

PatientKeeper Certified Browsers

Last Updated October 2018

Browser Support by PatientKeeper Software Version

Browser Version	Browser Release Date	Supported PK Versions	Comments
Internet Explorer 11	10/17/13	v8.1.7.23+ <i>(limited)</i> v8.1.7.58+ <i>(limited)</i> v8.1.12+ <i>(full)</i>	<ul style="list-style-type: none"> • Clinicals, Charge Capture are supported in Standard Mode starting in PK v8.1.7.23 • Advanced Clinicals is supported in IE11 Enterprise Mode starting in PK v8.1.7.58. • Advanced Clinicals, including Order Set Builder, is supported in IE11 Standard Mode starting in PK v8.1.12
Microsoft Edge	7/29/15	v8.2+	
Apple Safari (excluding v7.1)	ongoing	v8.1+	<ul style="list-style-type: none"> • Supports physician workflow only; excludes Admin tools. • 3rd party integrations requiring Active X controls not supported.
Google Chrome	ongoing	v8.1+	<ul style="list-style-type: none"> • 3rd party integrations requiring Active X controls not supported.

Notes:

As of 8.1.7, the PK Portal is disabled from launching if the following browsers are detected: IE6, IE7, and IE8 in IE7 compatibility mode

As of 8.1.12, the PK Portal is disabled from launching if the following browsers are detected: IE6, IE7, IE8, IE9, IE10 and IE11 in Enterprise Mode.

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Alternatives for Sunsetted Internet Explorer Browsers

Microsoft has dropped support for Internet Explorer 8 (IE8), IE9 and IE10 browsers as of January 12, 2016. This means that Microsoft no longer provides security updates for these browsers. The table below offers an overview of Microsoft's browser support lifecycle.

As such, PatientKeeper has dropped support for IE8, IE9 and IE10 across all releases as of December 31 2016. This means that PatientKeeper will no longer investigate nor address issues reported against IE versions prior to IE11.

Specific to v8.1.12+ and v8.2+, these releases support IE11, and v8.2 also adds support for Microsoft Edge. PatientKeeper will maintain support for Google Chrome and Apple Safari. PatientKeeper v8.1.12 was released in June 2016 and v8.2 was released in April 2017.

Unfortunately, there are versions of PatientKeeper that do not support IE11. Specifically, the following releases do **not** fully support IE11:

- Revenue Cycle/Charge Capture: v8.1.0 – 8.1.6; v8.1.7.22 and earlier
- Advanced Clinicals/CPOE: v8.1.11 and earlier

Versions noted above have a blocking mechanism which will prevent PK from loading into an IE11 browser.

Therefore, if you are running a version of PatientKeeper that does not support IE11, PatientKeeper recommends that you install IE11 and run it in *Enterprise Mode* (as opposed to Standard Mode). This is a special mode that can be leveraged for applications requiring IE8 browsers on Windows 7 or 8.1 operating systems. Leveraging IE11 in Enterprise Mode will also ensure access to all Microsoft's security updates and support services. Note that, unless otherwise specified, the default mode used by the IE Browsers is standard mode. Additional information on invoking Enterprise Mode, obtained from Microsoft.com, is available at the end of this document.

Alternatively, if you elect to remain on IE8, you can shift your users to Chrome for PatientKeeper use when you upgrade to v8.1.12+ or v8.2+. Note that use of the Chrome Plug-In is no longer recommended as it installs an outdated Chrome browser that could be vulnerable to similar security concerns facing the legacy IE browsers. Google also offers "Chrome for Work" which provides flexibility for an enterprise's browser requirements while maintaining a current version of the Chrome browser. More information is available here: [Chrome for Work](#).

Enabling IE11 Enterprise Mode per Microsoft

Applies to:

- Windows 10
- Windows 8.1
- Windows 7
- Windows Server 2012 R2
- Windows Server 2008 R2 with Service Pack 1 (SP1)

Before you can use a site list with Enterprise Mode, you need to turn the functionality on and set up the system for centralized control. By allowing centralized control, you can create one global list of websites that render using Enterprise Mode. Approximately 65 seconds after Internet Explorer 11 starts, it looks for a properly formatted site list. If a new site list is found, with a different version number than the active list, IE11 loads and uses the newer version. After the initial check, IE11 won't look for an updated list again until you restart the browser.

