***Please distribute this alert to any users within your agency who use the NEOGOV, Applicant Tracking System on a regular basis.***

**August 2021 NEOGOV Browser Support Changes and Updates**

* Information regarding an upcoming change in browser support and update regarding the “Logout Problem” for the NEOGOV Applicant Tracking System.

**NEOGOV Browser Support Change:**

The Internet Explorer web browser is nearing end-of-life and support from Microsoft is scheduled to terminate in the near future. NEOGOV has provided notification that they will no longer support the Internet Explorer browser effective August 1, 2021. On that date the only supported browsers for accessing the NEOGOV application will be:

1. Google Chrome



1. Microsoft Edge with Chromium

 

The browser support change does not mean the Internet Explorer browser will cease working on August 1, 2021. Instead, NEOGOV will no longer test enhancements, features or updates deployed to the system for compatibility with Internet Explorer, on or after that date. Eventually, this will result in certain features not functioning as expected when the Internet Explorer browser is used. Additionally, requests for troubleshooting assistance for concerns reported while using Internet Explorer will likely be responded to by advising the user to complete the desired action using a supported browser.

It is strongly recommended that if not already installed, users of the NEOGOV Applicant Tracking System contact their local IT helpdesk for assistance installing either the Google Chrome or Microsoft Edge with Chromium browser and cease use of the Internet Explorer browser when accessing NEOGOV as soon as possible, but no later than August 1, 2021.

**Note:** Users intending to use Edge with Chromium should ensure they have the correct browser installed on their machine. Since the release of Internet Explorer, Microsoft has released two version of Edge browsers: Edge HTML and Edge Chromium. Ensure the icon used to access the browser is the same as the “Edge with Chromium” icon as depicted below:



If Edge HTML is installed, the local IT helpdesk should be contacted to request an upgrade to the Edge with Chromium browser.

**Update on “Logout Problem”:**

An ongoing issue with unexpected logouts has been acknowledged and researched by NEOGOV. Recently, NEOGOV provided an update to explain progress made toward resolving the issue and provided the below guidance regarding how to appropriately utilize the system to minimize the chances of an unexpected logout.

Multiple Tabbed Browsing: Previously, NEOGOV did not support multiple tabbed browsing (opening more than one browser tab while logged into a single session). Support for multi-tabbed browsing is already being deployed and will continue through Q3 with 100% support by Q4 2021. This should reduce the number of unexpected logouts for this issue.

Multiple Logins: NEOGOV does not support users logging into multiple sessions with a single account (logging in as the same person using two machines or by using more than one browser window). Additionally, logging into multiple accounts within a single session (logging into more than one account using tabs within a single browser window) is also not supported. Accessing NEOGOV in this manner increases risk of an unexpected logout and can result in other unintended consequences.

NEOGOV has already applied several minor fixes and will be deploying additional updates in the near future to help improve user experience.

**Questions?**
If you have any questions regarding the August 2021 NEOGOV Browser Support Changes and Updates, please submit an [HR/Pay Help Desk](https://oaiss.state.pa.us/HR-Pay_Help_Desk/Login.asp) ticket under the ‘HR Application Support’ category.