

## Microsoft Edge Browser with IE Mode

The CYBER application uses *Microsoft Edge with Internet Explorer (IE) Mode* as its preferred browser setup.

This document will explain how to use the IE Mode feature to access CYBER.

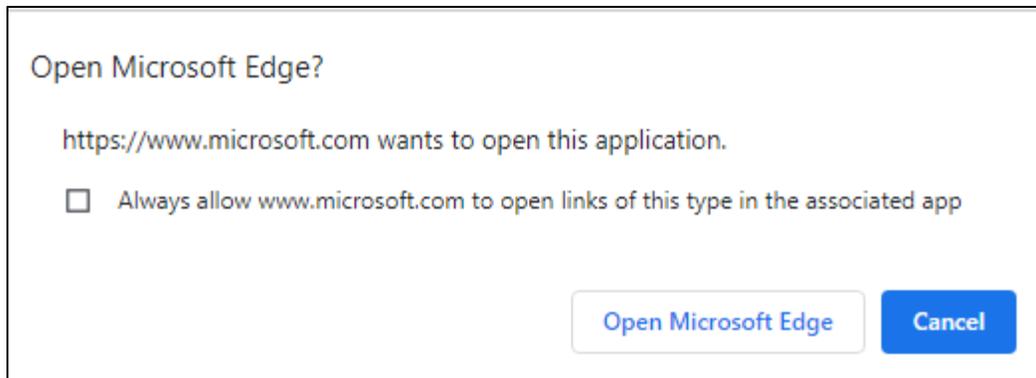
Review how to:

- [Add the Edge browser to your computer](#)
- [Enable 'Internet Explorer Mode' in the Edge browser](#)
- [Reinstall Silverlight](#)
- [\\*Reload in 'Internet Explorer Mode' every 30 days\\*](#)

### Add the Edge browser to your computer

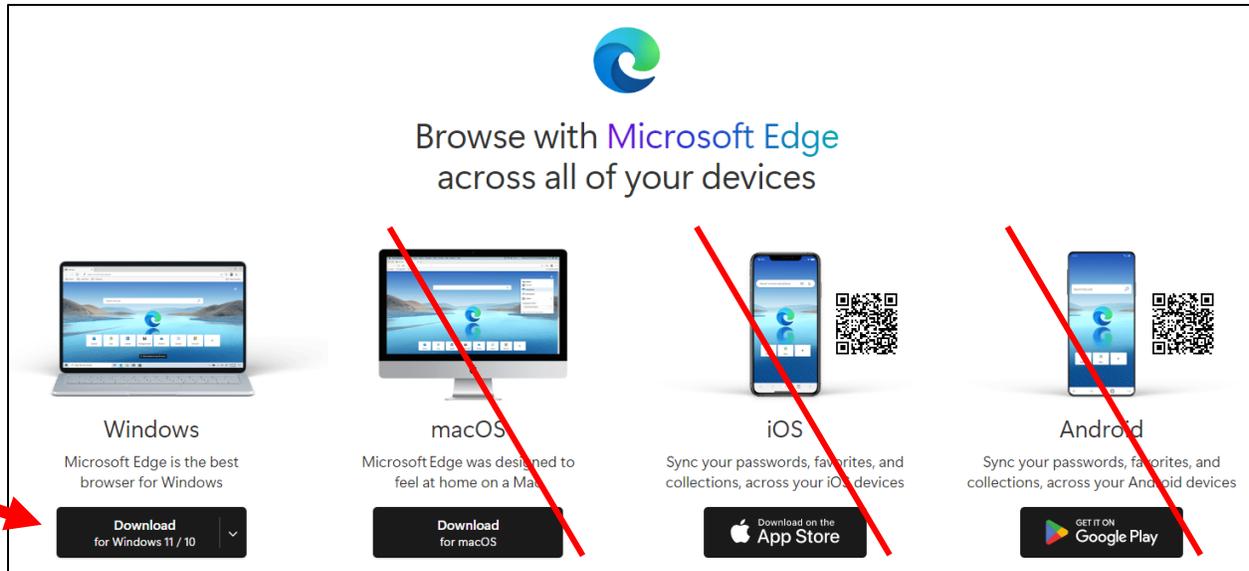
If you do not have Edge, use any other browser to:

1. Click <https://www.microsoft.com/en-us/edge?r=1>
2. Click **Try Edge**
3. A popup window will prompt you to click **Open Microsoft Edge**



4. In the upper bar click **Download**

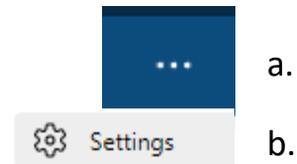




5. Click Download for Windows 10/11
6. Please read the Software License Terms for Microsoft Edge. To download, you will need to click the “Accept and download” button. The file MicrosoftEdgeSetup.exe will go to your Download folder. From there it can be opened and run.

