
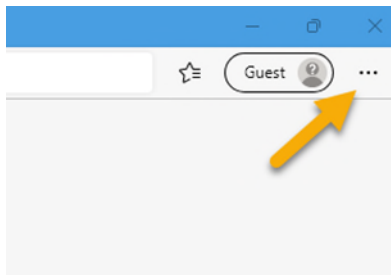


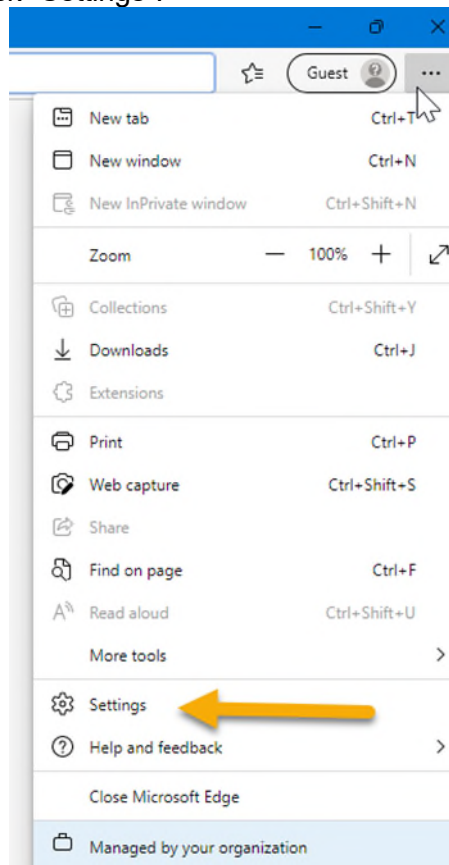
Internet Explorer 11

Microsoft is ending support for Internet Explorer version 11 (IE11) effective June 15, 2022. This means that the time is rapidly approaching when IE 11 will no longer receive technical support and security updates. If you are using IE 11, you will need to update the browser to Microsoft Edge using IE compatibility mode. Updating to a supported browser will ensure continued security and uninterrupted access to Duck Creek. The steps below may assist with turning on Edge compatibility mode. Please take this action **before June 15, 2022**.

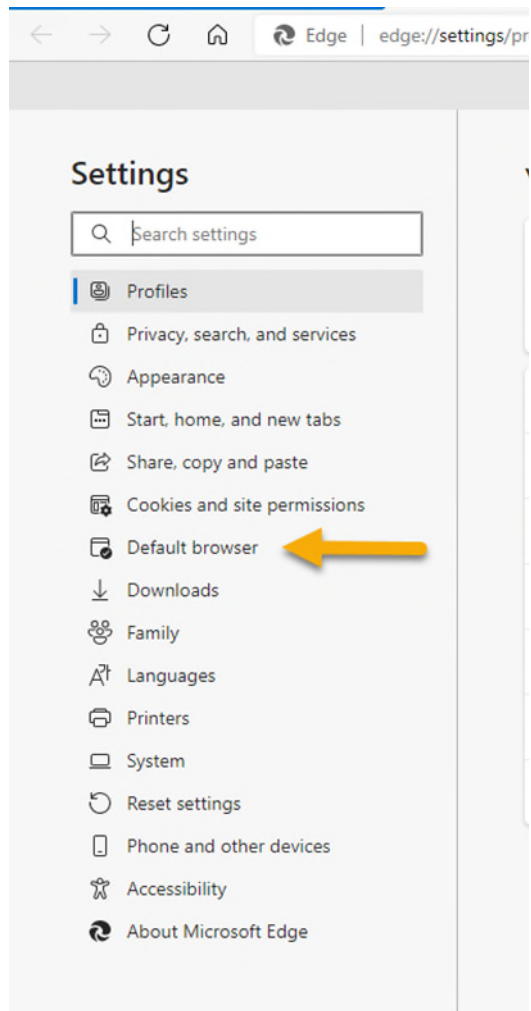
1. Open the Edge  browser.
2. At the right hand top corner, click the three dots (. . .) arranged horizontally. This is the “Settings and More” button.



