



# MCS Browser Requirements

**July 2021**



**Indiana Department of Revenue**

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Microsoft is in the process of retiring its Internet Explorer (IE) web browser. Our MCS IT team has been hard at work updating our systems to prepare for this change and making our system compatible with Microsoft's new Edge browser.

**Starting Monday, July 19, customers will not be able to access the MCS transaction system using Internet Explorer.**

Current IE users will need to access the system using one of the three compatible browsers: [Google Chrome](#), [Mozilla Firefox](#) or [Microsoft Edge](#). DOR recommends that users download and install or update their compatible browser of choice (as needed) before their next visit to our transaction system. To install one of these browsers, click on the browser's name (above) or refer to instructions in this guide for more information.

## Unsupported Browser (IE)

All carriers using Internet Explorer will receive the alert displayed below. The alert will provide links to download their supported browser of choice – Google Chrome, Microsoft Edge, or Mozilla Firefox. There are also additional system requirements that are outlined through the link provided in this alert. Instructions for downloading browsers and checking system requirements are provided in this guide, along with an FAQ section at the end.

### Unsupported Browser Alert

You are using a browser that is not supported. Effective July 12<sup>th</sup> 2021, you will be able to access Indiana DOR Motor Carrier web sites only on certified browsers. We highly recommend that you access the web sites on certified browsers for all features to work accurately.

All Motor Carrier applications are certified to work on Chrome, Firefox, and Microsoft Edge browsers. Use the links below to download a certified browser. Please click **System Requirements** to see the complete details or **Remind Me Later** to continue. Continuing with this browser software may produce undesirable results.

 [Google Chrome](#)  [Microsoft Edge](#)  [Mozilla Firefox](#)

[System Requirements](#) [Remind Me Later](#)

## How to Download Supported Browsers

### Download Links

Carriers can access download links to supported browsers two ways. Carriers can click the link directly next to the browser symbol on the alert or they can select the System Requirements button. If they select the System Requirements button, the links are available in the Browser Compatibility section (see the three Click Here links below).

### System Requirements for Motor Carrier Service Applications

**Browser Compatibility**

- MCS users are recommended to use a Microsoft Windows platform with the latest browsers Microsoft Edge, Chrome and Firefox. Using a different browser or operating system to access this web site may reduce site functionality.
- If the above mentioned browsers are not installed on your machine, use the below links to download and install the browser.
- [Click Here](#) to download the latest version of Google Chrome browser
- [Click Here](#) to download the latest version of Mozilla Firefox browser
- [Click Here](#) to download the latest version of Microsoft Edge browser
- Screen Resolution -- To avoid unwanted scrolling, MCS recommends you use a personal computer with minimum screen resolution of 1280 x 720 pixels.

**Privacy and Security**

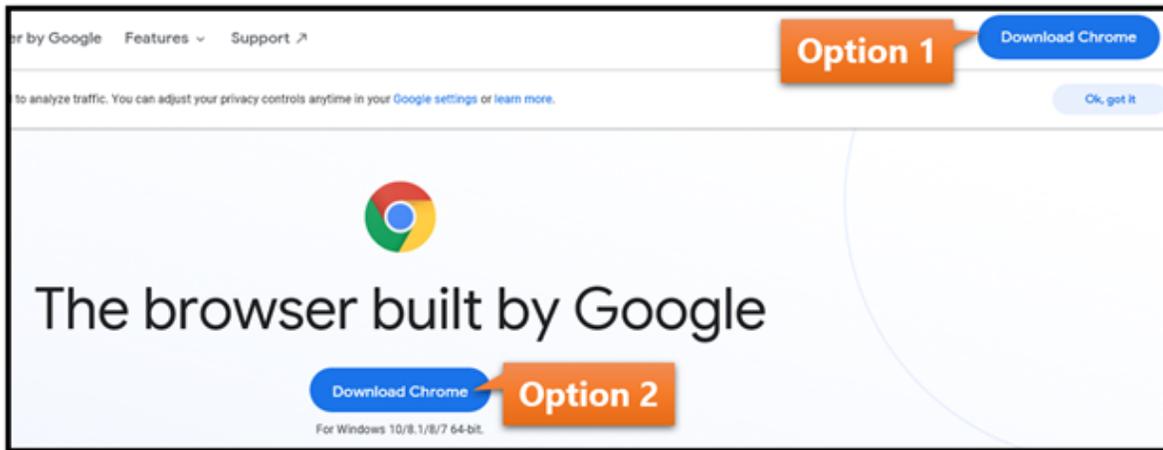
**Others**

Additional information for the System Requirements section is provided on page \_\_, if needed.

