



Preparation for Internet Explorer 11 End-of-Life

June 2022

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Introduction

Microsoft is officially retiring the Internet Explorer 11 (IE11) desktop application on **June 15, 2022**. The official replacement for IE11 will be Microsoft Edge (Chromium version). As a result, users of Alberta Netcare Portal may need to make some changes to their method of access to the Portal, depending on their current usage.

For a detailed description and FAQ on the retirement of IE11, please visit this link:

<https://techcommunity.microsoft.com/t5/windows-it-pro-blog/internet-explorer-11-desktop-app-retirement-faq/ba-p/2366549>

Impacted Operating Systems

Please visit the link in the [Introduction](#) section above for the most up-to-date list of affected and unaffected Windows operating systems. At the time of writing, IE11 will not be affected on any versions of Windows Server.

If you are on an unaffected version of Windows, no action is required. Otherwise, continue to the next section for further details.

Actions Required for Affected Operating Systems

Please view the table below to determine the actions relevant to you. Any actions that need to be taken can be applied starting today, and **must be completed by June 15, 2022** to ensure no interruptions in accessing Netcare Portal. More in-depth descriptions of each row are provided on the next page.

Your Method of Access to Netcare Portal	Action
Users using Citrix (1) via access.albertanetcare.ca or plb.albertanetcare.ca	If you are using IE11, you will need to switch to another browser. Please see the next page for more details. If you are not using IE11, no action is required. Citrix will still load Netcare Portal in IE11 because it is running on an unaffected operating system (Windows Server).
Connected to AHS Network using FortiClient VPN or VPN tunnelling (2), then logging into Netcare Portal directly from an internet browser via portal.albertanetcare.ca	If you are using IE11, you will need switch to another browser that is compatible with Netcare Portal. For Microsoft Edge, IE11 Mode is required for compatibility with Netcare Portal. Please see the next page for more details.
Connected to AHS Network using NetMotion (3), or connected directly to the internal AHS Network, then logging into Netcare Portal directly from an internet browser via portal.albertanetcare.ca	No action is required; internet browser settings are managed by the organization. Accessing portal.albertanetcare.ca will automatically launch in Microsoft Edge using IE mode.

(1) Users using Citrix

If you are using IE11 to visit access.albertanetcare.ca or plb.albertanetcare.ca, you will need to switch to another browser by June 15, 2022. You may use any other browser that is compatible with Citrix, such as Microsoft Edge. The list of compatible browsers is provided by Citrix here: <https://support.citrix.com/article/CTX239807>. There are no additional changes to how Netcare Portal access is provided through Citrix. Test your access to Netcare Portal ahead of the IE11 retirement by confirming that Citrix functions as expected in your chosen browser.

(2) Connected to AHS Network using VPN

If you are connected to the AHS network using a VPN and then logging into Netcare Portal directly from a browser via portal.albertanetcare.ca, you must ensure that you are using a browser that is compatible with Netcare Portal. Please see this section below for a list of the compatible browsers: [Browsers Compatible with Alberta Netcare Portal](#). If using Microsoft Edge, please refer to this section on page 5: [How to Enable Internet Explorer Mode in Microsoft Edge](#). Test your access ahead of the IE11 retirement by confirming that Netcare Portal functions as expected in your chosen browser.

(3) Connected to AHS Network using NetMotion

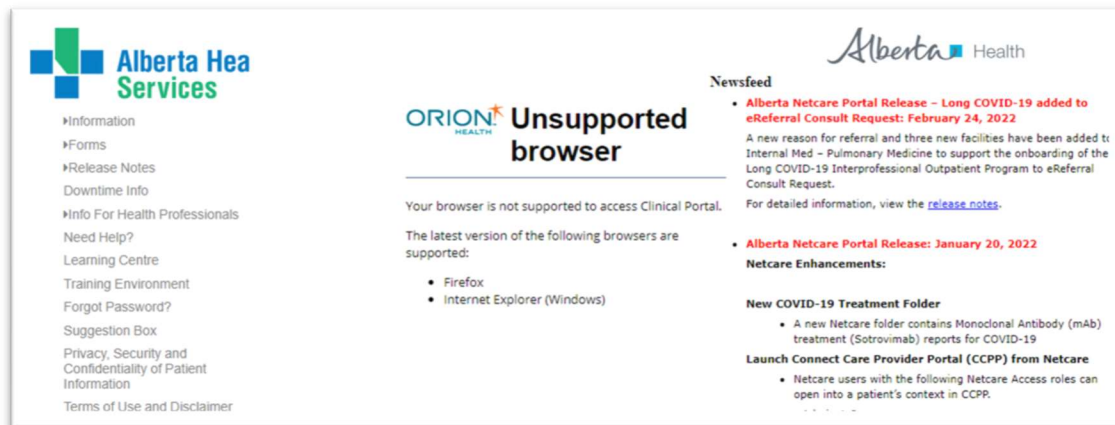
No action is required, including your existing shortcuts to Netcare Portal. Any shortcuts that used to open Portal in IE11 will automatically open in Microsoft Edge. Test your access ahead of the IE11 retirement by navigating to Netcare Portal (<https://portal.albertanetcare.ca>) in Microsoft Edge.