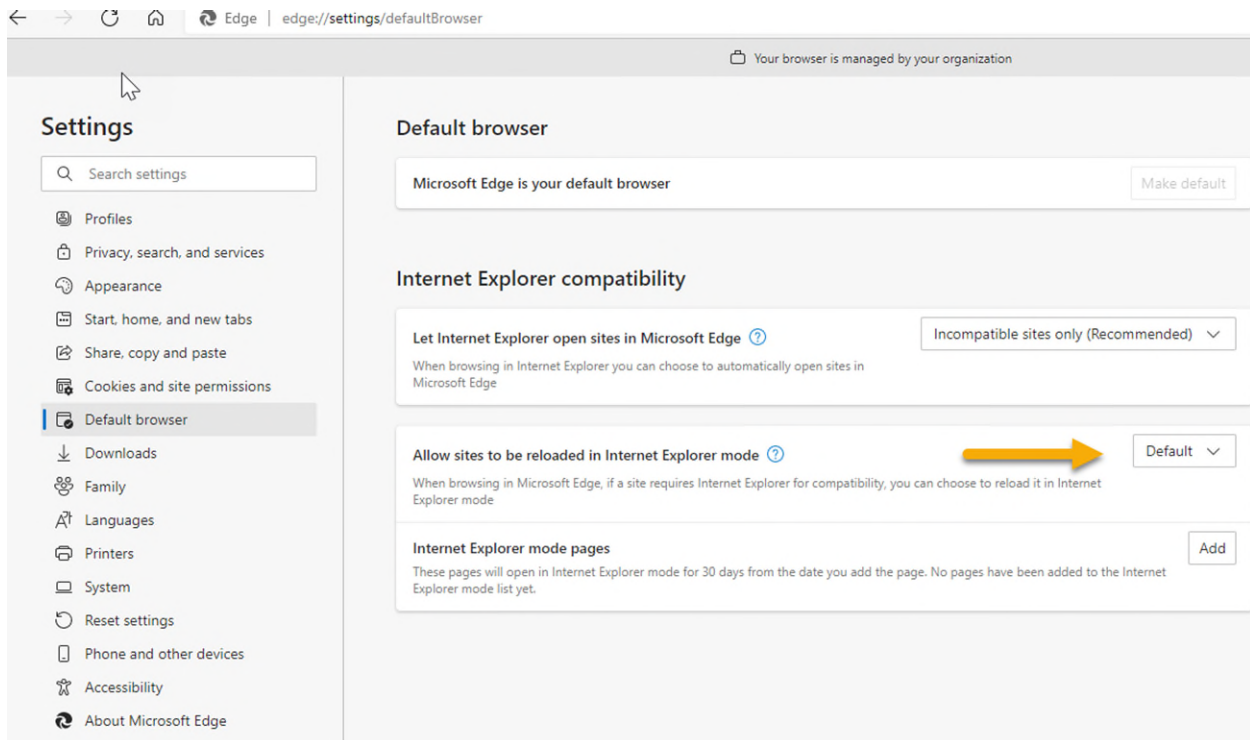
3. In the list that displays, click “Settings”.



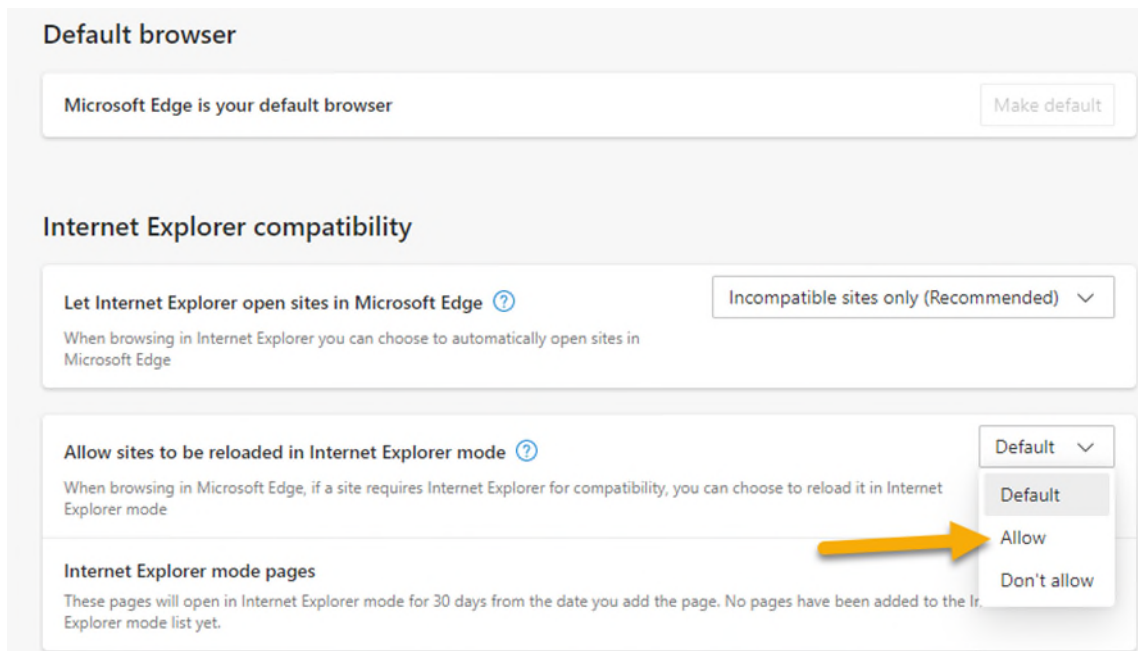
4. In the left column, click “Default Browser”.



