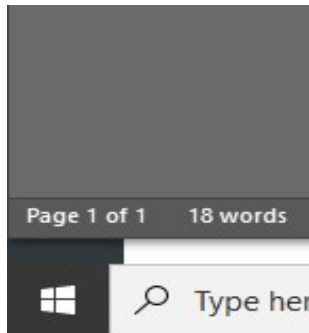| Issue	Resolution
Setting Default Web Browser to Microsoft Edge.	Assist by working through the instructions to set a new default browser or the ITSD Helpdesk can provide further assistance to set the requested default browser if additional support is needed.

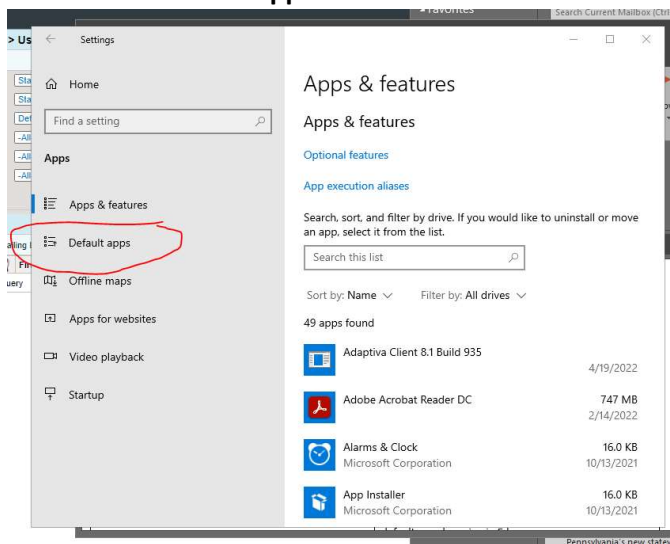1. Left click Windows icon at the bottom left to open the Start menu

2. Select **Settings** from the left column in the Start menu
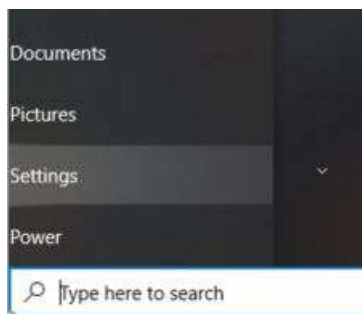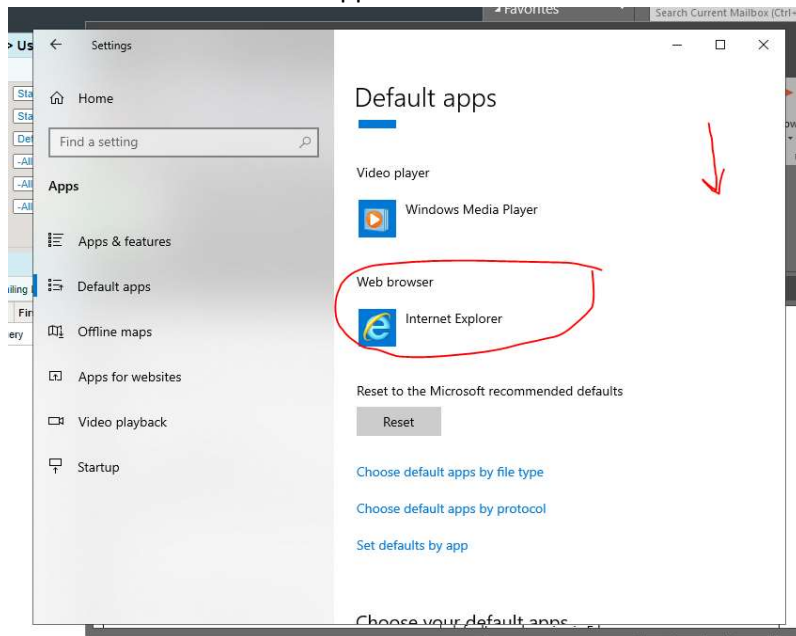