Browsers Compatible with Alberta Netcare Portal

Accessing the full functionality of the Portal is limited to the latest versions of the browsers listed below. Please visit the browser's official website to download the latest version.

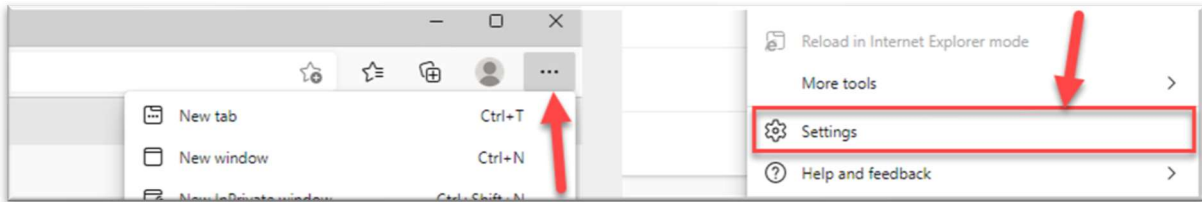
- Microsoft Edge (Chromium) with IE mode enabled
 - see section: [How to Enable Internet Explorer Mode in Microsoft Edge](#)
- Firefox

If you are using an incompatible browser, you may see the screen below:

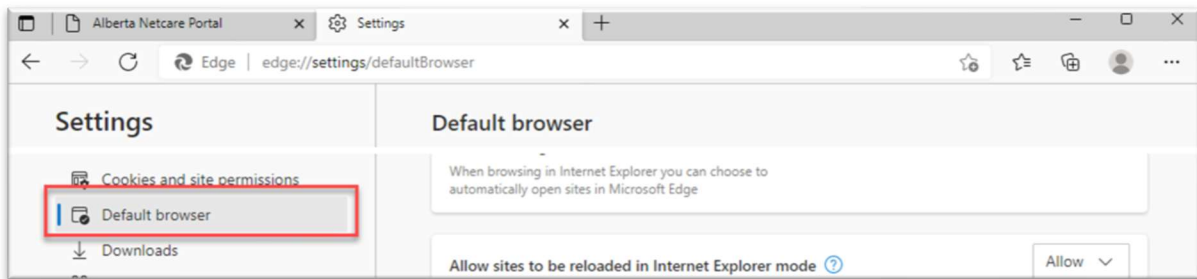


How to Enable Internet Explorer Mode in Microsoft Edge

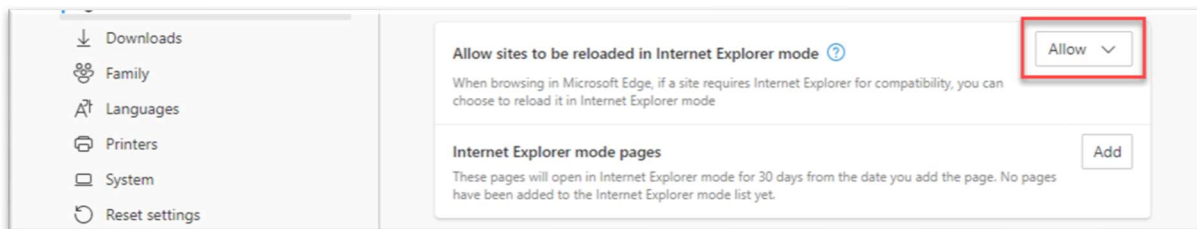
1. Navigate to **Settings** in the Microsoft Edge Settings menu found in the upper right corner.



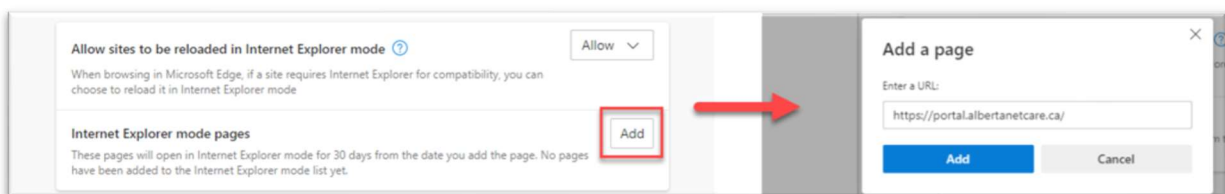
2. Select **Default Browser** from the side menu.