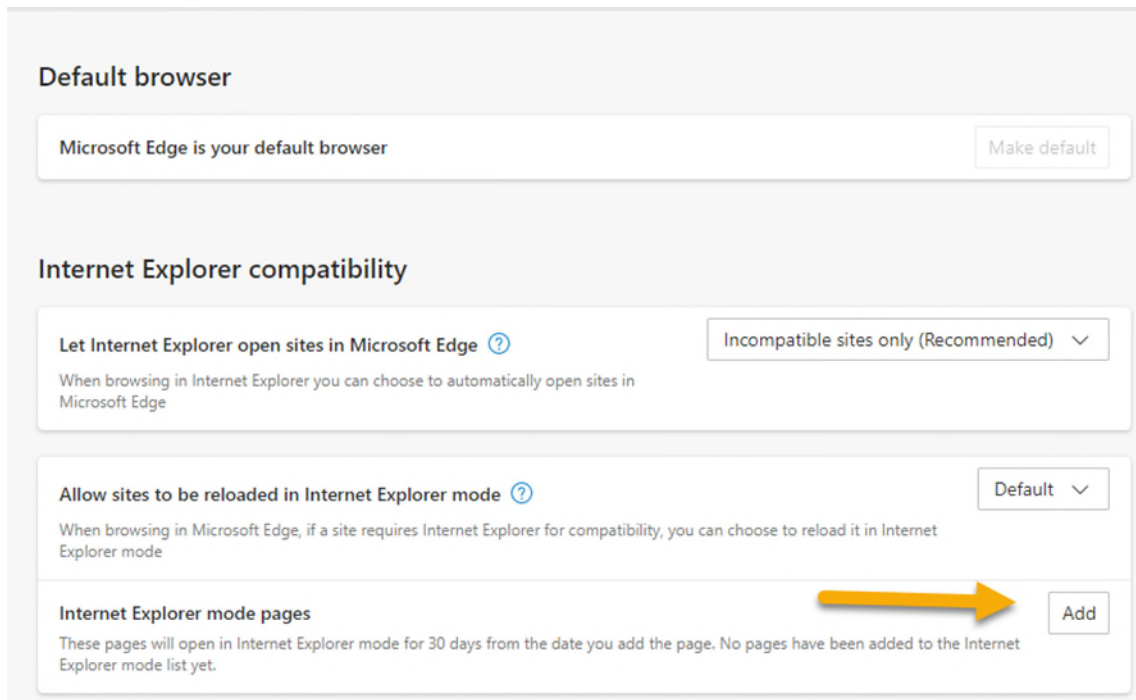
- To the right of **Allow sites to be reloaded in Internet Explorer mode**, click “Default” to open a dropdown list.



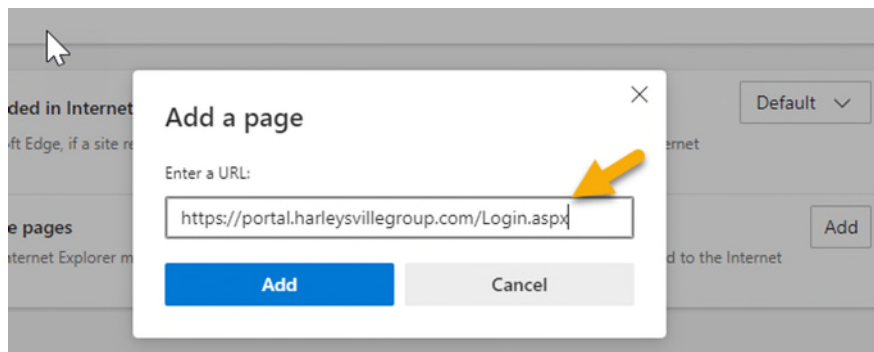
- In the dropdown list, click “Allow”.



