

# Internet Explorer and Edge Browser Compatibility with Webmail- Article no. 5204

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## Introduction

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### DC Metro, IL, MA, NY and PA Webmail Users:

- Several **features** and **functions** in **Webmail** don't work as expected with Microsoft's **Edge Browser** or some newer versions of **Internet Explorer**

## Resolution Steps

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### Known Issues:

- Emails may display all white or as a server error with a red x icon
- Some frames might display white screen or blank screen where content should display
- Error messages show in some operational frames

### To Work Around these Known Issues:

- Use **another web browser** to access webmail
- Change the webmail interface to **Standard HTML** from **Advanced Ajax**

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