MCS Browser Requirements

July 2021

Indiana Department of Revenue

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Microsoft is in the process of retiring its Internet Explorer (IE) web browser. Our MCS IT team has been hard at work updating our systems to prepare for this change and making our system compatible with Microsoft's new Edge browser.

Starting Monday, July 19, customers will not be able to access the MCS transaction system using Internet Explorer.

Current IE users will need to access the system using one of the three compatible browsers: Google Chrome, Mozilla Firefox or Microsoft Edge. DOR recommends that users download and install or update their compatible browser of choice (as needed) before their next visit to our transaction system. To install one of these browsers, click on the browser's name (above) or refer to instructions in this guide for more information.

Unsupported Browser (IE)

All carriers using Internet Explorer will receive the alert displayed below. The alert will provide links to download their supported browser of choice – Google Chrome, Microsoft Edge, or Mozilla Firefox. There are also additional system requirements that are outlined through the link provided in this alert. Instructions for downloading browsers and checking system requirements are provided in this guide, along with an FAQ section at the end.

How to Download Supported Browsers

Download Links
Carriers can access download links to supported browsers two ways. Carriers can click the link directly next to the browser symbol on the alert or they can select the System Requirements button. If they select the System Requirements button, the links are available in the Browser Compatibility section (see the three Click Here links below).

Additional information for the System Requirements section is provided on page __, if needed.

The sections below show what to expect after selecting download links for the three supported browsers.

Google Chrome

Select the Download Chrome button in the center of the screen or in the top right corner of the screen:
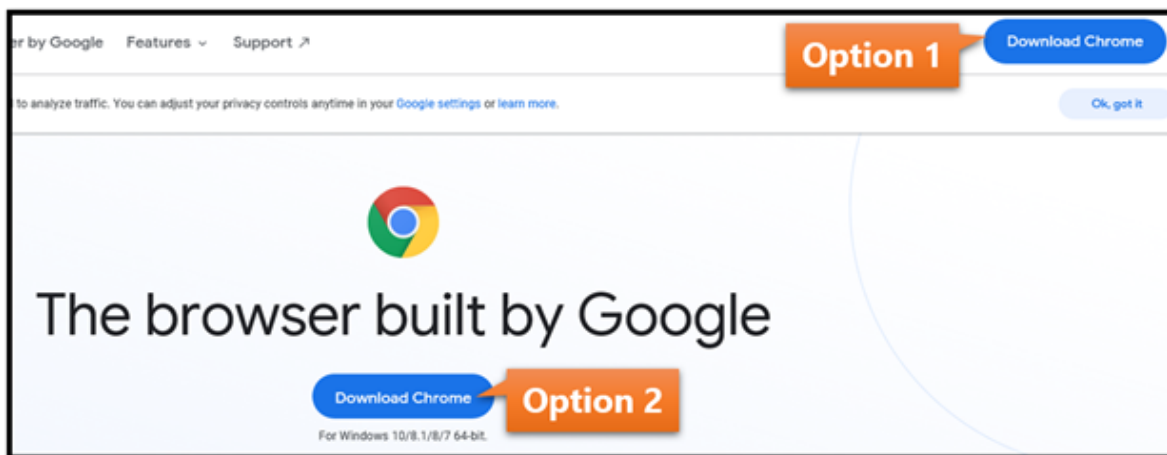
The remaining steps are provided on the next screen:
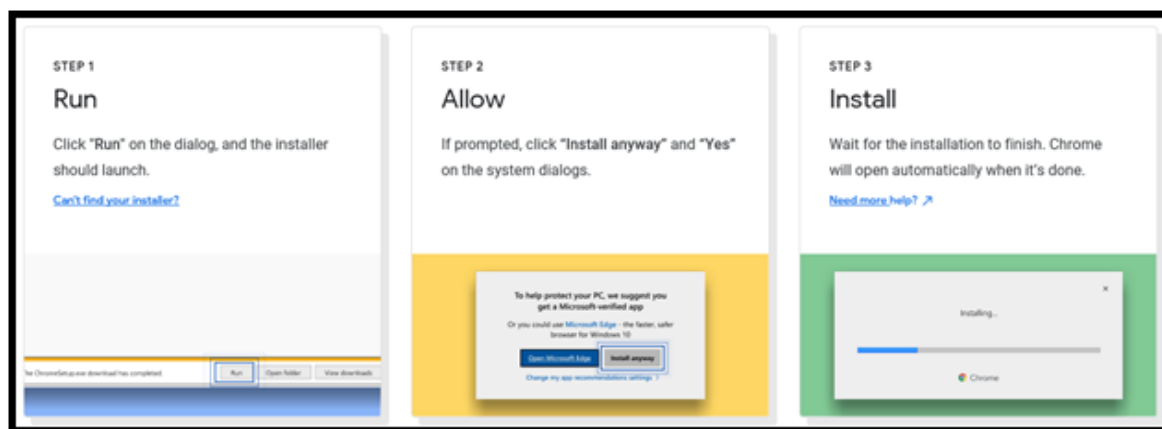
Microsoft Edge