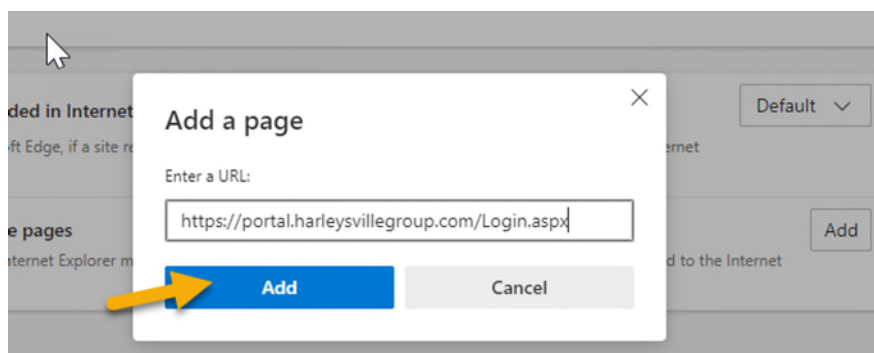
7. To the right of **Internet Explorer mode pages**, click the “Add” button.



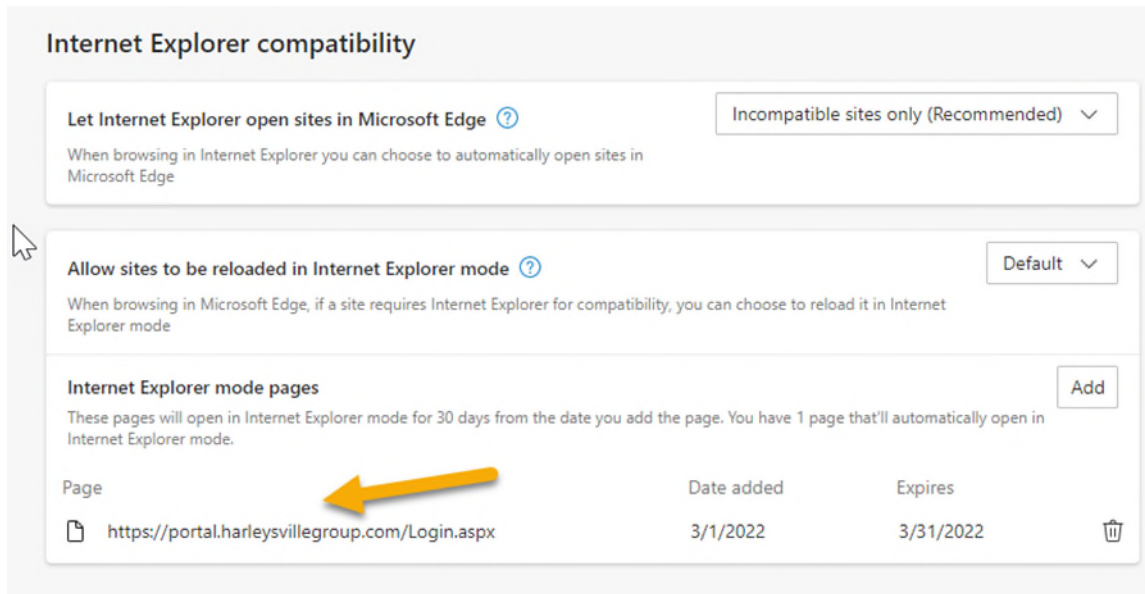
8. Enter this agent portal URL in the popup that appears: <https://portal.harleysvillegroup.com/Login.aspx>



9. Click the “Add” button when finished entering the URL.



- The added URL will display in a list below **Internet Explorer mode pages**. Verify that it was typed correctly.



Internet Explorer compatibility

Let Internet Explorer open sites in Microsoft Edge ? Incompatible sites only (Recommended) ▾



When browsing in Internet Explorer you can choose to automatically open sites in Microsoft Edge

Allow sites to be reloaded in Internet Explorer mode ? Default ▾

When browsing in Microsoft Edge, if a site requires Internet Explorer for compatibility, you can choose to reload it in Internet Explorer mode

Internet Explorer mode pages Add

These pages will open in Internet Explorer mode for 30 days from the date you add the page. You have 1 page that'll automatically open in Internet Explorer mode.

Page	Date added	Expires	
 https://portal.harleysvillegroup.com/Login.aspx	3/1/2022	3/31/2022	

- Close the Edge browser and relaunch it.
- Launch <https://portal.harleysvillegroup.com/Login.aspx>
- IMPORTANT:** The above change is only valid in Edge for **30 days**. The instructions must be repeated after that time.

Contact

If you have any questions, please contact us at 1-888-547-8547.