




COGCC eForms Browser Compatibility

Microsoft is deprecating the application framework Silverlight that eForms is written in. It has stopped working in browsers other than Internet Explorer. It does still work in Safari at this time, but has limited features. Microsoft has set the support end date for Silverlight to be October 2021. That does not mean it will suddenly stop working but we do plan on having a replacement by then, and hopefully much sooner.

Windows 10 users can have trouble finding Internet Explorer  because Microsoft really wants you to use their new browser Edge . They both have blue “e” icons so it can be hard to tell which one you are using.

Here are the instructions to use Internet Explorer and activate Silverlight on Windows 10. The instructions for earlier versions of Windows start with the manage add-ons section.

You usually just have to type Internet Explorer into the search bar to find it.

Here is a Windows 10 secret... If you click on the Start button , you can just start typing to search. You don't have to locate the search field or have your cursor in the search field. There could be a chance you have to turn on the feature if it does not come up as a search result.

(Follow these instructions only if Internet Explorer was not a search result)
Internet Explorer is considered a feature in Windows 10. To turn on the Internet Explorer feature, follow these steps:

Right-click the Start button, choose Control Panel from the pop-up menu, and click the Control Panel's Programs icon. If you click on the Start button, you can just start typing Control Panel.

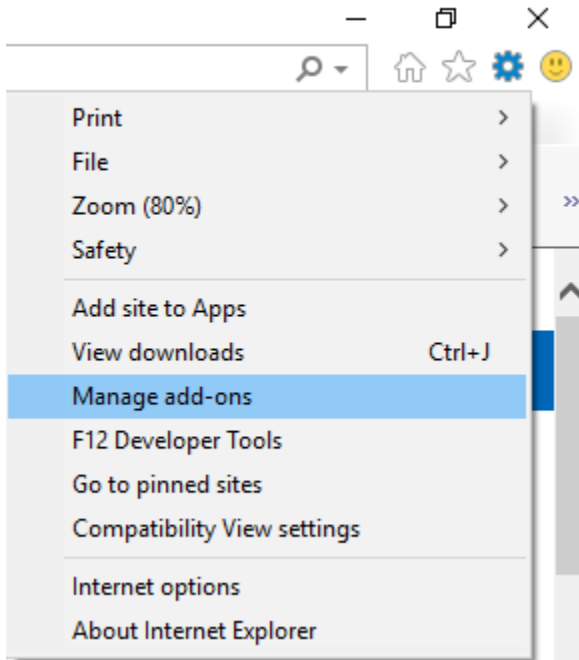
From the Programs and Features category, choose Turn Windows Features On or Off.

Put a checkmark in the box next to Internet Explorer 11, and click the OK button.

Once you find Internet Explorer...

Enable Silverlight add-on

Open Internet Explorer, select the Tools button, and then select Manage add-ons.



Under Show, select All add-ons.

Select the Microsoft Silverlight add-on, click Enable, and then select Close.

