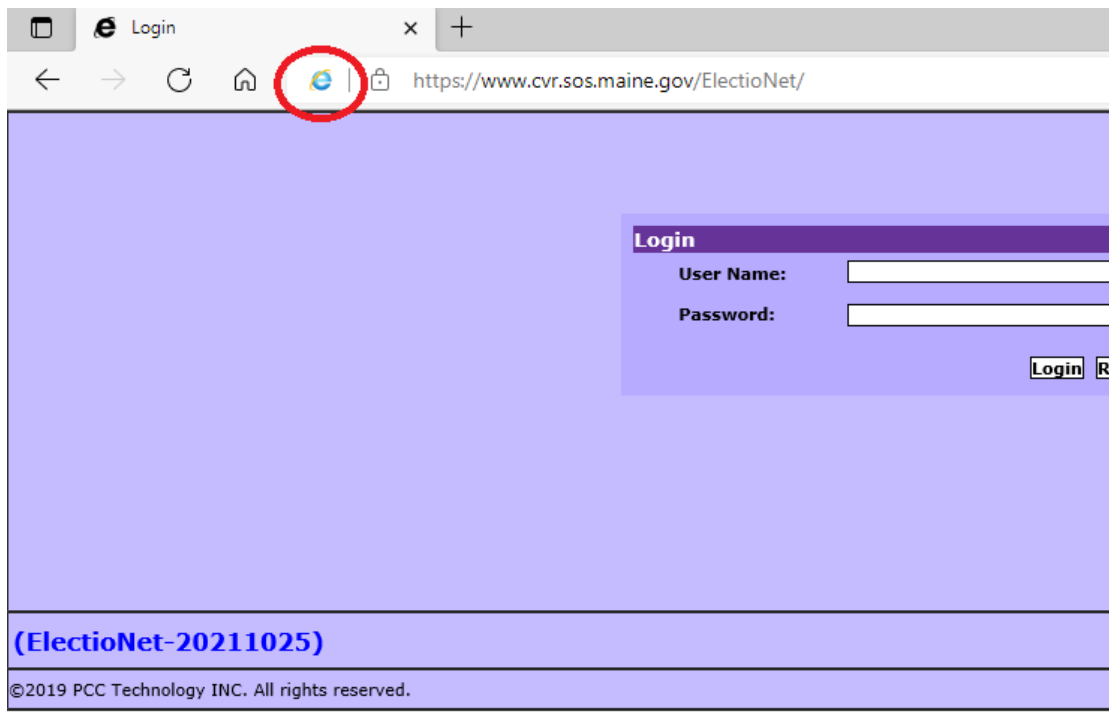


Refreshing Microsoft Edge browser to open CVR in Internet Explorer mode

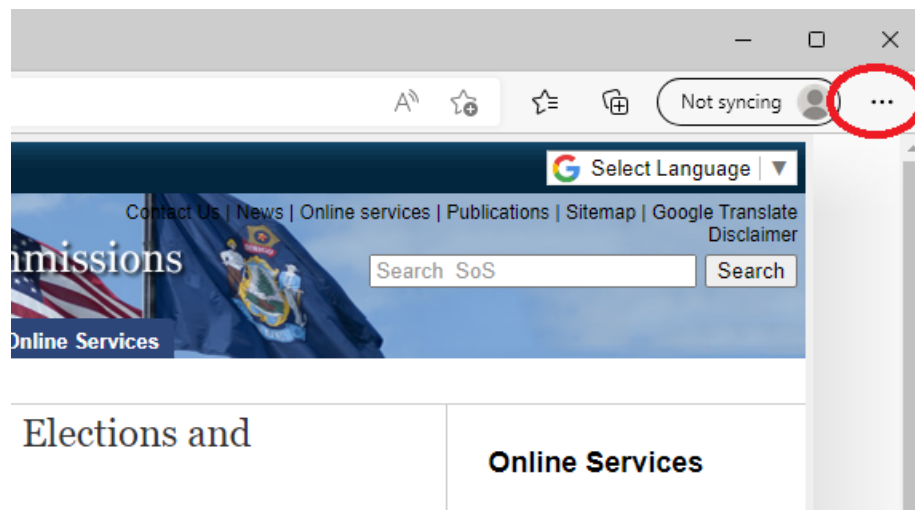
Microsoft Edge does not like running in Internet Explorer mode for long periods of time so it must be refreshed every thirty days.