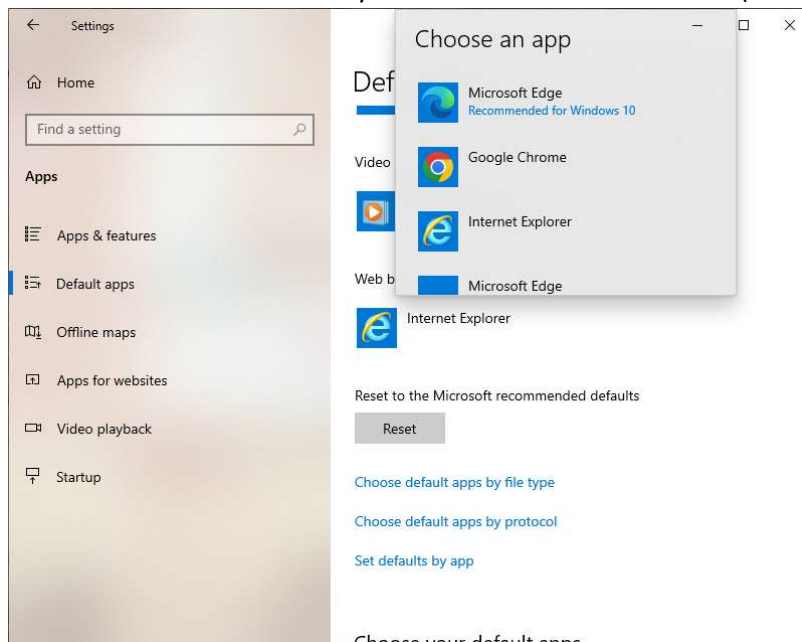3. Select **Apps** from the Settings window

4. Left click on **Default Apps** in the left column

5. Scroll down in the Default Apps column to locate **Web Browser**

6. Select the Web Browser that you would like to use as default (Microsoft Edge Recommended)

7. Close **Settings** window after selecting your new default browser.

| Issue	Resolution
Import Favorites/Bookmarks from Internet Explorer into Edge	Instructions assist with exporting bookmarks/favorites from current browser (if needed) and then assist with importing into Microsoft Edge browser. The ITSD Helpdesk is available to provide further assistance if additional support is needed.

1. Open Microsoft Edge browser

2. Left click on the three dots at the right corner to open **Settings and More**
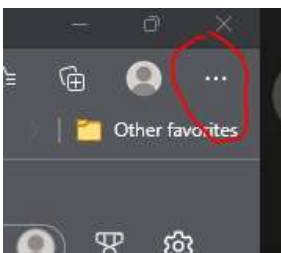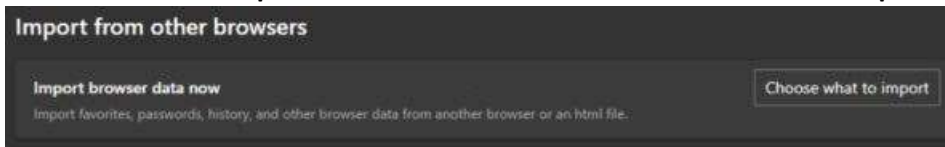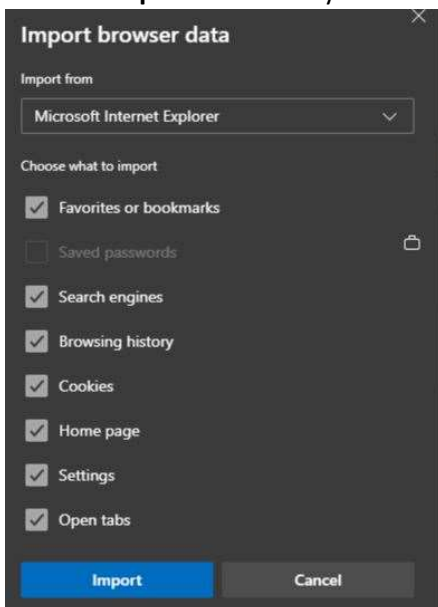