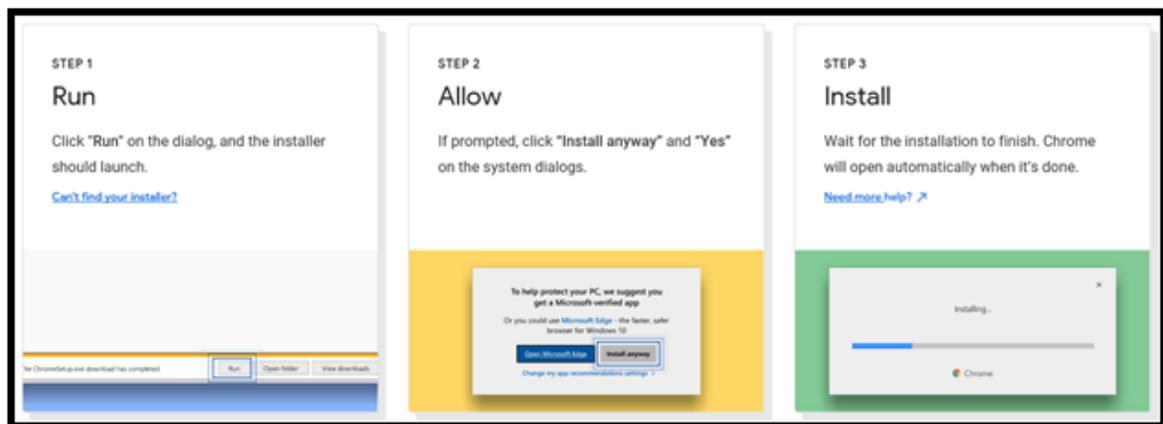
The sections below show what to expect after selecting download links for the three supported browsers.

## Google Chrome

Select the Download Chrome button in the center of the screen or in the top right corner of the screen:

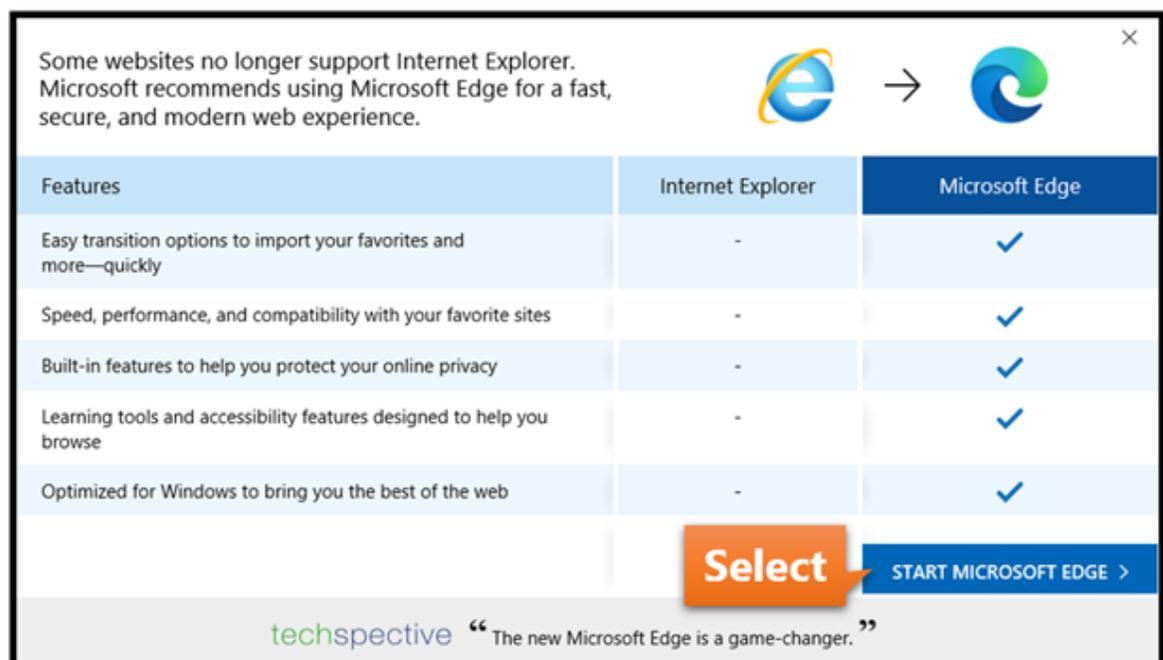


The remaining steps are provided on the next screen:

