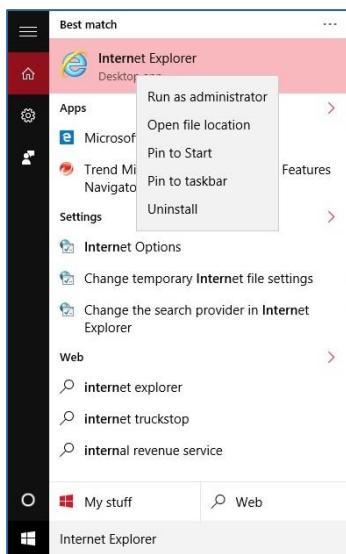


Guide Summary

Certiport began support of Windows 10 with Console 8 on February 1st, 2016. The default, native browser of Windows 10 is Microsoft Edge. At this time Edge is not supported for exam delivery, so the purpose of this guide is to cover the steps to locate or enable Internet Explorer 11 and make it the default browser if your Certiport Authorized Testing Center (CATC) is employing the Windows 10 operating system for use with Console 8.

Locating Internet Explorer

Although there are multiple methods to achieve the same results for many of the procedures outlined in this guide, the quickest way to see if IE11 is present or not is to use the integrated search tool to locate it.



1. **Click on the Start Button.**
2. **Type “Internet Explorer”** into the search field. If Internet Explorer appears as pictured then the software is installed.
3. **Right-click** on the item in the results and select **Pin to Start** or **Pin to Taskbar**. When the application is on the Start Menu or Taskbar it can then be dragged onto the desktop if desired.

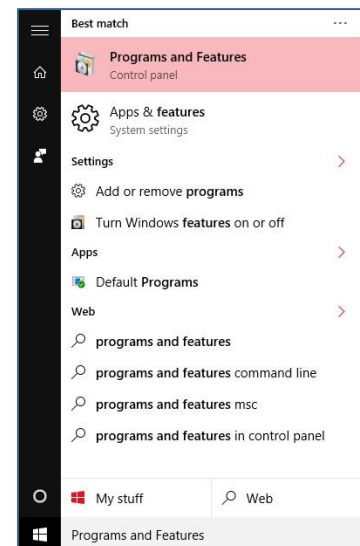
Next: If IE11 appeared in the results, skip to the [Making Internet Explorer the Default Browser](#) section. If Internet Explorer did not appear in the search results proceed to the [Enabling Internet Explorer](#) section.

Enabling Internet Explorer

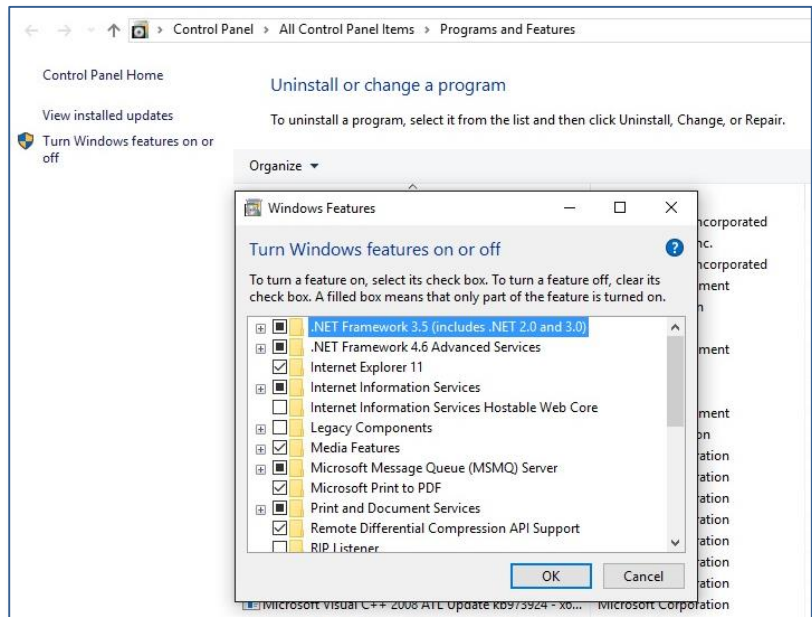
On some configurations of Windows 10, IE11 may be turned off as a feature by design. The following steps will take you through the process of enabling and installing the application.