3. Select **Settings** from the menu.
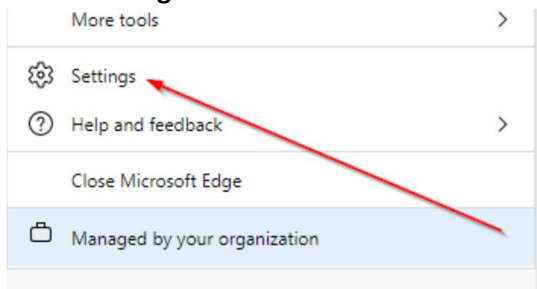
4. In the left column select **Profile** if not selected already. Then select **Import browser data**.
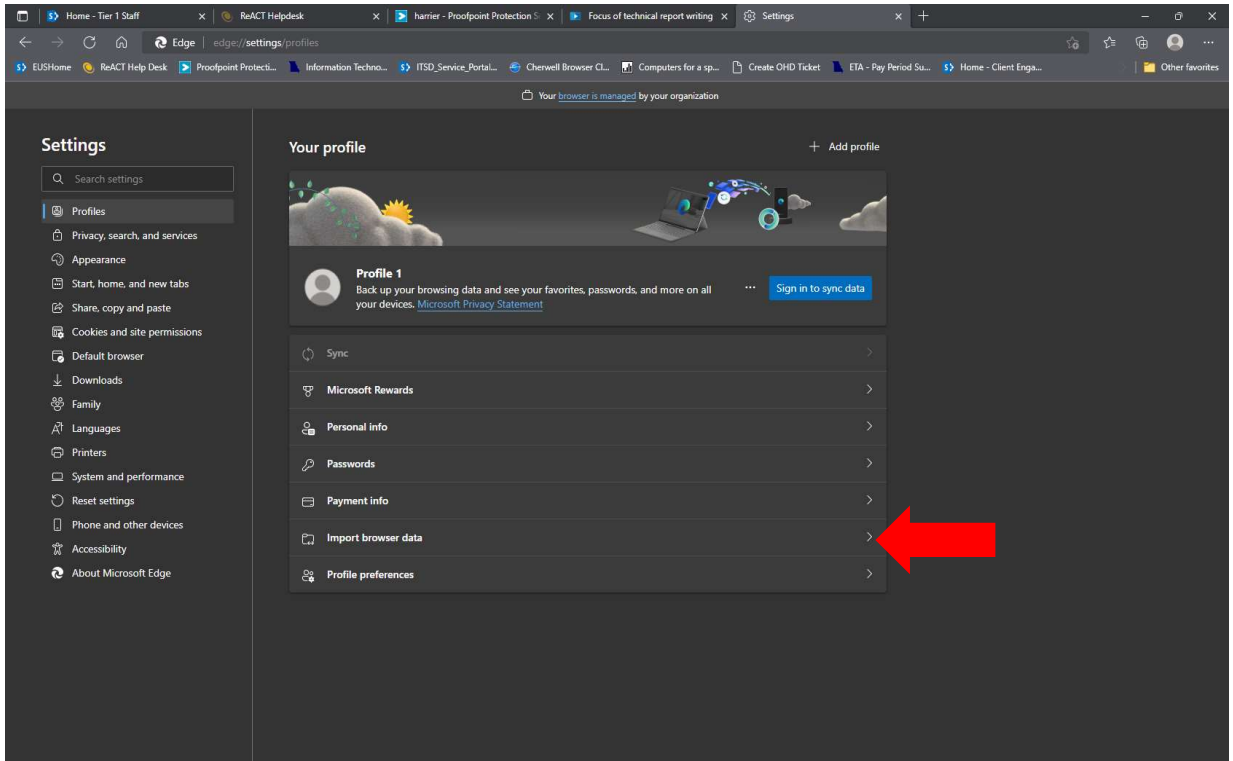
5. Under the section **Import from other browsers** select **Choose what to import**.

6. An **Import browser data** popup will appear. Under **Import from** dropdown, select **Microsoft Internet Explorer**. You may now choose what data to import.

7. Click **Import** button to start importing your selected items. A popup will appear stating "All done!"

8. Close and reopen Microsoft Edge and all selected items should now be available to use.

| Issue	Resolution
Setup Compatibility Mode for Internet Explorer in Microsoft Edge	Instructions will walk users through setting Internet Explorer Compatibility Mode in the Microsoft Edge browser. If requested, set specific websites to automatically open in the Edge browser using Internet Explorer Compatibility Mode. The ITSD Helpdesk is available to provide further assistance if additional support is needed.