Select the Start Microsoft Edge button at the bottom right corner:
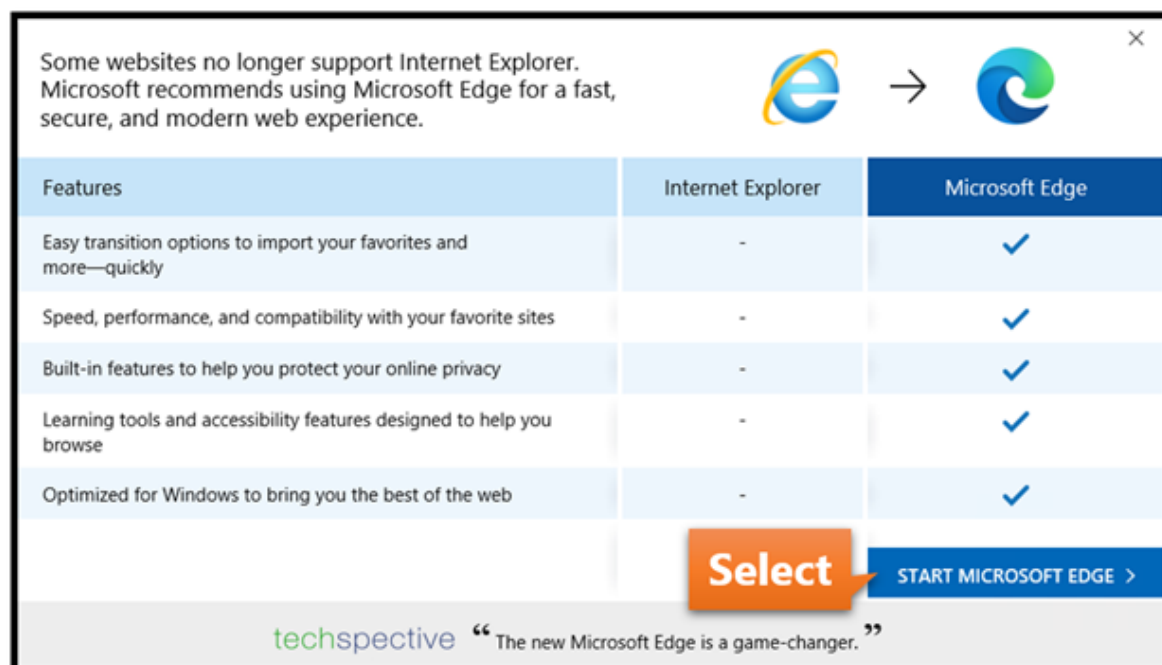
Scroll down on the next screen and you will see download links for Windows and macOS:
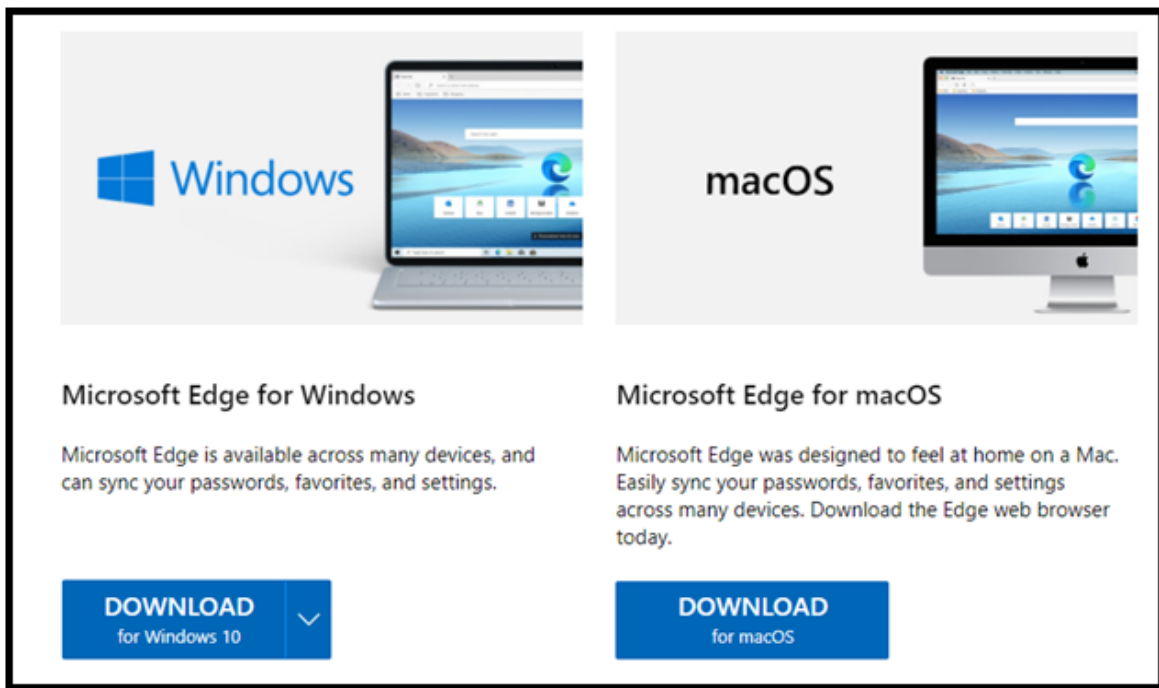
Mozilla Firefox
Select the Download Firefox button in the top right corner:
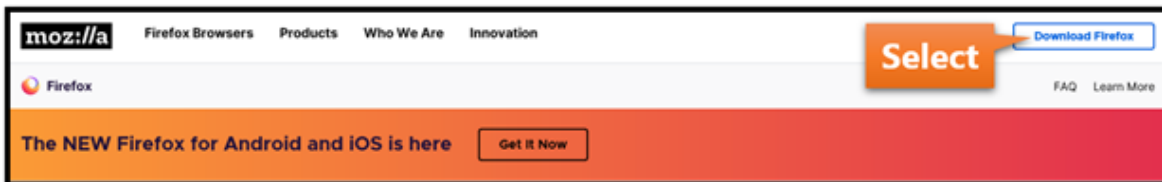
The message below will appear. Run the installer that just downloaded. If further instructions are needed, selecting the "Get help with your installation link" at the bottom will direct you to additional steps.