Important: It may require Windows Administrator privileges to perform all actions in this section.

1. **Click on the Start Button.**
2. **Type “Programs and Features”** into the search field.
3. **Click on Programs and Features** in the results list. The [Programs and Features](#) window will appear.



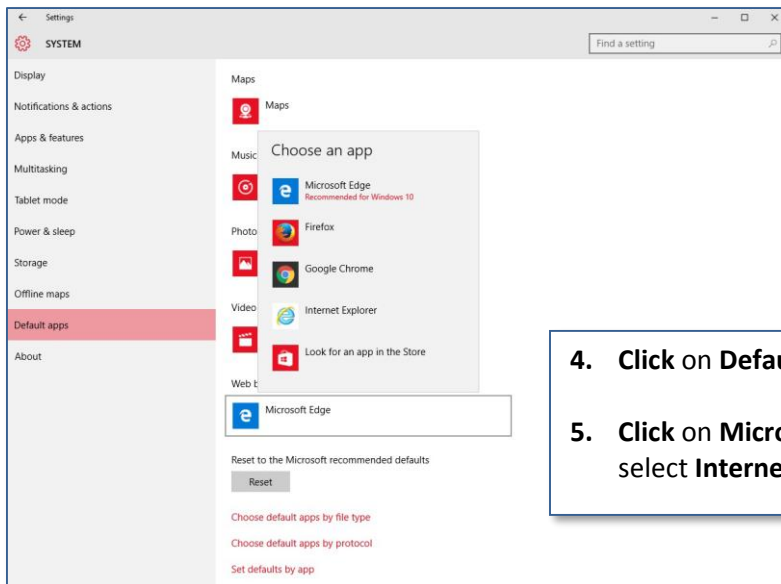
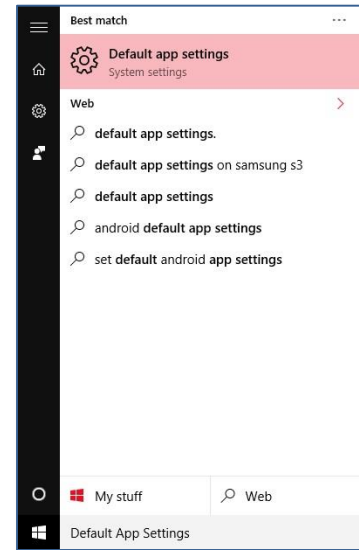
4. In the left-hand margin, **click** the **link** to “Turn Windows features on or off”. The Windows Features sub-window will appear.
5. **Locate** Internet Explorer in the list and ensure that a **checkmark** is in the box next to it.
6. Click **OK** and follow any additional on-screen prompts to complete the installation.
7. Perform the **steps** from the [Locating Internet Explorer](#) section.



Making Internet Explorer the Default Browser

Even if IE11 is installed, after locating and/or enabling IE11 you must still designate it as the default browser.

1. **Click** on the **Start Button**.
2. **Type** “Default App Settings” into the search field.
3. **Click** on **Default App Settings** in the results list. The System window will appear.



4. **Click** on **Default Apps** in the left-hand margin.
5. **Click** on **Microsoft Edge** under “Web Browser” and then select **Internet Explorer** to make it the default.

Frequently Asked Questions

Q: Is Microsoft Edge essentially Internet Explorer 12?

A: No. Edge is a completely redesigned browser from the ground up.

Q: When will Certiport support Microsoft Edge with Console 8?

A: Due to the fact that Edge is a fully redesigned browser, it will take time for Certiport to build and test Console 8 to be compatible with the makeup of this new browser. At this time we have no official or tentative date of support.

Q: Can we use a browser other than Internet Explorer 11?

A: No. The only browser currently supported with our Windows-based exam delivery systems is IE11. Additionally, IE11 is the only “Internet Explorer” browser version that can be installed on Windows 10.

Contacting Support

Customer Service: 888.999.9830 (M – F 6am to 5pm MT)

Customerservices@certiport.com

Technical Support: 888.999.9830 (M – F 6am to 5pm MT)

Escalations to Technical Support are facilitated by Customer Service

Technicalsupport@certiport.com

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