

This document addresses Microsoft's announcement that Internet Explorer will be retired on June 15<sup>th</sup>, 2022. It gives information on Intercede's plans to provide ongoing support for MyID and the options available to customers.

### Where can I find the Microsoft announcement?

The full statement can be found here: <https://techcommunity.microsoft.com/t5/windows-it-pro-blog/internet-explorer-11-desktop-app-retirement-faq/ba-p/2366549>

### What does the statement say in summary?

From June 15<sup>th</sup>, 2022 Internet Explorer will no longer be available on certain versions of the Windows 10 operating system.

### What is the impact on MyID?

Since MyID version 10.1 the primary administrator/operator interface is provided by the MyID Desktop. This is a client application that uses the Windows MSHTML engine to display the user interface. Whereas Internet Explorer is being retired, the underlying MSHTML engine is unaffected and will continue to be available and supported by Microsoft. The MyID Desktop is therefore expected to operate 'as is' without Internet Explorer being present on the client.

Other MyID clients including the Operator Client, Self-Service App, Self-Service Kiosk, and Mobile Apps and SDKs have no dependency on either Internet Explorer or the MSHTML engine and are therefore unaffected by this announcement.

### What if I am still using Internet Explorer today?

Some customers have not yet migrated to the MyID Desktop or Operator Client and are still using Internet Explorer to access MyID workflows directly.

If these customers are not able to move away from direct browser access prior to the retirement date of Internet Explorer, then using Microsoft Edge in compatibility mode is expected to provide a suitable alternative. Microsoft have stated that Edge will be supported on an ongoing basis and that its 'compatibility mode' has the features that MyID depends upon.

### What is the next step?

Intercede will confirm the following two positions against standard supported product:

- The MyID Desktop will operate without Internet Explorer present
- Where customers are not yet using the MyID Desktop, Microsoft Edge in compatibility mode is a suitable alternative

Once verification is completed, Intercede will provide an update to this statement with more specific details as required.

**How long will the verification process take?**

Intercede plan to provide an updated and fully verified statement by the end of September 2021

**What about my own testing?**

Intercede will be verifying standard supported product but cannot replicate each customer's specific environment.

It is therefore strongly recommended that each customer perform their own verification in their own environment once the updated information is available from Intercede.