

Supported Browser Overview

Revised: 11-1-2024

DrFirst Browser Communication

DrFirst strives to provide industry-standard support for browsers and their respective versions, ensuring optimal performance and security for partners utilizing our applications. This document outlines the supported browsers our partners should use to ensure the safest and most optimal user experience while using our web-based applications.

DrFirst only supports browsers which have vendor support. This means that only browsers that are in long-term support (LTS), and still receiving security updates, should be used. Browsers that have reached End of Support status are out of compliance with DrFirst security policies and therefore are not supported by DrFirst.

Internet Explorer 11 Sunset Date

Microsoft sunsetted support for Internet Explorer 11 (IE11) on June 15th, 2022. Due to the security, performance, and compatibility concerns in IE11, DrFirst discontinued support of IE11 on September 1st, 2021.

Important Note: DrFirst does not support IE Compatibility Mode.

DrFirst Browser Support

On November 1st, 2021, DrFirst established a minimum supported set of browser versions that would be supported. Moving forward from this date, DrFirst supports browser versions released within the past two years, along with ongoing security updates implemented through a rolling update mechanism.

- Our applications do not guarantee compatibility mode for older browser versions.
- DrFirst reserves the right to block traffic coming from browsers that are not in compliance with this policy.
- If an issue is reported in a browser/browser version that falls into our supported browser version list, the issue will be triaged and addressed based on its impact and severity.

Important Note: Although the application may still function on browser versions that fall outside of this 2 year window, DrFirst will not address issues caused by the use of an unsupported browser. We strongly encourage our partners to validate their browser versions and compatibility with each new DrFirst software update.

As of October 1st, 2024 the list of supported browsers can be reviewed below:

Browser
Microsoft Edge
Firefox
Chrome
*Safari

*Safari releases a major version every year (September) with minor versions released (security updates) about every month/every other month. DrFirst will support 12 months of Safari minor version updates on a rolling basis.

DrFirst will conduct an annual review of the browser support policy. DrFirst reserves the right to discontinue support of any browser version it assesses as having critical security vulnerabilities. Customers will be notified if this situation arises and, if feasible will be given **up to 90 days** to update their browser. Depending on the severity of the issue, DrFirst reserves the right to prevent access to our applications from browser versions that are not secure.