System Requirements

Browser Compatibility
The Browser Compatibility section provides links to download the three supported browsers as well as the recommended screen resolution.

Privacy and Security
The Privacy and Security section provides three tips to maximize the functionality of the MCS application. If you need steps to enable cookies or popup windows, see the sections below.
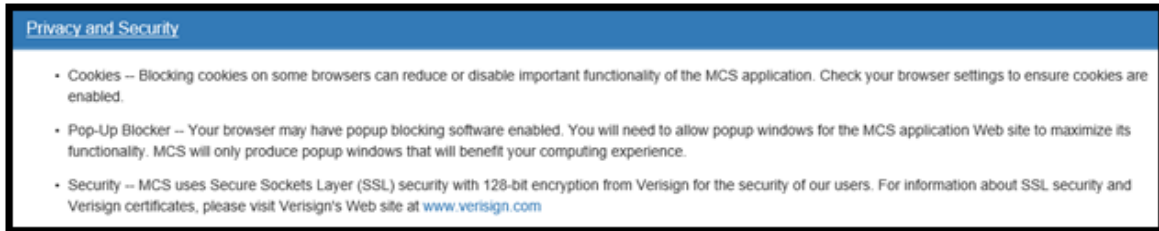
How to Enable Cookies
Steps for enabling cookies on the three supporting browsers are provided below.

