



Guide to setting up Internet Explorer 11 Compatibility Mode in Edge to access Payment Services Website

Who are Pay.UK?

In 2019 Pay.UK became the home for the UK's retail payment schemes Bacs, Faster Payments, Cheques. By bringing the schemes together as Pay.UK, we put the needs of consumers and businesses at the heart of everything we do. As one operator for all UK retail payments, we make sure that every retail payment sent or transferred in the UK is done safely and securely.

Our core purpose is to enable a vibrant UK economy, driving involvement and collaboration in payments. By delivering best-in-class infrastructure, standards and rules, we will maintain the UK's position for world-leading payment operations.

Find out more about Pay.UK and our responsibilities for payment operations at <https://www.wearepay.uk/who-we-are/>.

Microsoft's withdrawal of support for Internet Explorer 11 — what you need to know to keep using the Payment Services Website

The original 2025 date for [Microsoft to withdraw its support for Internet Explorer 11 \(IE11\)](#) has been brought forward and is now scheduled for 15 June 2022.

After this date, the IE11 desktop application will go out of support and (depending on your version of Windows) may stop working. The identified solution is Microsoft's Edge browser which offers an IE11 compatibility mode functionality.

If you use PKI — a smartcard signing solution — to access the Payment Services Website (PSW), you will need to use this IE11 compatibility mode in the latest version of Edge to log on and collect your reports.

If you log on with ASM, you will need to download a newer browser when the phased launch of the new PSW completes in June 2022, or use the IE11 compatibility mode the latest version of Edge. You will still need to use IE11 with the current PSW as the newer browsers will not work with the existing site.

The industry has also identified another solution called Websigner; this relies on a change to the signing software, and whether this is offered to you will depend on your sponsoring bank so please refer to them for advice.

This set-up guide is intended to navigate you through the process in setting up and using IE11 compatibility mode in the latest version of Edge to access PSW.

Please note:

These settings must be refreshed **EVERY 30 DAYS**, please set a reminder to repeat these steps prior to the 30-day expiry date.

You may need to check set up requirements with your IT department as we do not have visibility of your local policies and restrictions. Where settings are set at enterprise level please also refer to your IT department.

Please save all work before you commence set up as a restart will be required.

This Guide covers direct access to PSW from a browser **ONLY** and does **NOT** cover access via a solution supplier — if you have issues submitting payments and retrieving reports please contact your solution supplier.