To ensure you are still in Microsoft Edge in Internet Explorer mode always look for this blue “e” to the left of the address box:

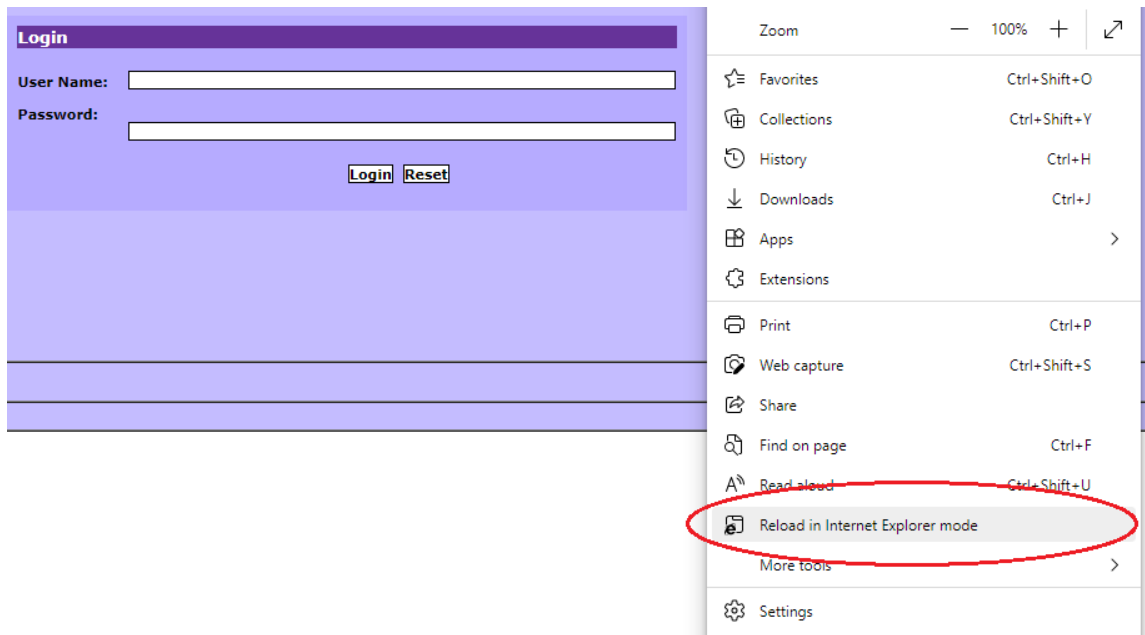


If you launch CVR and you do not see the blue “e” it then you must reload Edge in Internet Explorer mode.

- 1) Click on **⋮** menu icon at the top right of MS Edge.

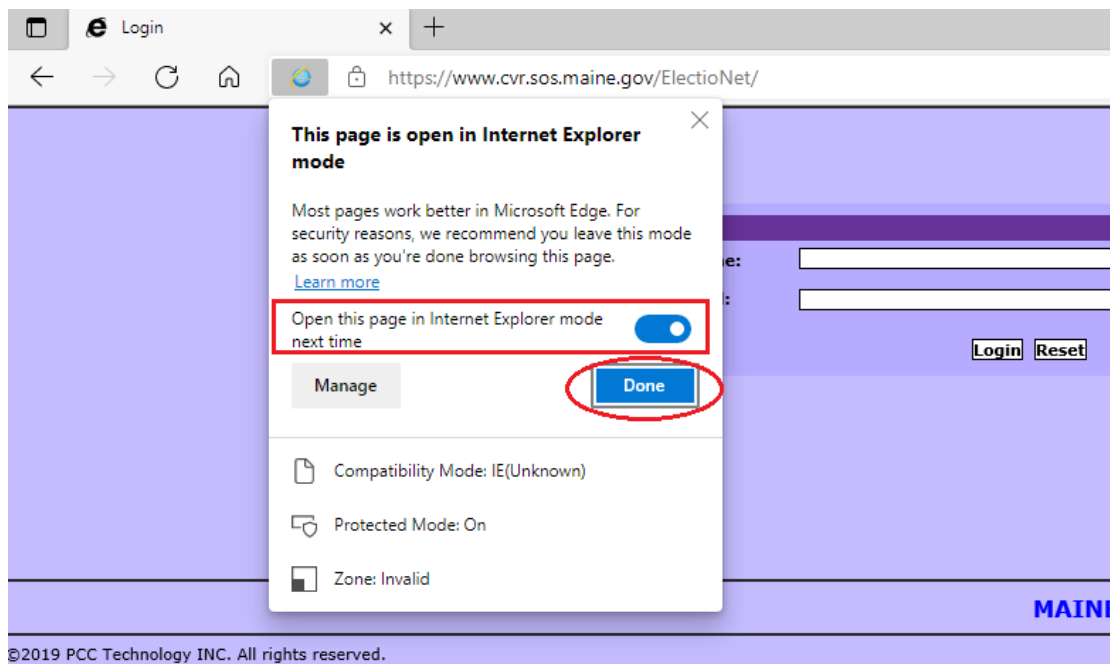


2) Click on the option “Reload in Internet Explorer mode”



It will take about 5-10 seconds for the page to reload in IE mode.

3) A menu box will appear stating that this page is open in Internet Explorer mode. There is a toggle switch you can enable that will open this same page in IE mode the next time you load CVR.



4) Finally click the “Done” button

5) There is a visual cue letting you know that the webpage you are on is opened in Internet Explorer mode as it displays the blue “e” icon to the left of the address box.

Please call the CVR Helpdesk toll-free at 1-877-HAVAHLPL (1-877- 428-2457) for further assistance.