Usage of the Microsoft Edge IE Mode feature is required to ensure the **CCG eReferral** application, hosted on the HSCNI Network / Optometry Portal, is accessible and functional.

As of the **31st October 2025**, the previous process used to enable IE Mode is no-longer applicable.

This is a result of **Microsoft** releasing an **update to their Edge browser** *(Latest Version 156.0.4314.50)* which has introduced a new internal layout of the Edge settings menu and removed the option, within the Appearance Tab, to add the Internet Explorer Mode (IE Mode) to the toolbar *(the icon that appeared at the top-right of the browser)*.

Users **must now** follow the process outlined below.

Step 1 and 2 can be completed without a connection to the HSCNI Network / Optometry Portal.

Step 1

To allow websites to open in Internet Explorer Mode (IE Mode), the option needs to be enabled.

- **Open** Microsoft Edge.
- Click the three-dot **menu icon (...)** in the top-right corner, then select **Settings**.
- Click on **Default browser** in the left-hand menu.
- Find the "**Internet Explorer compatibility**" section.
- Change the drop-down menu for "**Allow sites to be reloaded in Internet Explorer mode**" to "**Allow**".
- Click **Restart** to apply the changes

Step 2

The CCG eReferral URL must be added into the Internet Explorer Mode pages section.

- **Copy** the CCG URL from your browser's address bar or the below URL.
  - https://ccg.hscni.net/web/login.aspx
- **Open** Microsoft Edge.
- Click the three-dot **menu icon (...)** in the top-right corner, then select **Settings**.
- Click on **Default browser** in the left-hand menu.
- Find the "**Internet Explorer compatibility**" section.
- Within the **Internet Explorer mode pages** section, click "**Add a Page**"
- **Click** into the field, **Paste** in the CCG URL then click "**Add**"

For Step 3, a connection to the HSCNI Network / Optometry Portal must be established.

Step 3

The CCG eReferral website must be configured to open with the correct IE Mode functionality.

- Establish a **secure connection** to the HSCNI Network / Optometry Portal
  - This must be via the **F5 VPN** method.
- **Open** the CCG eReferral Application
- Click the **"E" Icon** to the left-hand side of the Address Bar *(top of the browser toolbar)*.
  - This will open the Internet Explorer Mode (IE Mode) menu
- Change the toggle for "**Open this page in Compatibility view** to "**On**"
- Change the toggle for "**Open this page in Internet Explorer mode next time** to "**On**"
  - The "On" setting is indicated by the button turning blue.
  - Toggle the bottom option first, this will ensure the pop-up remains open.
  - Click the "E" icon multiple times to ensure the correct configuration.
- Click **Done** once both options are on.
- Refresh the main CCG eReferral webpage.
  - Click the **Refresh icon** *(Circle with Arrow)* on the toolbar

  or
  - Hit the **F5 keyboard** button.

You can now log into the CCG eReferral using your normal credentials.

Troubleshooting

Should the above method not work or the options outline above not available within the Microsoft Edge browser on your device, contact your IT Support via your normal methods.

Organisational or Group Policies may have been applied to your devices as part of your larger organisations security protocols.

For further information or assistance, please log a vFire call via the **vFire Customer Portal** on the FPS Optometry Secure Web Portal or alternatively, send an email to SPPG Ophthalmic Services outlining your problem.