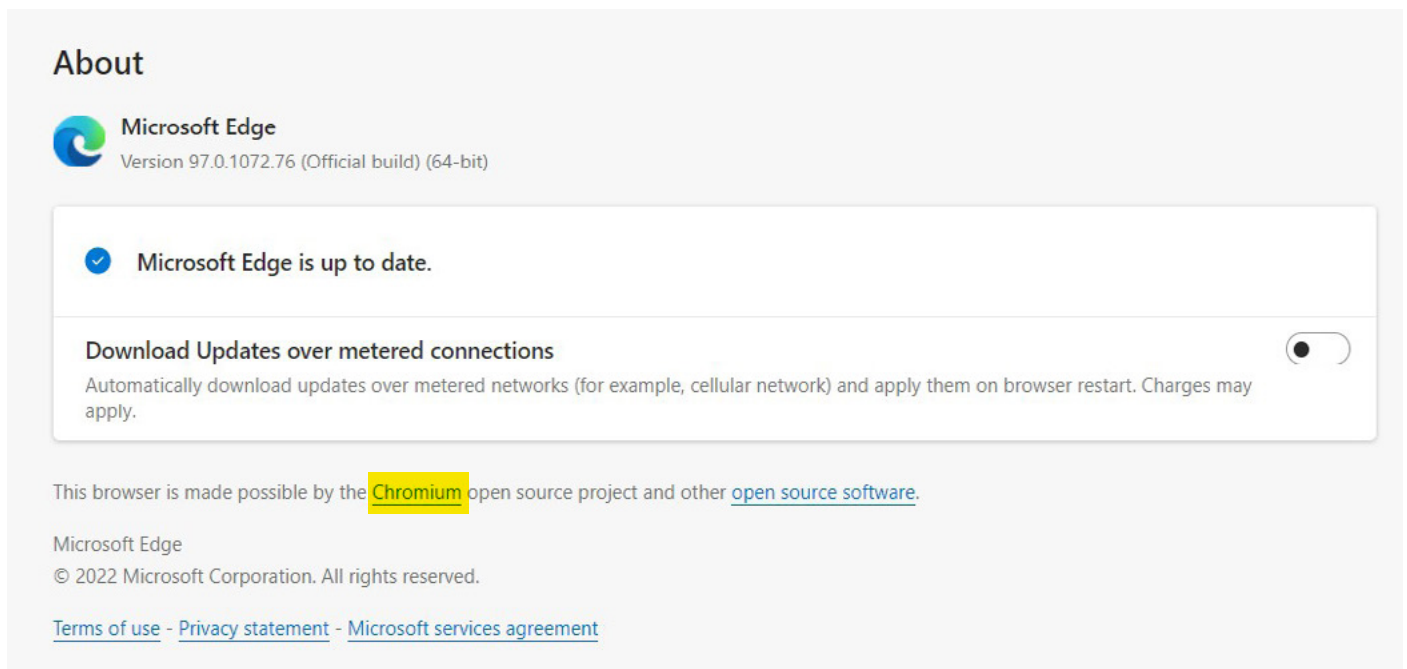
Before you start

Operating system requirement:


Supported operating systems Windows 10 and 11. If IE11 (Triton Engine) has been deleted completely, this will stop IE11 compatibility mode in Edge working and you will need to contact your IT support team to restore it.

Edge browser version requirement:

You must be using Edge version 79 and later. These are Chromium-based versions. You can check your Edge settings here:



About

 **Microsoft Edge**
Version 97.0.1072.76 (Official build) (64-bit)

Microsoft Edge is up to date.

Download Updates over metered connections

Automatically download updates over metered networks (for example, cellular network) and apply them on browser restart. Charges may apply.

This browser is made possible by the [Chromium](#) open source project and other [open source software](#).

Microsoft Edge
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This set-up guide is based on Edge version 94.0.992.47 (Official build) (64-bit)

Step 1

Open Edge browser and ensure that this is in full screen mode, left click on the ellipsis button (three dots) in the top right-hand corner of the screen.

Step 2

Select “Settings.”

Step 3

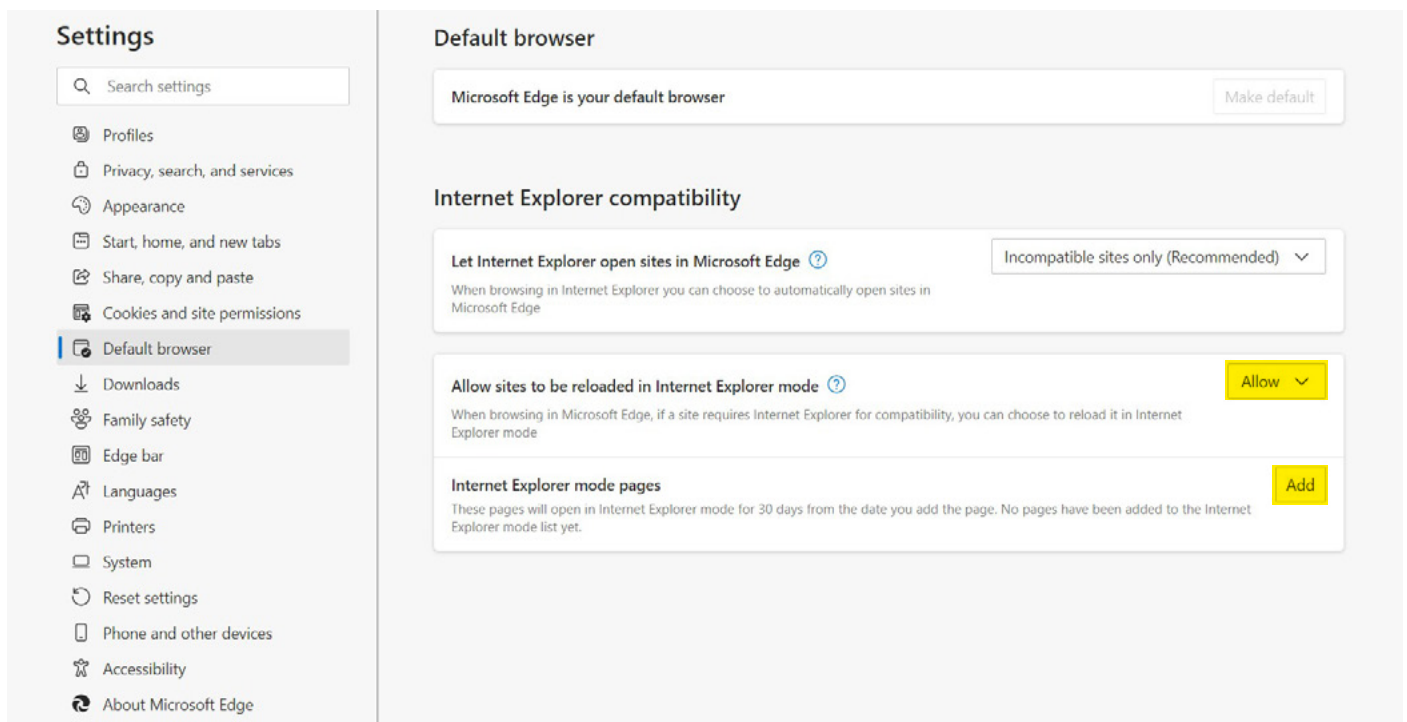
In the menu on the left, select Default browser option and then in the “Let Internet Explorer open sites in Microsoft Edge” option select “Incompatible sites only” option.

