



Frequently Asked Question concerning browser support for WFN

Question	Response
What browsers will WFN support?	<ul style="list-style-type: none">• Microsoft Internet Explorer 9,10, or 11• Google Chrome (Google automatically updates Chrome to the latest version)• Firefox 31 and higher• Safari 7.0,7.1
Why do I need to update my browser?	There is a new user interface design and new internet technology that will be used in our next version of Workforce Now to provide a better user experience. This new technology will only support modern browsers. If a user doesn't upgrade the browser, they will not be able to access the new version of Workforce Now.
Will I be able to access parts of the system?	No, you will be unable to access any services in the application.
Can I keep my current browser?	As we approach our new version Workforce Now will not display properly and you will not be able to use the system. We encourage you to update now to avoid any downtime.
What if I need the older browser for some internal systems I access, what can I do?	It is possible to run two browsers simultaneously. For example, if you are required to use your older browser, you may install different supported browsers to use for accessing Workforce Now. (e.g. Chrome, FireFox)



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Why are you ending support of IE8 when Microsoft isn't ending until 1/1/2016?	Our user feedback indicates that users want a better user experience with Workforce Now. In order to do this, we are delivering a new visual design framework that will set the stage for ADP to continually add usability enhancements now and in future releases for navigation and completing tasks to improve the overall user experience.
Microsoft Article on IE8: "Keep Internet Explorer Up-To-Date For More Secure Web Browsing"	http://blogs.windows.com/ie/2014/06/10/keep-internet-explorer-up-to-date-for-more-secure-web-browsing/
Does this unsupported browser apply to all users such as managers, supervisors and employees?	Yes, this applies to all users that access the application.
Can I update my browser on my own?	If you have the appropriate rights you can visit your browser site for updates. If you do not you may need to inform and/or request the updated browsers from your IT department.
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