

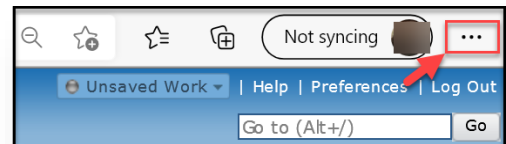
Using Microsoft Edge to Work with TWIA Policy Center

This job aid demonstrates the steps needed to use Microsoft Edge to work with TWIA Policy Center.

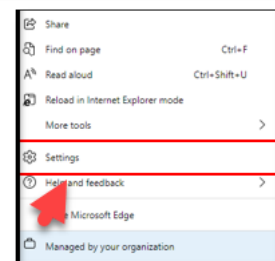
Note:

- If you are unable to complete steps 1 through 5 on your own due to system limitations, please work with your IT Department to address the issues.
- This workaround will only last 30 days from the time it is added and will need to be performed again after the expiration date listed.
- Ensure you enable ActiveX controls if prompted.

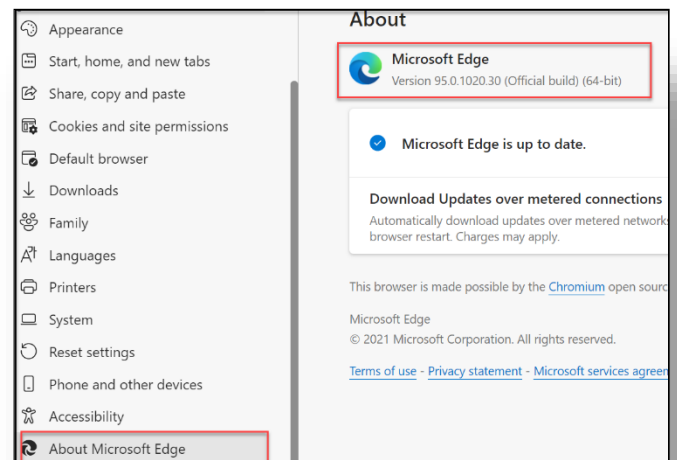
1. Check to see what version of Microsoft Edge you are using by selecting the three dots at the upper right of your screen.



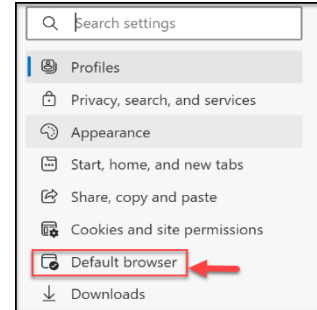
2. Next, in the box that appears, select 'Settings.'



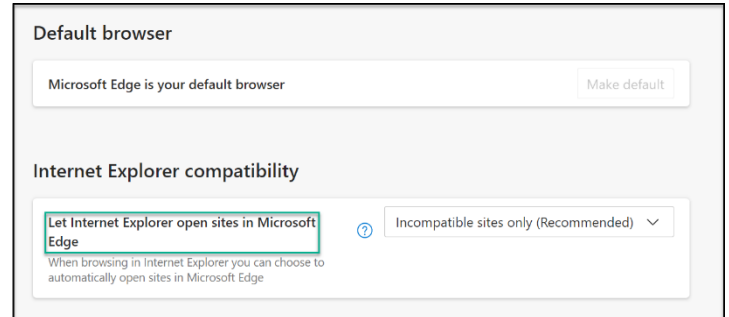
3. Select 'About Microsoft Edge' in the left navigation list. Verify that your Microsoft Edge version is 92.X or newer. If version is earlier than 92.X, please update Microsoft Edge to the current version available for your system.



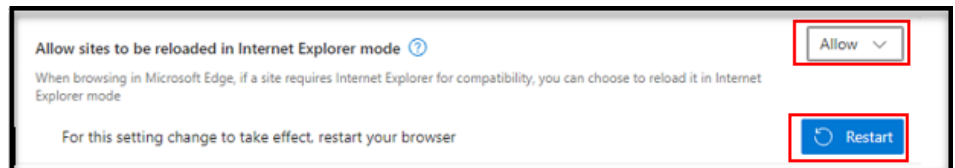
4. Next select 'Default Browser' from the left navigation list.



5. If 'Let Internet Explorer open sites in Microsoft Edge...' is the only option you see (per the example shown below), you will stop at this point and contact your IT Department for assistance. If you see a different option, please go to step 6.

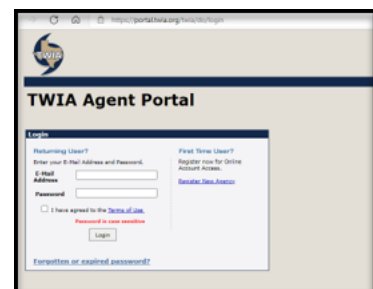


6. If you see 'Allow sites to be reloaded in Internet Explorer mode,' click the drop down to the right and select 'Allow' and then select 'Restart.'

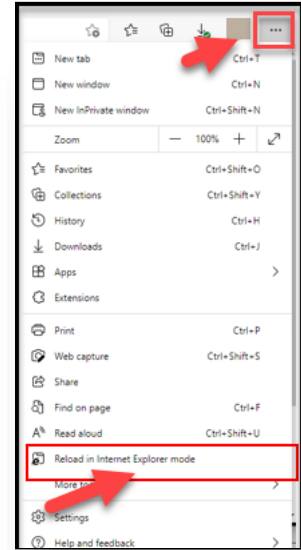


NOTE: Before clicking 'Restart,' make sure your work is saved in Microsoft Edge only, and that you have imported your "favorites" from Internet Explore into Edge.

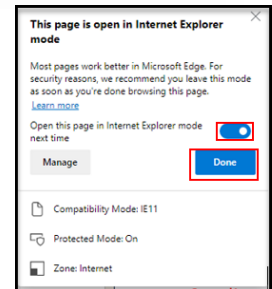
7. Next go to the Agent Portal login screen:
<https://portal.twia.org/twia/do/login>. Do not log in.



8. Next, click on the three dots in the upper right of the screen and then select 'Reload in Internet Explorer mode.'



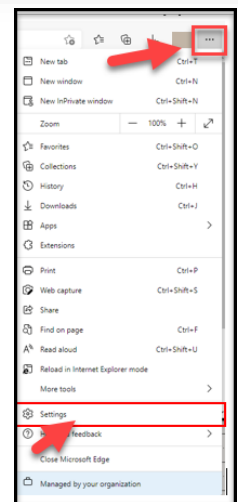
9. Next, click the slider to enable 'Open this page in Internet Explorer mode next time' and then select 'Done.'



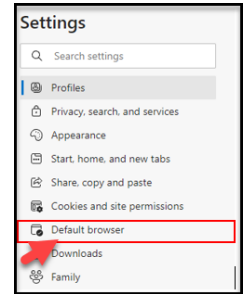
10. Click the 'X' to the right of 'You're in Internet Explorer mode...'



11. To confirm the TWIA Agent Portal has been added to the Internet Explorer mode pages, click on the three dots in the upper right of the screen and then select 'Settings.'



12. Click on 'Default browser' in the left-hand navigation pane.



13. Please confirm that the TWIA Agent Portal login shows under 'Internet Explorer mode pages.'