1. Open Microsoft Edge browser

2. Left click on the three dots at the right corner to open **Settings and More**
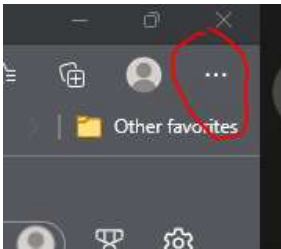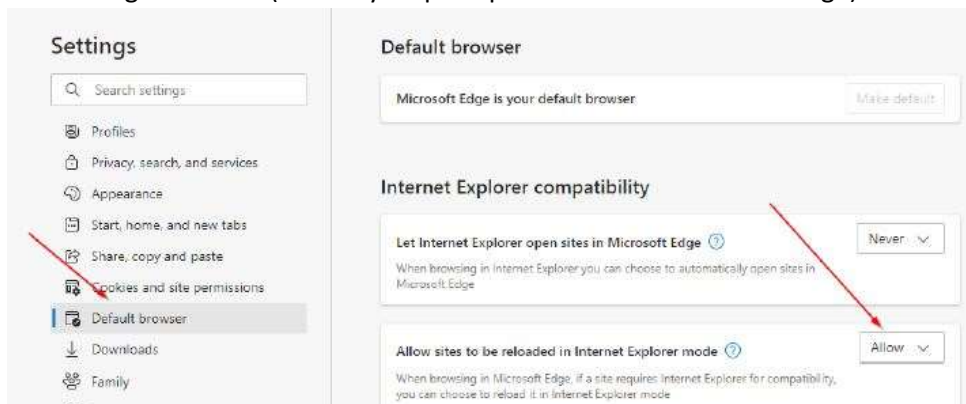

3. Select **Settings** from the menu.
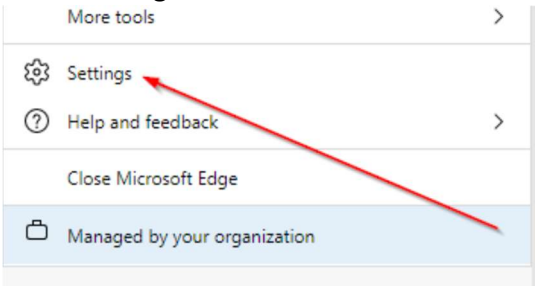
4. In the left column select **Default Browser**, Under **Internet Explorer Compatibility** change this setting to **Never**
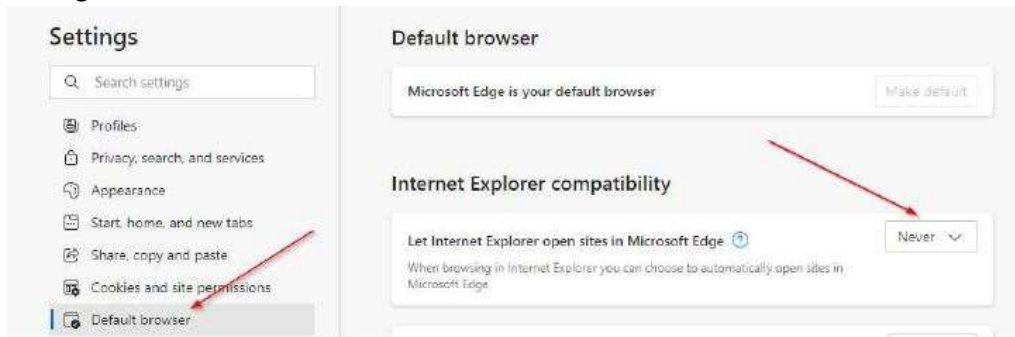
5. The next setting on this page is **Allow sites to be reloaded in Internet Explorer mode**. Change this setting to **Allow** - (You may be prompted to restart Microsoft Edge).