If this is greyed out for you the settings will need to be updated by your IT Support Teams – this guidance can be shared with them.

The screenshot displays the Microsoft Edge Settings application. On the left is a sidebar menu with the following items: Search settings, Profiles, Privacy, search, and services, Appearance, Start, home, and new tabs, Share, copy and paste, Cookies and site permissions, **Default browser** (highlighted in yellow), Downloads, Family safety, Edge bar, Languages, Printers, System, Reset settings, Phone and other devices, Accessibility, and About Microsoft Edge. The main content area is titled 'Default browser' and shows 'Microsoft Edge is your default browser' with a 'Make default' button. Below this is the 'Internet Explorer compatibility' section, which includes three settings: 1. 'Let Internet Explorer open sites in Microsoft Edge' with a dropdown menu set to 'Incompatible sites only (Recommended)'. 2. 'Allow sites to be reloaded in Internet Explorer mode' with a dropdown menu set to 'Allow'. 3. 'Internet Explorer mode pages' with an 'Add' button.

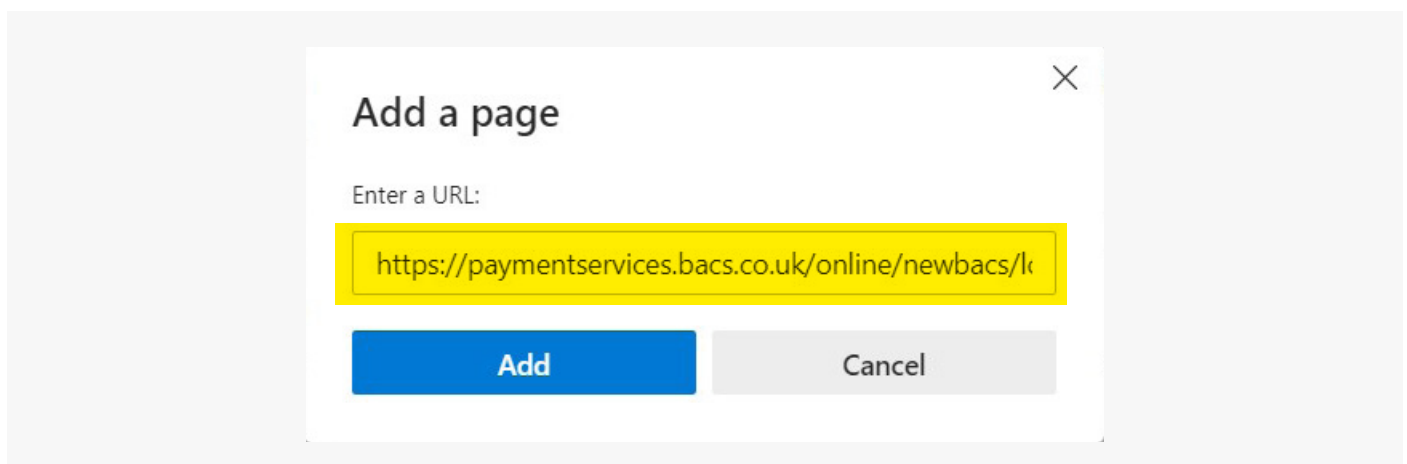
Step 4

In the Allow sites to be reloaded in Internet Explorer mode select “Allow” — as below:



