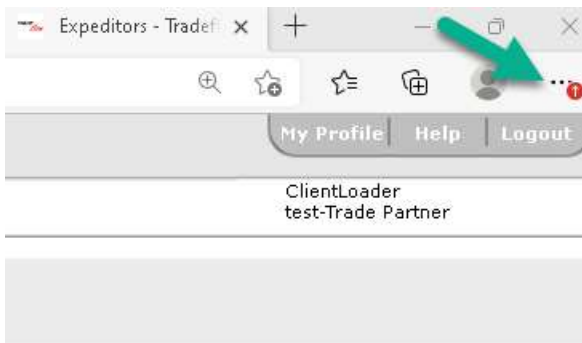# To ALL USERS

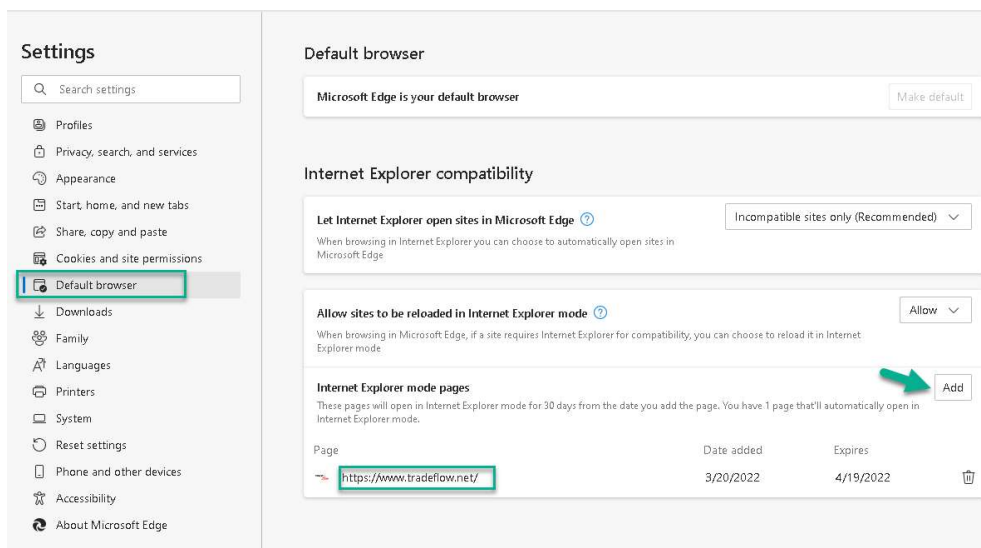## Job-Aid on how to use Microsoft Edge for Tradeflow

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STEP 1 | Click on Microsoft Edge icon on your computer

STEP 2 | Click on the three dots on the top right corner of the page, and then select **Settings**
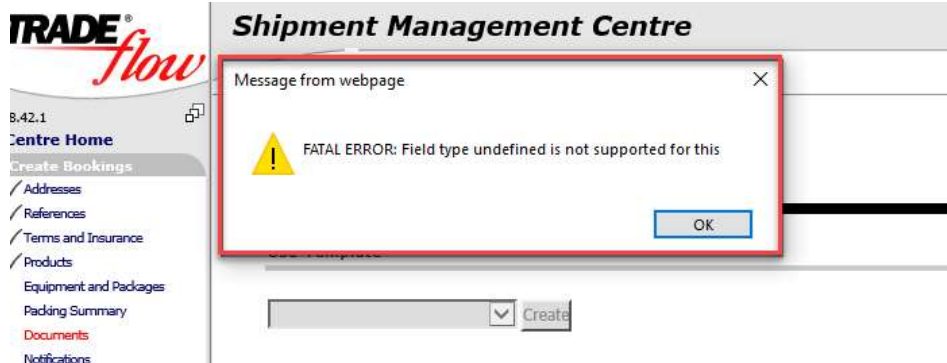

STEP 3 | On the left hand menu, select **Default browser**, and click the **Add** button and paste in the URL for the Tradeflow login page.

# Known Issues and Troubleshooting:

The first sign of a compatibility issue in SMC is usually a a pop-up message indicating a "Fatal Error".

You are able to click "OK" and eventually override the error; but once this error has occurred, several features will be disabled in the browser; most noticeably you will be unable to click on some buttons like the document images.

There are hidden integrations between Microsoft's Edge and Internet Explorer 11 browser, and those can affect whether Edge runs properly.