6. Next, under Settings, go to **Appearance**. Look for the switch for **Internet Explorer mode button** and turn this On.
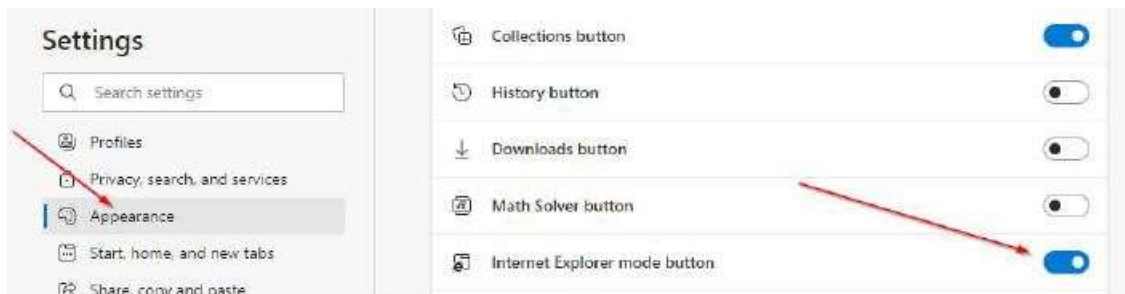
7. Now you should get an IE Compatibility Mode Button on your Microsoft Edge browser menu. Navigate to any site, press the IE Compatibility Mode button and the site will reload in a Microsoft Edge tab that uses Internet Explorer compatibility for content.

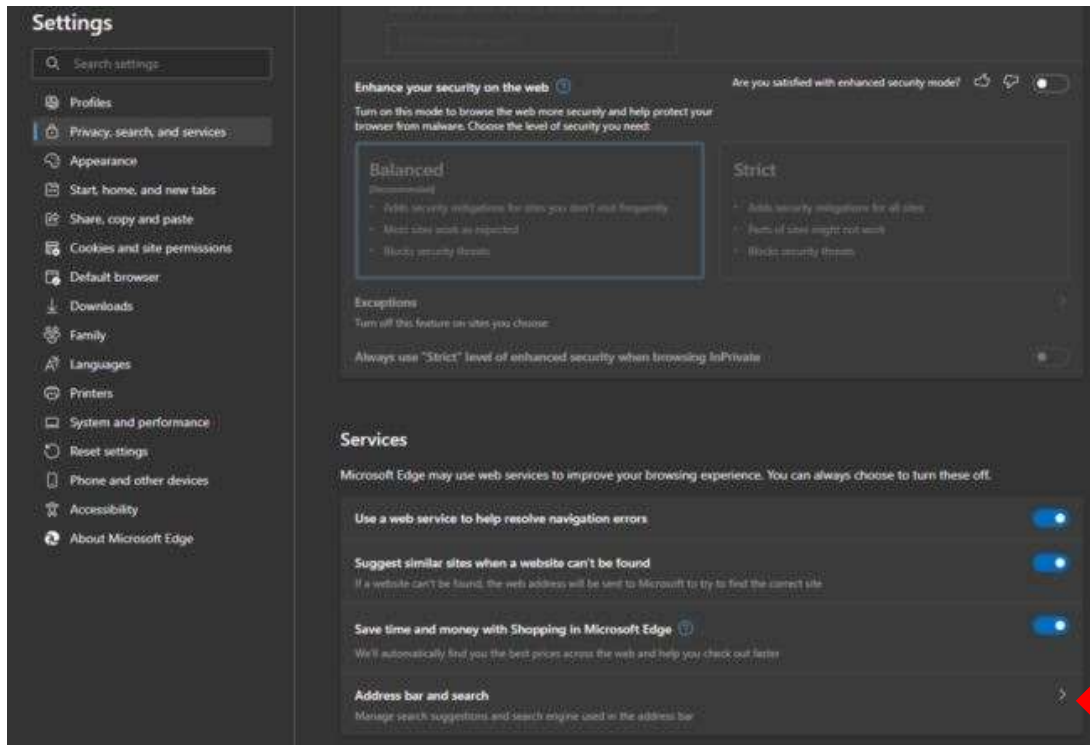| Issue	Resolution
Changing Bing as the default search engine for Microsoft Edge.	Bing searches are disallowed per Group Policy. Instructions provide assistance with changing the default search engine in Microsoft Edge. The ITSD Helpdesk is available to provide further assistance if additional support is needed.