Google Chrome
At the top right corner of the browser, select More (the icon will appear as three dots:), then Settings in the dropdown menu.
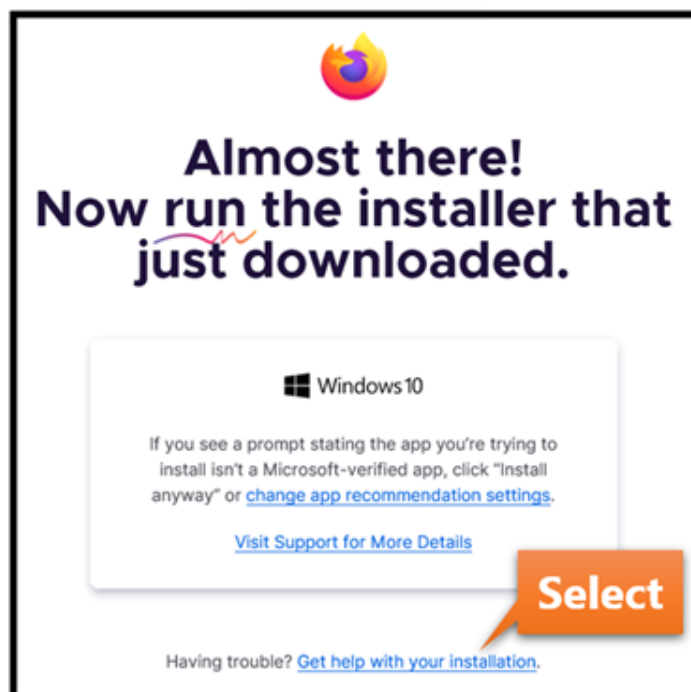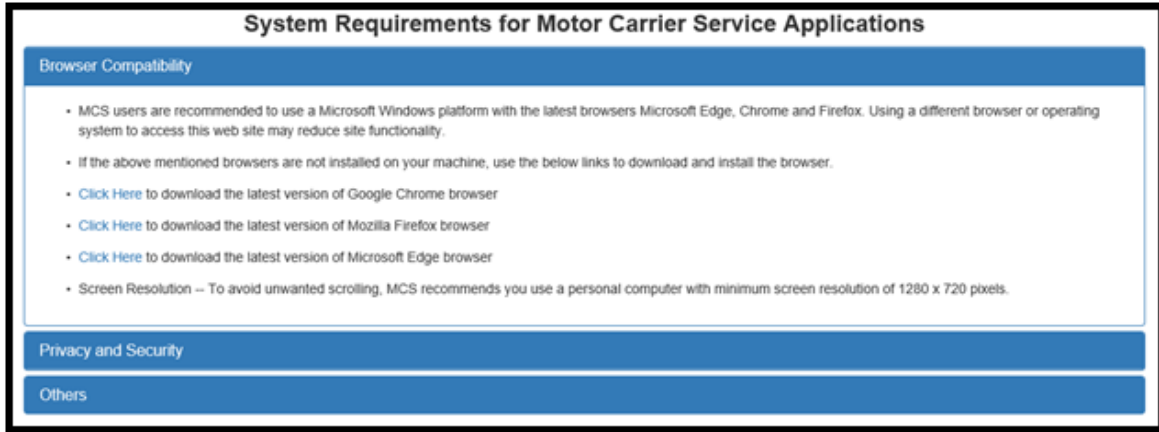
In the Privacy and Security section, select Site Settings, then scroll down and select Cookies and site data.

Select Allow all cookies or Block third-party cookies in Incognito.

Microsoft Edge
Select the ellipsis icon (…) in the top right corner of your browser, then Settings.

Select Site Permissions, then Cookies and site data.

Ensure "Allow sites to save and read cookie data (recommended)" is turned on.

Mozilla Firefox
Select the Tools menu from the top toolbar.

Select Options, then the Privacy tab.

Under History, select "Use customer settings for history" from the dropdown menu beside "Firefox will"

Ensure that "Accept cookies from sites" and "Accept third-party cookies" are both checked

Select OK

How to Enable Popup Windows
Steps for enabling popup windows on the three supporting browsers are provided below.

Google Chrome
At the top right corner of the browser, select More (the icon will appear as three dots:), then Settings in the dropdown menu.

In the Privacy and Security section, select Site Settings, then scroll down and select Pop-ups and redirects. Make sure the setting is Allowed.

Microsoft Edge
Select the ellipsis icon (…) in the top right corner of your browser, then Settings.

Select Site permissions, then Pop-ups and redirects

Ensure the switch is set to On to allow pop-ups

Mozilla Firefox
Select the ellipsis icon (…) in the top right corner of your browser, then Settings.

In the Advanced settings section, select "View advanced settings"

In the Block pop-ups section, ensure the switch is set to Off

Frequently Asked Questions (FAQs)

Q: I am having issues with the application and it does not allow me to do anything.
A: Effective July 12th, MCS applications are no longer supported on the IE browser. Please use one of the certified browsers: Chrome, Microsoft Edge, or Firefox.

Q: I am using the IE browser and had never faced any issues. Can I still use the IE browser? Why not?
A: No. IE is an old browser version. Microsoft announced that they will decommission the IE browser sometime in mid-2022. This browser will not have security patches or any updates. For security purposes, MCS also decided to no longer support this browser.

Q: I have a Mac book, not a Windows operating system. Can I use this machine?
A: Although MCS recommends users to use a Windows machine, users can use the Mac book and install one of the supported browsers.

Q: Where can I download a new, supported browser?
A: If you are using IE to access the MCS Internet, you will see an alert appear. Select the System Requirements button. There are links to the supported browsers available here.

Q: Should I frequently update or install the browsers again?
A: No. The supported browsers are automatically updated with software updates and security patches by Google Microsoft/Mozilla for the respective browsers. If there is any additional change, MCS will notify users by posting updates and notifications across MCS applications.

Q: Can I use my mobile phone or tablet to access MCS applications?
A: MCS recommends that you use a computer or laptop with a larger screen size. On mobile phones or tablets, the functionality will be limited or could produce undesirable results.