Step 5

Then select “Internet Explorer mode pages” option click add and paste in Payment Services Website: <https://paymentservices.bacs.co.uk/online/newbacs/loginBrowser.do> URL and click “Add” — as below:

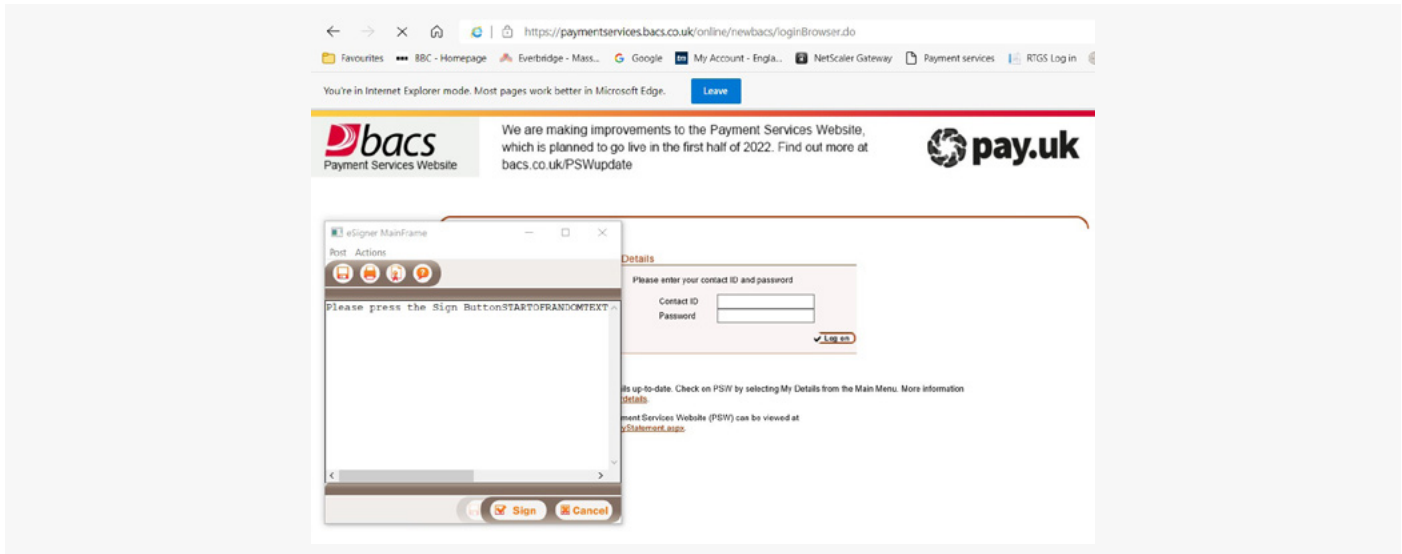


Step 6

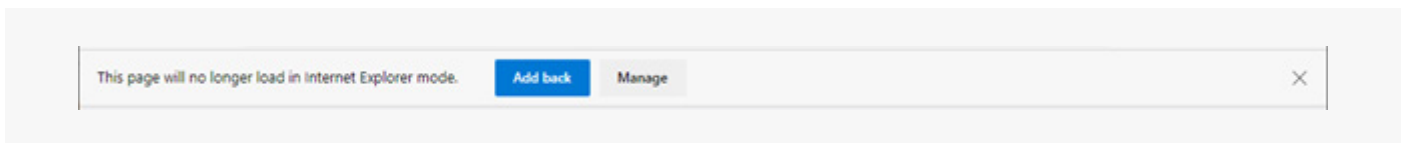
You will need to restart Edge by clicking the restart button on your machine and you will then be ready to access PSW in Edge — Open Edge and enter your normal URL for accessing PSW.

Step 7

Once successful, PSW home page should be displayed along with the message informing you are in **Internet Explorer Mode**. Do not click “Leave” as this will switch off compatibility mode. If the eSigner pop up is blocked or doesn’t appear then **“Allow pop-ups”** for the PSW website URL.

