







## LaGov Portal Browser Support

Last modified 10/11/2018

### Supported browser recommendations

| Desktop Browser   | Operating System   | Download Link  |
|---|--------------------|--|
| <br>Microsoft Internet Explorer* | Windows            | Version 10 or 11<br><a href="#">Download Latest Version</a><br><i>* IE 9 and below are not fully compatible</i><br><i>* Please note that IE is NOT the default browser for Windows 10, but is available to use</i> |
| <br>Mozilla Firefox *            | Windows, Apple OSX | <a href="#">Download Latest Version</a><br><i>*not recommended for use with LaGov's eProcurement (SRM) module or Vendor Portal - Incompatibility issues have been reported</i>                                     |
| <br>Google Chrome *            | Windows, Apple OSX | <a href="#">Download Latest Version</a><br><i>*not recommended for use with LaGov's Vendor Portal (SUS) - Incompatibility issues have been reported</i>  |
| <br>Apple Safari               | Apple OSX only     | <a href="#">Download Latest Version</a>  |

### Support Notes

- Known issue in Firefox and Internet Explorer 9: users are unable to select options in dropdown boxes. Instead use Internet Explorer 10 (IE10) and above or Chrome.
- **Microsoft Edge is not a supported browser at this time** (this is the default browser for Windows 10).
- Access via mobile devices is most often successful, however some incompatibility issues have been reported.
- If getting a 2<sup>nd</sup> login screen when using any LaGov App, add the following URL added as a *Trusted Site*: <https://lagovgw.doa.louisiana.gov>. [Click here for how to do this.](#)
- Internet Explorer 9 is no longer fully compatible with the LEO and LaGov portals.
- Make sure the following browser options are enabled: JavaScript and TLS 1.0 accessibility.
- Turn off the browser's pop-up blocker for [louisiana.gov](https://www.louisiana.gov) addresses.
- Download a compatible version of Adobe Reader for free [here](#).
- Download the current version of Java [here](#).
- Download the current version of Adobe Flash Player [here](#).
- Enable browser to accept cookies and disable ActiveX Filtering.

### Frequently Asked Questions

[Don't know what browser or browser version you're using?](#)

**What if the browser I use is not in the above chart? It's an older version.**

**What about the mobile versions of some of these browsers? Do they work?**

**How can I access Internet Explorer 11 from Windows 10?**

**Why is sound is not playing in a LEO web course?**