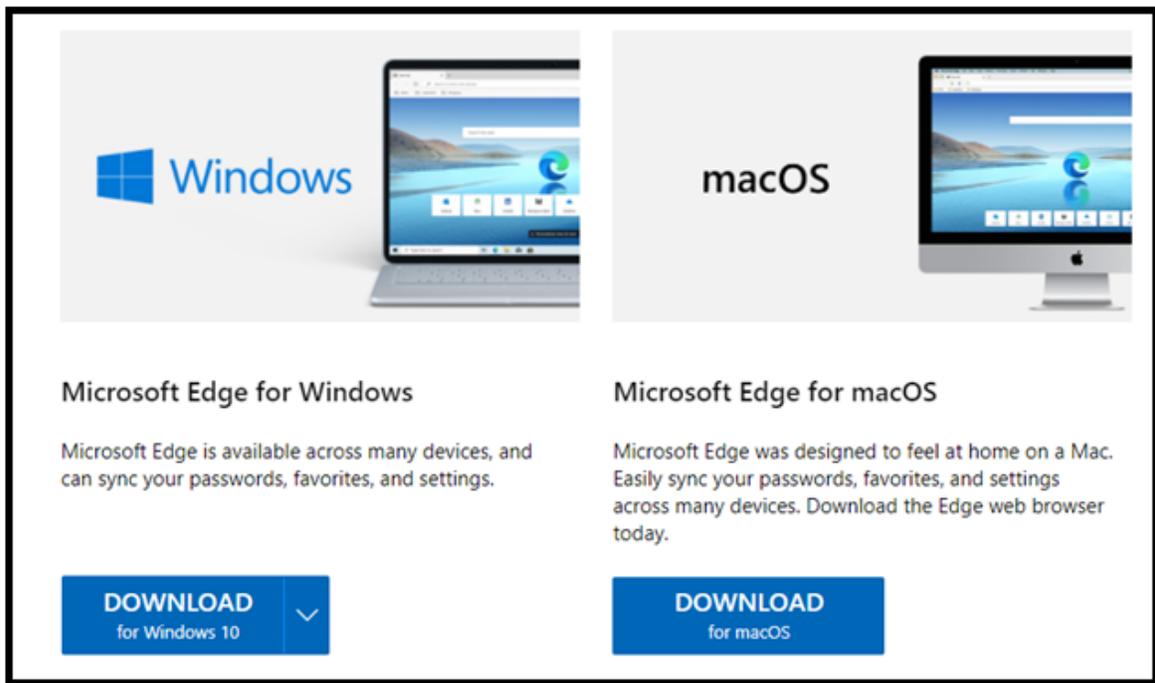


## Microsoft Edge

Select the Start Microsoft Edge button at the bottom right corner:



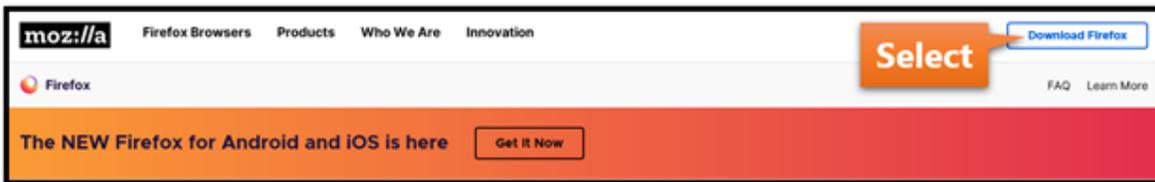
Scroll down on the next screen and you will see download links for Windows and macOS:



The screenshot shows two columns for downloading Microsoft Edge. The left column is for Windows, featuring the Windows logo, a laptop displaying the Edge browser interface, and the text "Microsoft Edge for Windows". Below this is a description: "Microsoft Edge is available across many devices, and can sync your passwords, favorites, and settings." At the bottom is a blue button that says "DOWNLOAD for Windows 10" with a downward arrow. The right column is for macOS, featuring the macOS logo, a monitor displaying the Edge browser interface, and the text "Microsoft Edge for macOS". Below this is a description: "Microsoft Edge was designed to feel at home on a Mac. Easily sync your passwords, favorites, and settings across many devices. Download the Edge web browser today." At the bottom is a blue button that says "DOWNLOAD for macOS".