1. Open Microsoft Edge browser

2. Left click on the three dots at the right corner to open **Settings and More**
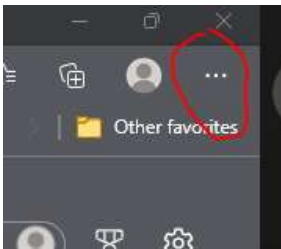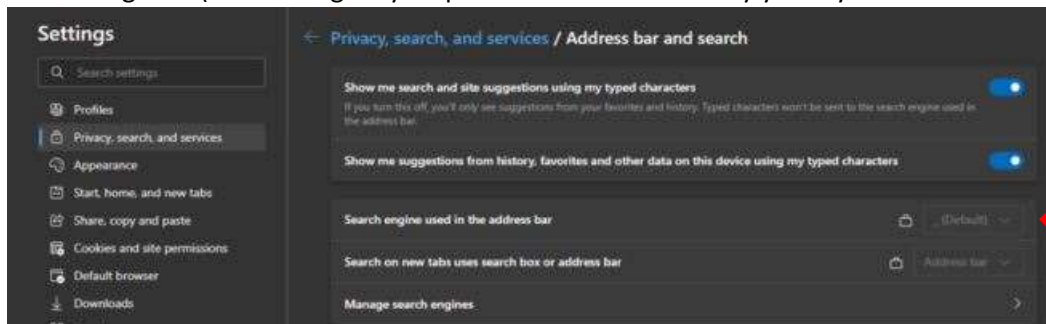

3. Select **Settings** from the menu.
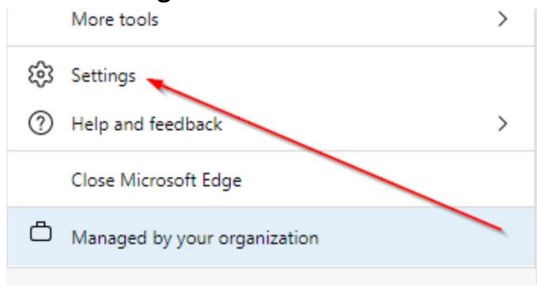
4. In the left column select **Privacy, search and services**, scroll down under **Services** and select **Address bar and search**

5. In the section **Search engine used in the address bar** drop-down, select Google or another search engine.   (This setting may be preset and determined by your System Administrator)
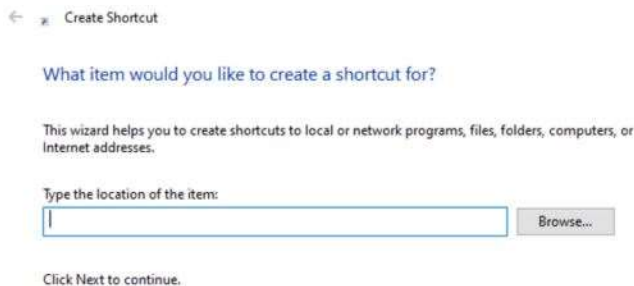
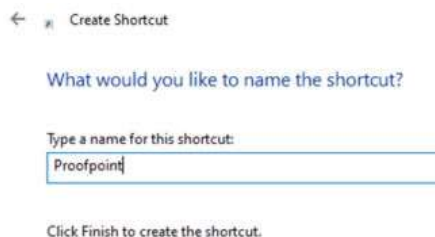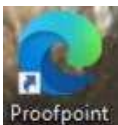| Issue	Resolution
Updating Internet shortcuts that open in Internet Explorer.	Instructions on how to create new site shortcuts using Microsoft Edge (or Chrome) to replace older Internet Explorer 11 shortcuts. The ITSD Helpdesk is available to provide further assistance if additional support is needed.

1. Open Microsoft Edge

2. Type (or copy) the web address to the website into Microsoft Edge Address line. Check that the website loads.

3. Click in the Address line, highlight and copy the web address

4. Right click on the desktop, select **New** and then **Shortcut**

5. Paste the web address in the "Type of location of the item" bar

← Create Shortcut

What item would you like to create a shortcut for?

This wizard helps you to create shortcuts to local or network programs, files, folders, computers, or Internet addresses.

Type the location of the item:

[   ] Browse...

Click Next to continue.

6. Click the **Next** button, next type the name of your shortcut

← Create Shortcut

What would you like to name the shortcut?