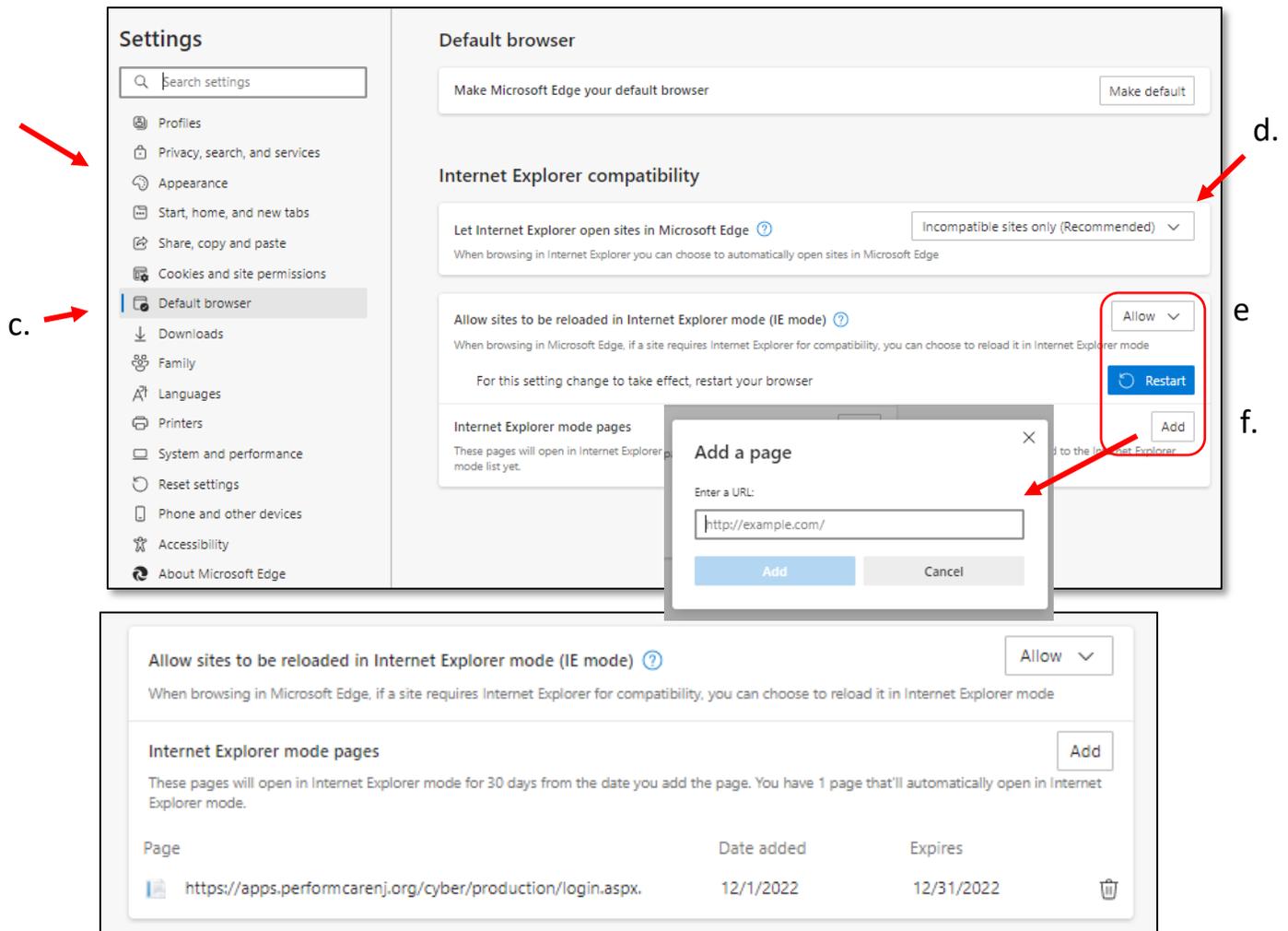
## Enable ‘Internet Explorer Mode’ in the Edge browser.

