Instructions on how to reload in Internet Explorer Mode:

(Note: Recordings prior to May 2016 do not work. We are aware of the issue and hope to have a resolution soon)

Microsoft Edge:

1. Open Microsoft Edge on Windows 10/11.
2. Click the *Settings and More (ellipsis or Three dots)* button on the top-right corner.
3. Select the *Settings* option.
4. Click on Default browser.
5. Under the “Internet Explorer compatibility” section, turn on the “Allow sites to be reloaded in Internet Explorer mode” toggle switch.
6. Reload webpage
7. May need to go to *Settings and More (ellipsis or Three dots)* and Reload in Internet Explorer (IE) mode.

Google Chrome (Note: Chrome needs a plug-in to use IE mode):

1. Open Google Chrome and navigate to the following website: <https://chrome.google.com/webstore/detail/ie-tab/hehijbfgiekmjfkfjpbkbammjbdenadd>
2. Results should display IE tab.
3. Click the Add to Chrome button.
   1. Click the Add extension button
4. On the right of the search bar there is a puzzle piece that allows the “pinning” of extensions to the top of the page for ease of access. (This is optional.)

Load the meeting that want to view and when page loads click the IE tab icon to view page in IE mode.

(Note: Can view meetings between 2016 and May 3, 2011, in Chrome)

Firefox

At this moment there are no work arounds for viewing recordings earlier than September 10, 2020, within the Firefox browser. We apologize for any inconvenience and are working to remedy this error.