

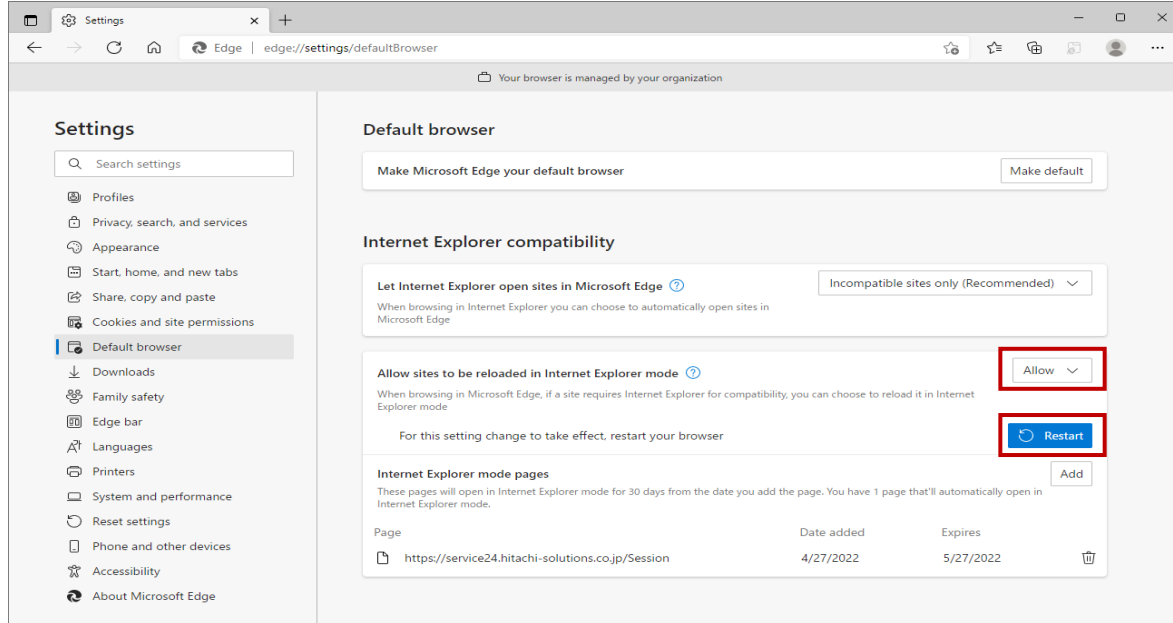
# How to enable IE mode on Microsoft Edge (2022.04.27)

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- 1. How to enable IE mode on Microsoft Edge**
- 2. How to check IE mode on Microsoft Edge**
- 3. Behavior when IE mode settings expired**

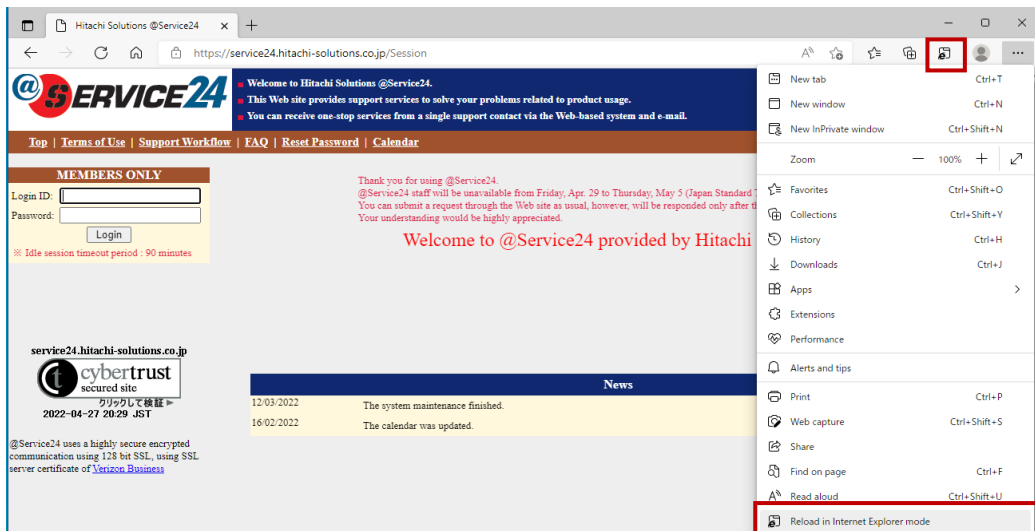
# 1. How to enable IE mode on Microsoft Edge (1)