Verify that the Edge browser tab *is indeed in IE Mode* by the 🔵 icon shown in the address (URL) bar:
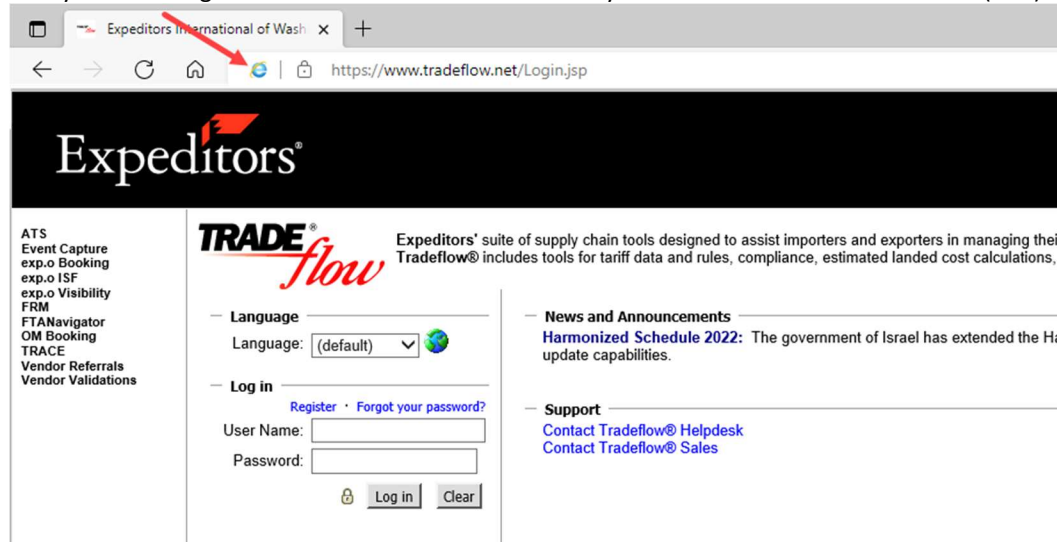

IF that icon is not present, *right-click* on the tab, and select Compatibility Mode.

Internet Explorer → Edge dependencies

We have discovered that there are hidden dependencies in Windows between Edge and Internet Explorer (IE11). IE11 must be configured correctly for compatibility mode, otherwise Edge may fail to detect and apply the compatibility mode – *even when it is showing that the mode is active!*

To fix this, you must configure Edge as shown above, *close all Edge windows,* then go into IE11 and update the Compatibility settings. Do this, even if they appear to be set correctly.
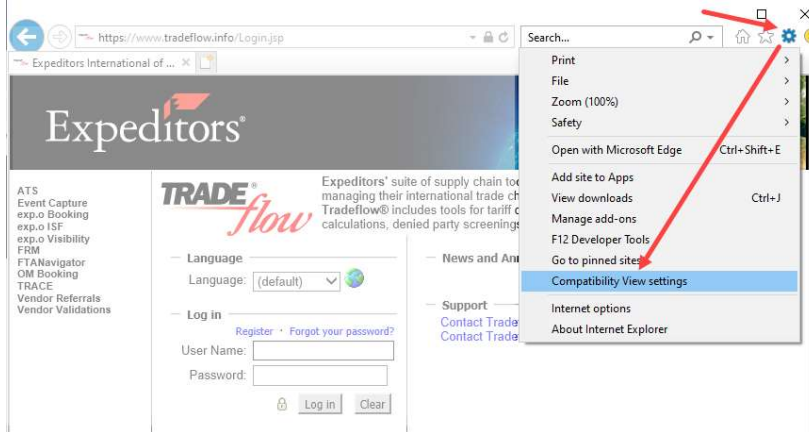
In the "Add this website" field, **Add** the Tradeflow URL **https://www.tradeflow.net** to the list of Websites you've added to the Compatibility View.   If it's already there, **Remove** and **Add** it again.
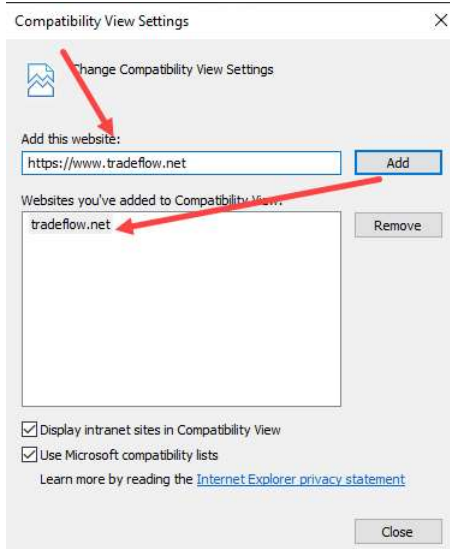
Then, in IE11, sign into Tradeflow and open a document. If that document opens and displays as expected, you can close out of Tradeflow; and you should expect Edge to correctly apply the compatibility mode.

We don't presently know whether this issue will be corrected by Tradeflow or whether the settings will default when you get the frequent windows/Edge security updates, so please keep these notes at hand.

If you need further assistance, please Contact Tradeflow® Helpdesk with as many details as you can gather, such as including the account, user ID, shipment references, and screen shots of any unprecedented errors.