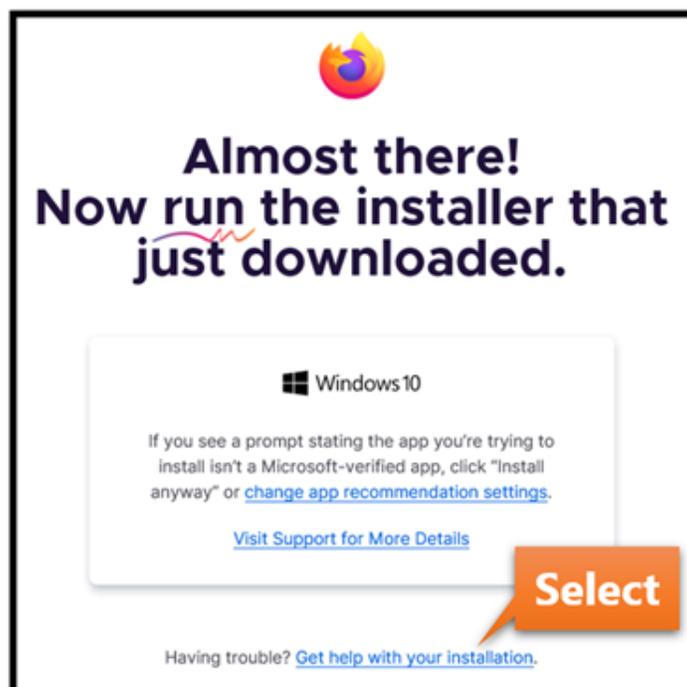
## Mozilla Firefox

Select the Download Firefox button in the top right corner:



The screenshot shows the Mozilla Firefox website. The top navigation bar includes "moz://a", "Firefox Browsers", "Products", "Who We Are", and "Innovation". On the right side, there is a "Download Firefox" button. An orange callout bubble with the word "Select" in white text points to this button. Below the navigation bar, there is a red banner with the text "The NEW Firefox for Android and iOS is here" and a "Get It Now" button. On the far right, there are links for "FAQ" and "Learn More".

The message below will appear. Run the installer that just downloaded. If further instructions are needed, selecting the "Get help with your installation link" at the bottom will direct you to additional steps.

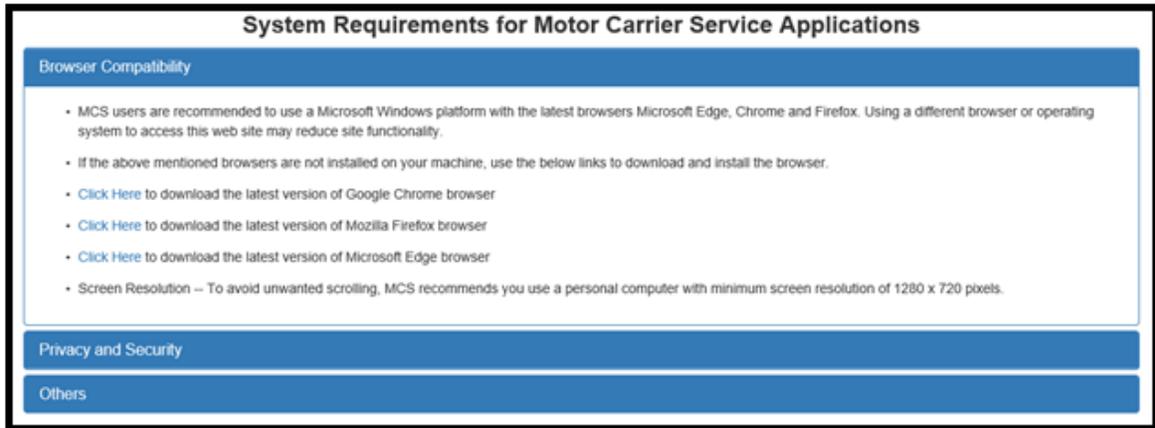


The screenshot shows a white message box with the Firefox logo at the top. The main text reads: "Almost there! Now run the installer that just downloaded." Below this is a white box with the Windows 10 logo and the text: "If you see a prompt stating the app you're trying to install isn't a Microsoft-verified app, click 'Install anyway' or [change app recommendation settings](#)." Below this is a link: "Visit Support for More Details". At the bottom of the message box, there is a link: "Having trouble? [Get help with your installation](#)." An orange callout bubble with the word "Select" in white text points to the "Get help with your installation" link.