1. Open Microsoft Edge.
  - a. Click the **Settings and More (ellipsis) button** on the top-right corner.
  - b. Select the **Settings** (gear) option.
  - c. Click on **Default browser** from the list on the left.



Under the **Internet Explorer compatibility** section,

- d. “Let Internet Explorer open sites in Microsoft Edge”, choose **Incompatible sites only**.
- e. “Allow sites to be reloaded in *Internet Explorer mode*”, choose **Allow**. You may need to close and reopen all your browser windows.
- f. Internet Explorer mode pages”, click **Add** and type in or copy and paste <https://apps.performcarenj.org/cyber/production/login.aspx>.



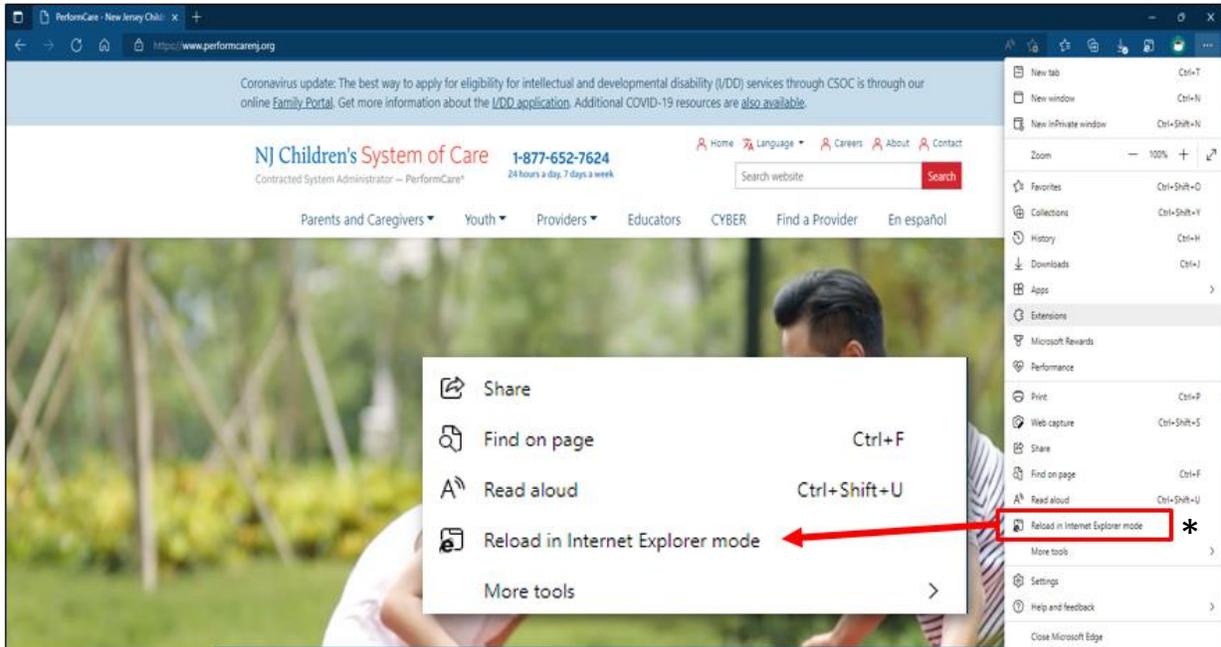
**IMPORTANT:** A 30-day timeframe for usage will be set automatically. You must [reload the in Internet Explorer Mode](#) every 30 days.