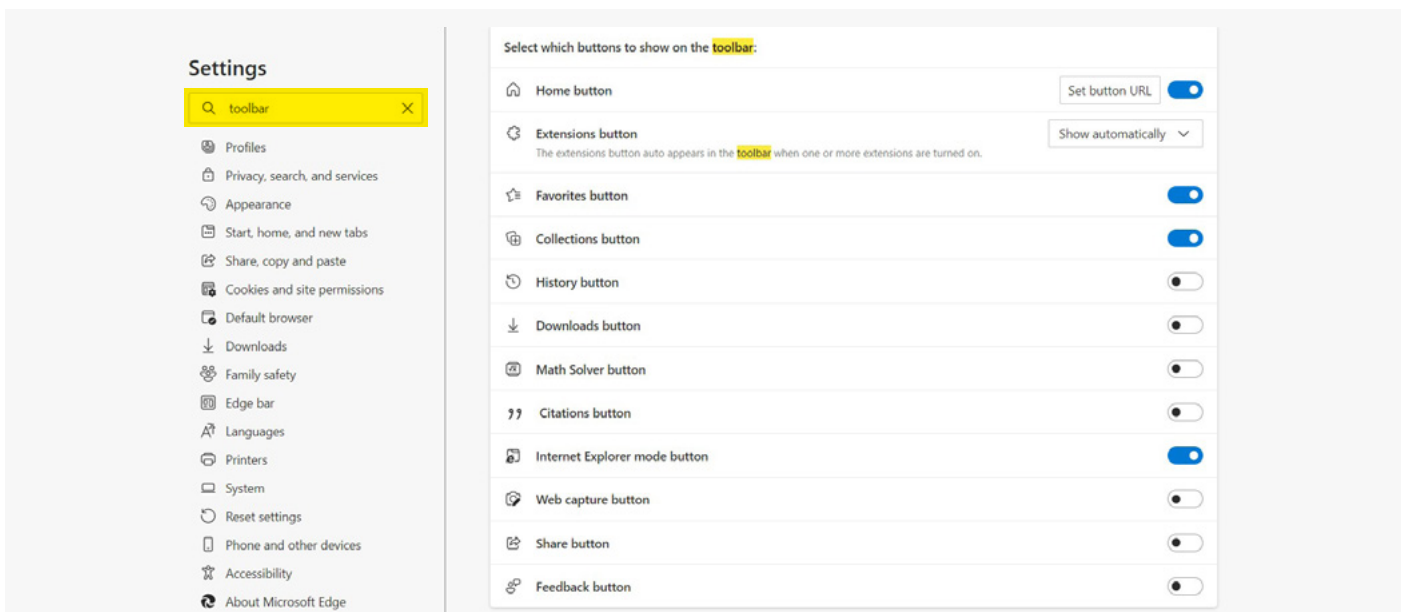


Please note: These settings must be refreshed EVERY 30 DAYS, please set a reminder to repeat these steps prior to the 30-day expiry date. On day 31, when you navigate to the site, you will see a banner explaining that the site will no longer load in IE mode:



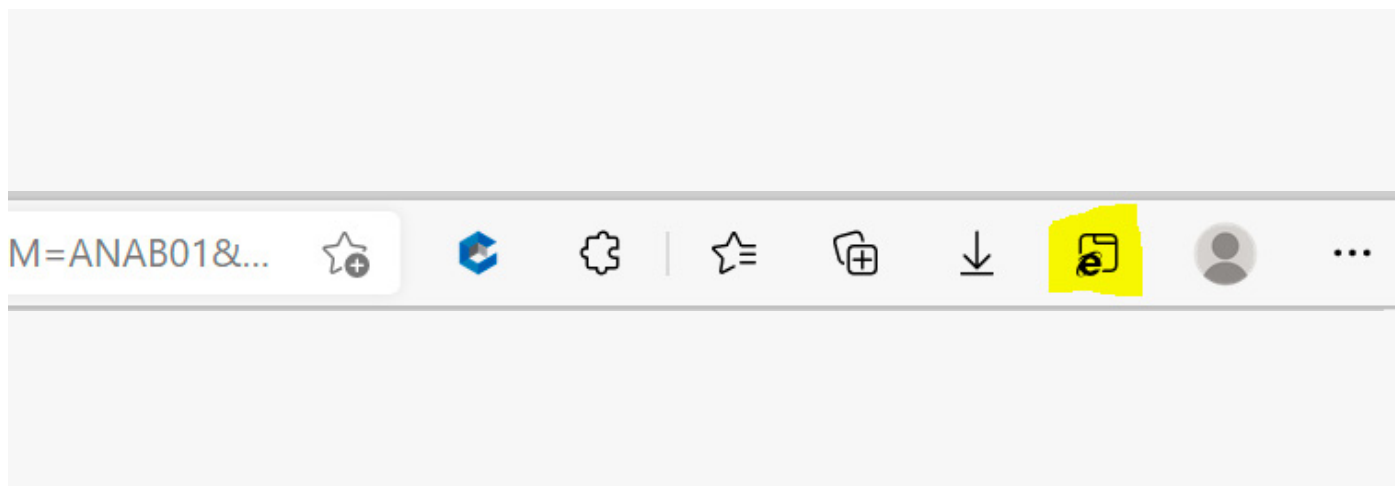
Edge Toggle Icon Settings:

