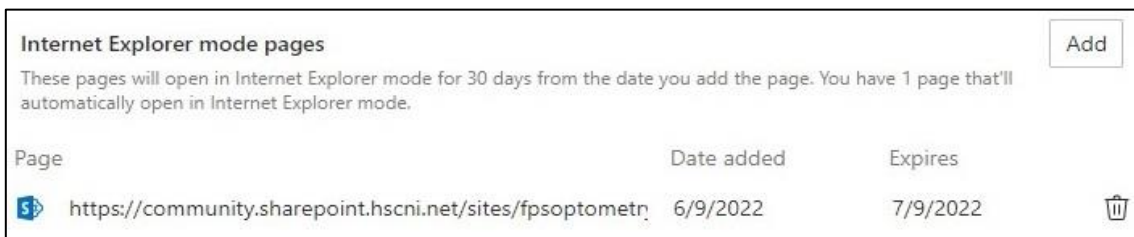
For example: The SPPG send out a communication to your HSCNI Email account with a link to access a Survey / PDF etc.)

Click the “**Open in Microsoft Edge**” button at the top of the page (Highlighted in blue).



This will not remove the global setting after the page is closed

The IE Mode setting within the Edge browser has a 30-day expiration cycle.



Once this deadline has been reached, the browser will automatically remove the IE Mode setting.

Contractors will have to repeat Steps 3 to 5 again.

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