Commonwealth of Massachusetts

ePLACE (electronic Permits, Licenses, Authorizations, Certificates, and Eligibility)

Date: April 3, 2017

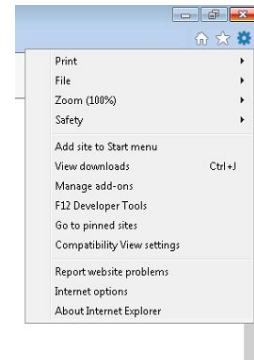re: Internet Browser Compatibility

ePLACE Users:

With the release of the latest version of the Firefox browser and the recent changes to the Chrome browser, Internet Explorer is currently the only browser that is fully compatible with the ePLACE website. Firefox and Chrome have chosen to discontinue support for browser plugins such as Silverlight, which is required on our site to upload documents and add contacts. If you are unable to use Internet Explorer, Firefox does offer an Extended Service Release version of their browser that is available at the following URL (https://www.mozilla.org/en-US/firefox/organizations/all/).

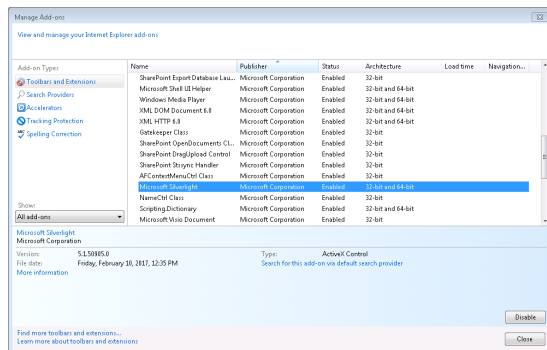## Microsoft Silverlight Plugin

How to Verify You Have It

Microsoft Silverlight is a browser based plugin added to Internet Explorer when installed. To verify that the plugin is installed—

1) Navigate to the **Tools** gadget in the upper right corner of your browser window. This may be represented by a gear icon just under the **Close Window** button.
2) Select **Manage add-ons** from the menu
3) Scroll through the list until you find Microsoft Silverlight, which should be listed under a section with all of your other Microsoft plugins.

Enabling Silverlight in Your Browser

While Silverlight may be installed, it may not be enabled in your browser. Once you find the listing for Silverlight, you'll want to highlight it to get additional information. Here, if currently disabled, you can select the **Enable** button. This may require you to restart your browser so that the change takes effect.

Commonwealth Roadmap for ePLACE

Within the ePLACE team, we understand that customer experience is our highest priority. We have implemented ePLACE to make your interactions with the Commonwealth more efficient, and convenient. We also realize that many of you may not wish to use Internet Explorer we understand your concerns and we will be working to modify ePLACE to remove the dependency on Silverlight and other browser plugins. During the course of this upgrade initiative, we will be improving other aspects of ePLACE to further enhance the overall user experience.

We thank you for your continued patience and we look forward to serving your needs better in the future.

— Commonwealth of Massachusetts, ePLACE Management Team