Go to the settings menu and search for “toolbar” and then click the slider to add IE mode toggle button —

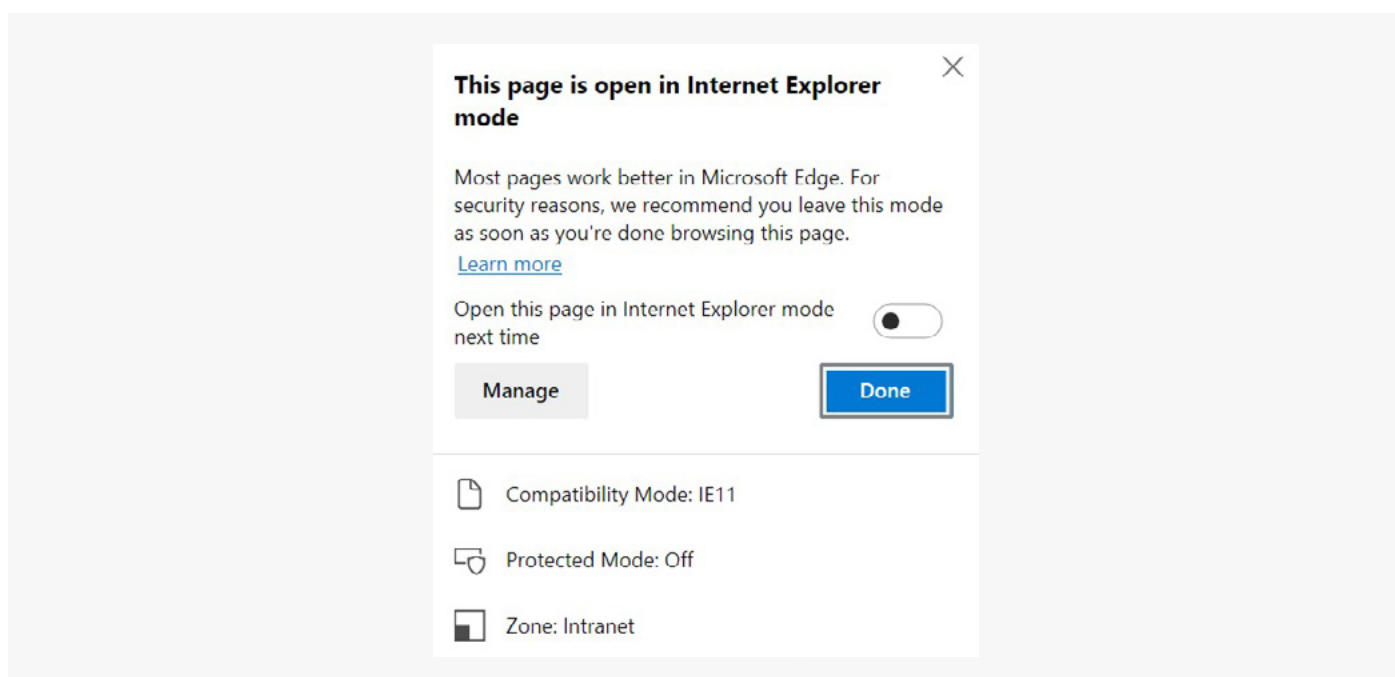


continued on page 8

It then adds the toggle button to the toolbar that when clicked will reload the current page you have open in IE mode —



It skips the need to have the page added to your list of IE mode pages plus you get the below option pop up to select open in IE mode next time and no need to add to your favourites link —



For further help

Please contact your IT Support Team and share this guidance with them. You can find frequently asked questions [here](#) on the wearepay.uk website.