# System Requirements

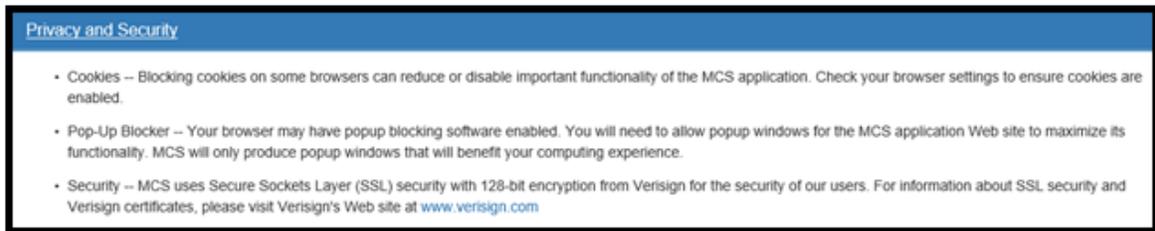
## Browser Compatibility

The Browser Compatibility section provides links to download the three supported browsers as well as the recommended screen resolution.



## Privacy and Security

The Privacy and Security section provides three tips to maximize the functionality of the MCS application. If you need steps to enable cookies or popup windows, see the sections below.



## How to Enable Cookies

Steps for enabling cookies on the three supporting browsers are provided below.

### Google Chrome

At the top right corner of the browser, select More (the icon will appear as three dots: ), then Settings in the dropdown menu.

In the Privacy and Security section, select Site Settings, then scroll down and select Cookies and site data.

Select Allow all cookies or Block third-party cookies in Incognito.

### Microsoft Edge

Select the ellipsis icon (...) in the top right corner of your browser, then Settings.

Select Site Permissions, then Cookies and site data.

Ensure "Allow sites to save and read cookie data (recommended)" is turned on.

### Mozilla Firefox

Select the Tools menu from the top toolbar.

Select Options, then the Privacy tab.

Under History, select "Use customer settings for history" from the dropdown menu beside "Firefox will"

Ensure that “Accept cookies from sites” and “Accept third-party cookies” are both checked

Select OK

## How to Enable Popup Windows

Steps for enabling popup windows on the three supporting browsers are provided below.

### Google Chrome

At the top right corner of the browser, select More (the icon will appear as three dots: ), then Settings in the dropdown menu.

In the Privacy and Security section, select Site Settings, then scroll down and select Pop-ups and redirects. Make sure the setting is Allowed.

### Microsoft Edge

Select the ellipsis icon (...) in the top right corner of your browser, then Settings.

Select Site permissions, then Pop-ups and redirects

Ensure the switch is set to On to allow pop-ups

### Mozilla Firefox

Select the ellipsis icon (...) in the top right corner of your browser, then Settings.

In the Advanced settings section, select “View advanced settings”

In the Block pop-ups section, ensure the switch is set to Off

## Frequently Asked Questions (FAQs)

**Q:** I am having issues with the application and it does not allow me to do anything.

**A:** Effective July 12th, MCS applications are no longer supported on the IE browser. Please use one of the certified browsers: Chrome, Microsoft Edge, or Firefox.

**Q:** I am using the IE browser and had never faced any issues. Can I still use the IE browser? Why not?

**A:** No. IE is an old browser version. Microsoft announced that they will decommission the IE browser sometime in mid-2022. This browser will not have security patches or any updates. For security purposes, MCS also decided to no longer support this browser.

**Q:** I have a Mac book, not a Windows operating system. Can I use this machine?

**A:** Although MCS recommends users to use a Windows machine, users can use the Mac book and install one of the supported browsers.

**Q:** Where can I download a new, supported browser?

**A:** If you are using IE to access the MCS Internet, you will see an alert appear. Select the System Requirements button. There are links to the supported browsers available here.

**Q:** Should I frequently update or install the browsers again?

**A:** No. The supported browsers are automatically updated with software updates and security patches by Google Microsoft/Mozilla for the respective browsers. If there is any additional change, MCS will notify users by posting updates and notifications across MCS applications.

**Q:** Can I use my mobile phone or tablet to access MCS applications?

**A:** MCS recommends that you use a computer or laptop with a larger screen size. On mobile phones or tablets, the functionality will be limited or could produce undesirable results.