2. Click the **Restart** button to restart the browser.

## Reload Edge with Internet Explorer Mode Every 30 Days

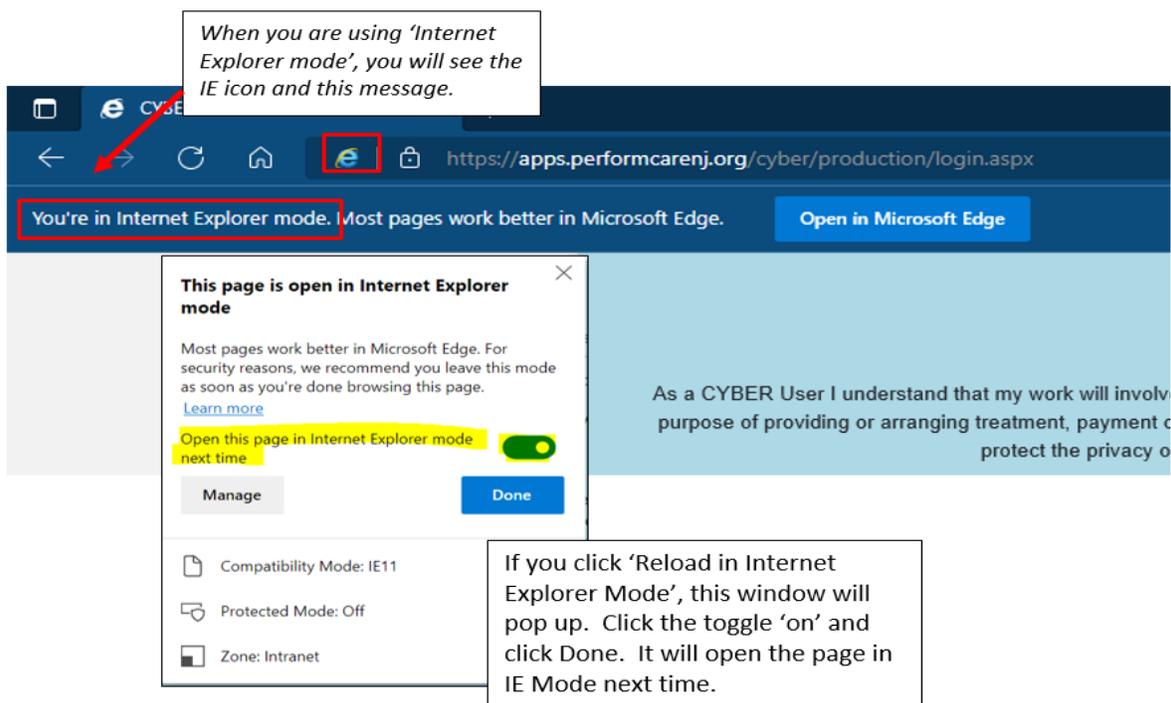
Use this setting after initial CYBER set up in Edge with IE Mode. This is required every 30 days.

1. Open Microsoft Edge.
2. Go to the CYBER login page, <https://apps.performcarenj.org/cyber/production/login.aspx>
3. Click the **Settings and More** (ellipsis) button on the top-right corner.
4. Choose the **Reload in Internet Explorer mode** option (below).



*\*If **Reload in Internet Explorer mode** is grayed out. Close all browser windows and reopen Edge.*

5. The browser will refresh and a window will appear allowing you to set CYBER to open in IE Mode *next time*.
6. This setting change will be active for **30 days**. After 30 days expiration, you will need to [Reload in IE Mode](#) again.



## Install/Reinstall Silverlight

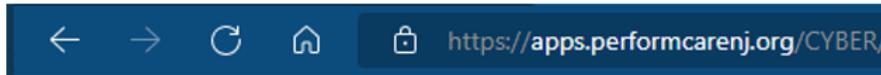
If you need to reinstall Silverlight, a link to the download is available on the CYBER login page, <https://apps.performcarenj.org/cyber/production/login.aspx>.



The image shows a screenshot of a login page with a light blue background. It features a 'Username' label above a text input field, a 'Password' label above another text input field, and a 'LOGIN' button below them. At the bottom of the page, there are three links: 'Customer Service Request Form', 'Forgot Password?', and 'Silverlight Install'. The 'Silverlight Install' link is highlighted with a red rectangular border.

## Troubleshooting

<p>I see the message <b>Silverlight is not installed</b>. Please use the link to download the Silverlight installation software.</p>	<p>Internet Explorer Mode is not enabled. Start from <a href="#">Enable 'Internet Explorer Mode' in the Edge browser</a>.</p>
<p>Where can I download Silverlight?</p>	<p>From the CYBER Login page, click <a href="#">Reinstall Silverlight</a>.</p>
<p>I see the message <b>Install Microsoft Silverlight</b> message.</p>	<p>If you have not enabled IE Mode yet use <a href="#">Enable 'Internet Explorer Mode'</a></p> <p>If you have already enabled, use <a href="#">Reload in IE Mode</a>.</p>



If you open the Edge browser and are not using IE Mode, and then you try to log into CYBER, you will see the Install Silverlight message.

If you have any questions on this process or re-installing Silverlight, please call the PerformCare Service Desk at **1-877-652-7624**.

**PerformCare Customer Service**

[www.performcarenj.org/ServiceDesk](http://www.performcarenj.org/ServiceDesk)

**1-877-652-7624**