Type a name for this shortcut:

[Proofpoint]

Click Finish to create the shortcut.

7. Click **Finish** button. A shortcut will now appear on the desktop. Double-click to open and test.

| Issue	Resolution
Corrupt browser data or clearing browsing history.	Users may be familiar with clearing browsing data to resolve issues in Internet Explorer, but are not familiar with how to do that in Microsoft Edge. Instructions walk users through the steps to clear browsing data in the Edge browser. The ITSD Helpdesk is available to provide further assistance if additional support is needed.

1. Open Microsoft Edge browser

2. Left click on the three dots at the right corner to open **Settings and More**
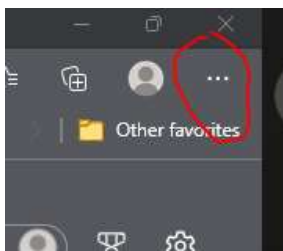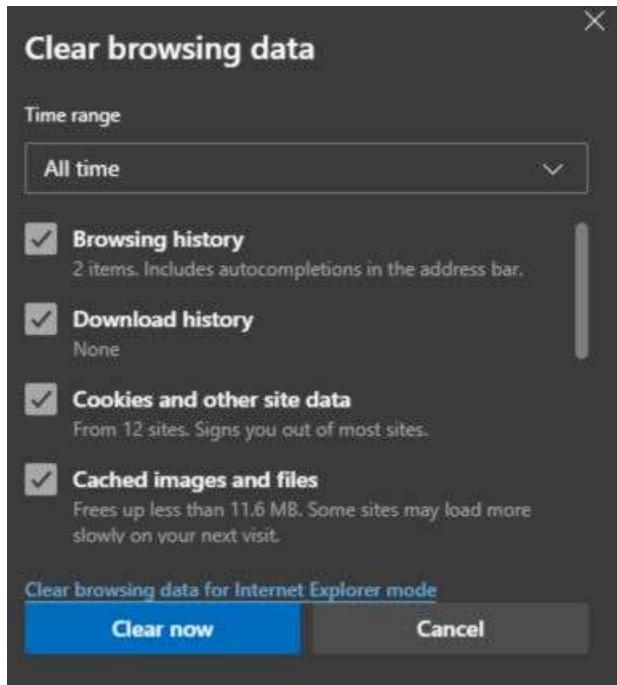

3. Select **Settings** from the menu.
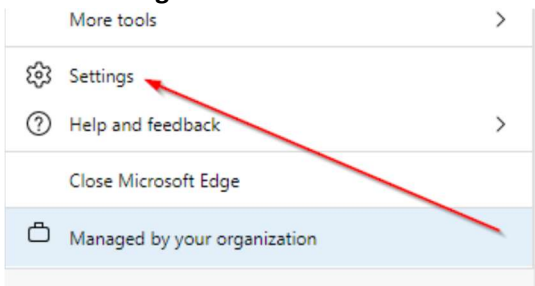
4. In the left column select **Privacy, search and services**, scroll down until you find **Clear Browsing Data** and click **Choose what to clear**
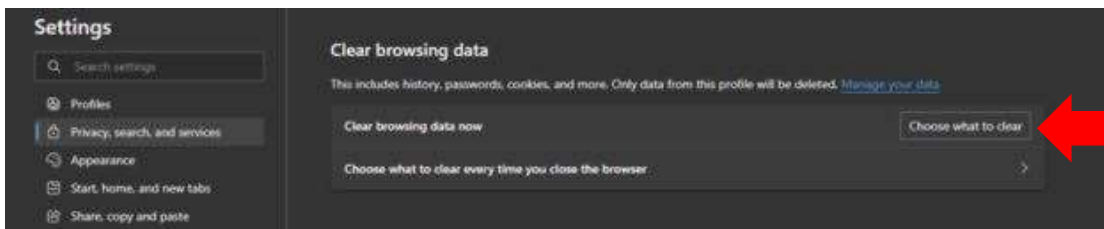
5. Change the **Time Range** drop-down to "All Time" and next select the browsing data that needs to be cleared, then click the **Clear Now** button.

6. Once the popup is gone, close out of the Edge browser and reopen. This will complete the process of clearing the browser data.