- (1) Open "... " > "Settings" > "Default Browser" on Microsoft Edge.
- (2) Set "Allow sites to be reloaded in Internet Explorer mode" to "Allow" and press the "Restart" button.



# 1. How to enable IE mode on Microsoft Edge (2)

- (3) Access @Service24 in IE mode and press one of the following.
- Click “...” > “Reload in Internet Explorer mode”.
  - Click "Internet Explorer Mode" button displayed on the toolbar.

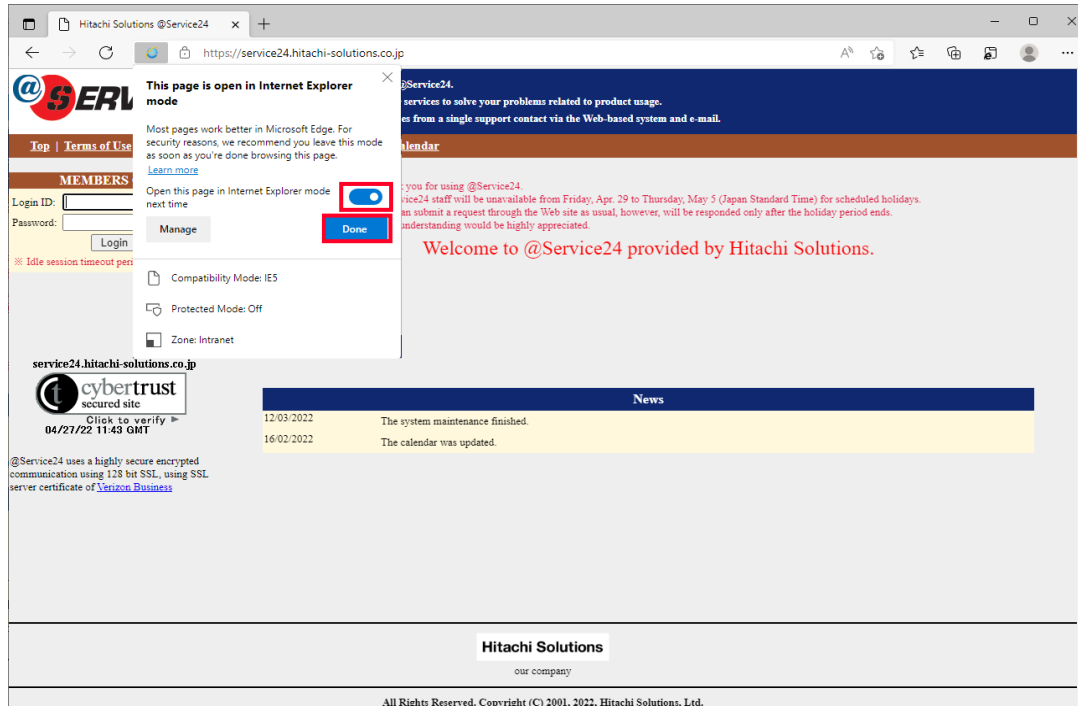


@Service24

<https://service24.hitachi-solutions.co.jp/>

# 1. How to enable IE mode on Microsoft Edge (3)

(4) A pop-up will open. Enable "Next time, open this page in Internet Explorer mode" and press the "Done" button.



## 2. How to check IE mode on Microsoft Edge (1)

Check @Service24 is open in IE mode.