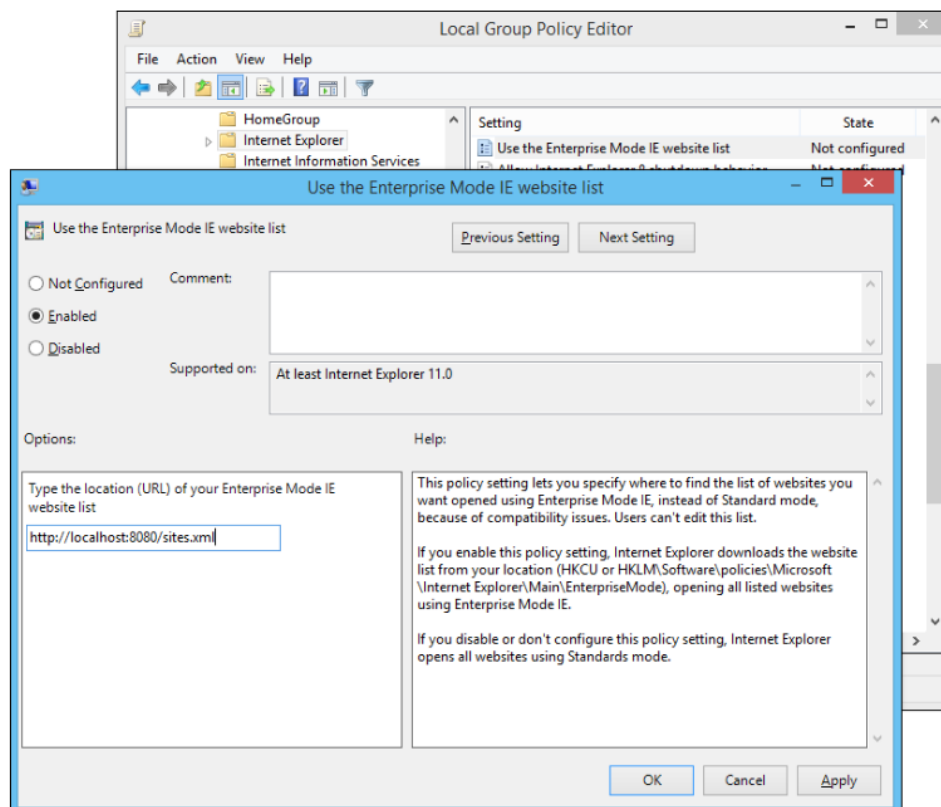
Note

We recommend that you store and download your website list from a secure web sever (https://), to help protect against data tampering. After the list is downloaded, it's stored locally on your employee's computers so if the centralized file location is unavailable, they can still use Enterprise Mode.

► To turn on Enterprise Mode using Group Policy

1. Open your Group Policy editor and go to the `Administrative Templates\Windows Components\Internet Explorer\Use the Enterprise Mode IE website list` setting.

Turning this setting on also requires you to create and store a site list. For more information about creating your site list, see the [Use the Enterprise Mode Site List Manager](#) topics.



2. Click **Enabled**, and then in the **Options** area, type the location to your site list.

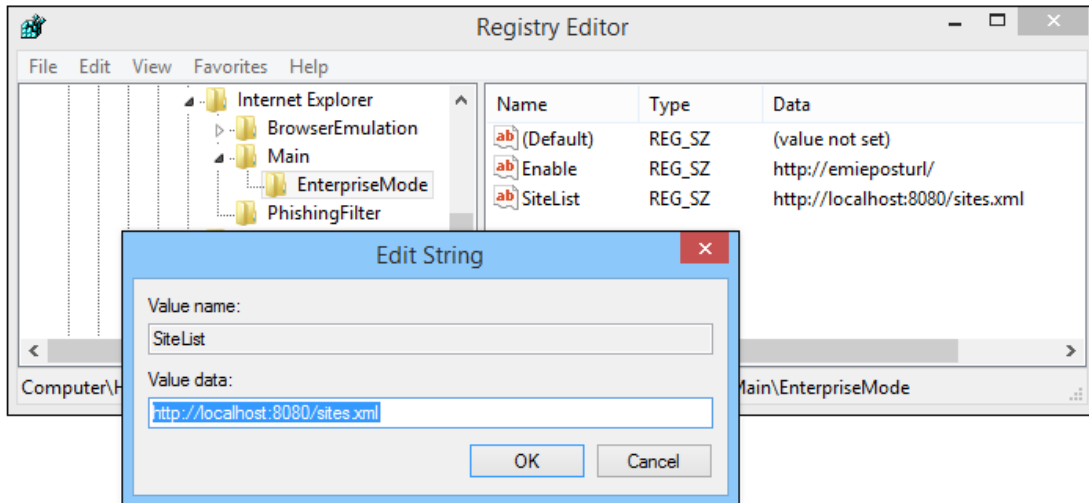
► **To turn on Enterprise Mode using the registry**

3. **For only the local user:** Open a registry editor, like regedit.exe and go to `HKEY_CURRENT_USER\Software\Policies\Microsoft\Internet Explorer\Main\EnterpriseMode`.

-OR-

For all users on the device: Open a registry editor, like regedit.exe and go to `HKEY_LOCAL_MACHINE\Software\Policies\Microsoft\Internet Explorer\Main\EnterpriseMode`.

4. Edit the `SiteList` registry key to point to where you want to keep your Enterprise Mode site list file. For example:



- **HTTP location:** `"SiteList"="http://localhost:8080/sites.xml"`
- **Local network:** `"SiteList"="\\network\shares\sites.xml"`
- **Local file:** `"SiteList"="file:///c:/\Users\\Documents\testList.xml"`

All of your managed devices must have access to this location if you want them to be able to access and use Enterprise Mode and your site list. For information about how to create and use an Enterprise Mode site list, see [Use the Enterprise Mode Site List Manager](#).

Please note: If the xml file has already been updated, increase the version number.