

Connect Browser Requirements

As a reminder, a modern browser must be used when accessing Connect Version 2. Modern browsers are noted below.

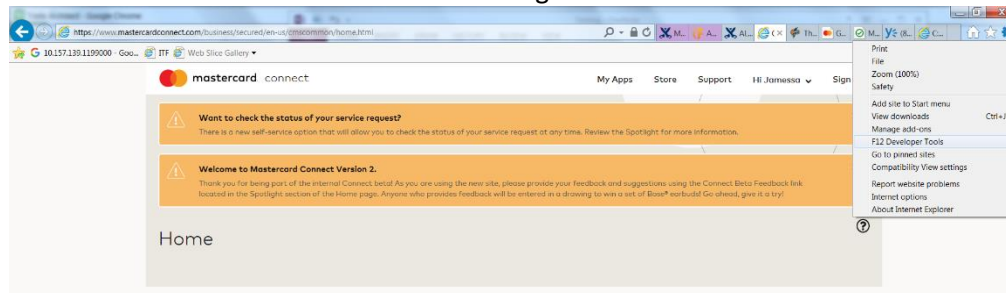
- Internet Explorer (version 11)
 - Note: Internet Explorer versions (IE) 9 and 10 are supported but for the best experience Internet Explorer version 11 should be used. **IE 8 and below are not supported.**
- Firefox (version 39 or higher)
- Chrome (version 45 or higher)
- Safari (Mac only, version 9 or higher)

If your company uses Internet Explorer as its default browser and you are unable to sign in or if you receive an “Unsupported Browser” message; please refer to the browser requirements above and contact your technical team to ensure that you are using IE 9 or above.

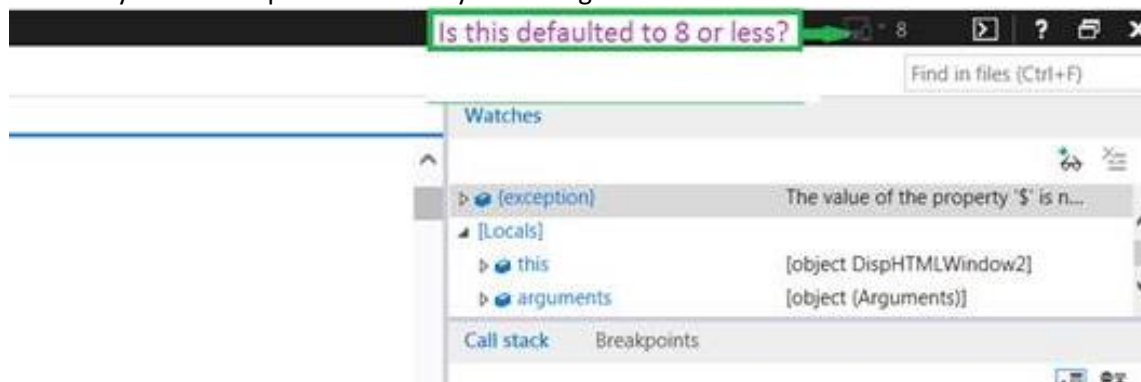
You may also receive an “Unsupported Browser” message if your company is using Internet Explorer version 11 in “enhanced/compatibility” mode. Using Internet Explorer version 11 in enhanced/compatibility mode may mean that your Internet Explorer version is being decreased to version 8 or below.

To determine what version of Internet Explorer you are using, please see the instructions below:

1. Select the Tools menu from the main navigation bar and then select the F12 Developer option.



2. Identify Internet Explorer version by reviewing the information as noted below.



3. If the Internet Explorer version is 8 or below, please contact your internal technical team to upgrade version 9 or above.

If your company is using Internet Explorer 11 in enhanced/compatibility mode, please reach out to your IT admin to turn off the enterprise mode or remove www.mastercardconnect.com site from the enterprise mode configuration.

The following Microsoft link provides instructions for turning off enterprise mode or for removing a site from the enterprise mode configuration.

<https://docs.microsoft.com/en-us/internet-explorer/ie11-deploy-guide/turn-off-enterprise-mode>