If opened in IE mode, Internet Explorer icons and banners are displayed.

[supplement]  
If you want to close the banner, press "x".

\* Click the "Exit" button to exit IE mode.

Hitachi Solutions @Service24 x +  
https://service24.hitachi-solutions.co.jp/Session

You're in Internet Explorer mode. Most pages work better in Microsoft Edge. [Open in Microsoft Edge](#) [Learn more](#) X

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• This Web site provides support services to solve your problems related to product usage.  
• You can receive one-stop services from a single support center via the Web-based system and e-mail.

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**MEMBERS ONLY**  
Login ID:   
Password:   
  
※ Idle session timeout period : 90 minutes

Thank you for using @Service24.  
@Service24 staff will be unavailable from Friday, Apr. 29 to Thursday, May 5 (Japan Standard Time) for scheduled holidays.  
You can submit a request through the Web site as usual, however, will be responded only after the holiday period ends.  
Your understanding would be highly appreciated.

Welcome to @Service24 provided by Hitachi Solutions.

service24.hitachi-solutions.co.jp  
**cybertrust**  
secured site  
Click to verify   
04/27/22 12:06 GMT

**News**  
03/12/2022 The system maintenance finished.  
02/16/2022 The calendar was updated.

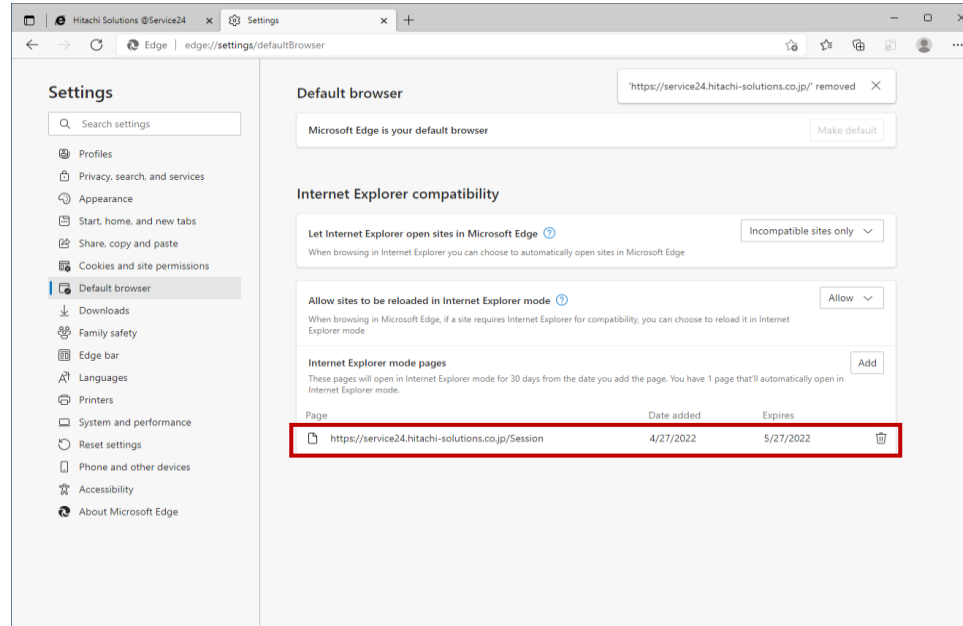
@Service24 uses a highly secure encrypted communication using 128 bit SSL, using SSL server certificate of [Verizon Business](#)

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## 2. How to check IE mode on Microsoft Edge (2)

Open "... " > "Settings" > "Default Browser" on the Microsoft Edge and verify that @Service24 is added to the "Internet Explorer Mode Pages". (The URL displayed here will automatically open in IE mode for 30 days from the date the page was added.)



### 3. Behavior when IE mode settings expired

On day 31, when users navigate to the site, they will see a banner explaining that the site will no longer load in IE mode.

If you want to reswitch to IE mode, press the "Add back" button.