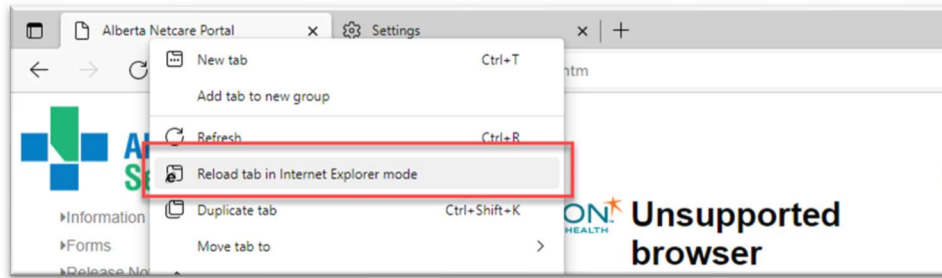
3. Select **Allow** from the dropdown list for "Allow sites to be reloaded in Internet Explorer mode".



4. **Add** the Netcare Portal URL (<https://portal.albertanetcare.ca/>) to "Internet Explorer mode pages" so that when visiting Netcare Portal, it will automatically reload in IE Mode.

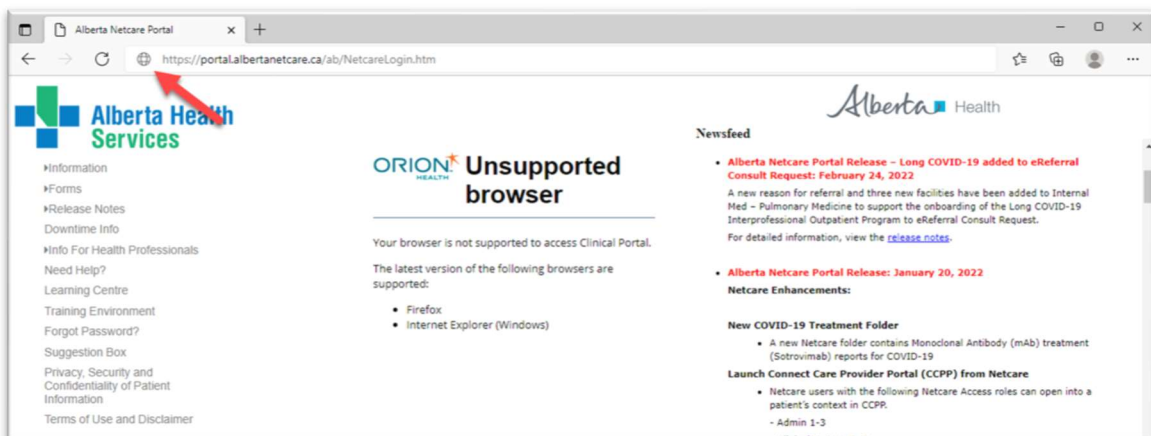


5. If you choose not to add the Netcare Portal URL as described in step 4, you can reload the website manually by **right clicking** on the Netcare Portal tab and selecting **Reload tab in Internet Explorer mode** from the context menu.

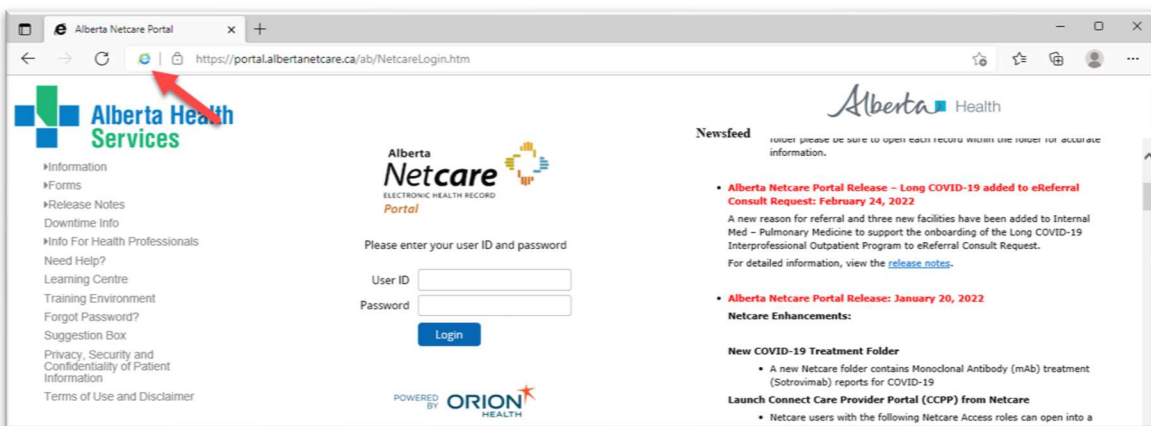


6. To confirm that Netcare Portal is reloaded in IE Mode, check that the **globe icon** in the address bar is replaced with the **Internet Explorer icon**:

IE Mode NOT enabled – notice the globe icon in the address bar as identified by the red arrow, and the unsupported browser message:



IE Mode enabled – an Internet Explorer icon replaces the globe:



Additional Support

Please contact your respective IT Support Team if you require further assistance or have any concerns. AHS employees, please contact 1-877-311-4300, while Community Alberta Netcare Portal users (outside AHS) can contact the Provincial Helpdesk at 1-877-931-1638.