



Trouble Shooting Guide

Using Internet Explorer 11 Compatibility Mode in Edge to access Payment Services Website

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.

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.

This guide is intended to help you trouble shoot issues that might arise when setting up and using IE11 compatibility mode in the latest version of Edge to access PSW. It 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.

What operating system do I need to use?

IE11 compatibility mode in Edge will only work with Windows 10 and 11 operating systems. You will need to contact your IT support team if you need to upgrade.

What Edge Browser version do I need to use?

You must be using Edge version 79 and later. These are Chromium-based versions, whereas earlier versions are not Chromium based. Go into your browser settings and click on “About Edge” to see your version number. You will need to contact your IT support team to upgrade if you are using an earlier version.

Minimum requirements

		Operating system				
		W7	W8	W8.1	W10	W11
Signing Solution	Version					
eSigner	6.3 and later					
		Your operating system is not supported to use IE11 compatibility mode in Edge — please contact your internal IT department. Your signing solution has been successfully tested against IE11 compatibility mode in Edge on Windows 10 and 11			You have a compatible operating system and your signing solution has been successfully tested against IE11 compatibility mode in Edge on Windows 10 and 11	

The option to change my browser setting is greyed out. What do I do?

You need to contact your IT support team.

I am reliant on my IT support team for any upgrades or changes to my system. How long does it take to set up IE11 compatibility mode in Edge?

Please consider the lead times for your IT support team and the relevant processes for them to complete the request. Ensure your request is submitted highlighting the completion date must be before 15th June 2022.

When I access the Payment Services Website, the eSigner pop up does not come up. The “recommended” default in Edge is to block all pop-ups, so the eSigner window is blocked by default. What should I do?

If the eSigner pop up is blocked or doesn't appear then “Allow pop-ups” for the PSW website URL.

The eSigner pop up is still not appearing after “Allowing pop ups”. What should I do?

Try uninstalling and reinstalling eSigner – you may require IT support to complete this.

I have deleted IE11 – will IE11 compatibility mode still work?

If the IE11 (Engine) is deleted completely then compatibility mode won't work. When the IE11 desktop application is removed, it still leaves the underlying IE11 functionality in the operation system. This is called the Triton engine. This will still allow compatibility mode to work. If however you delete the Triton engine as well, this will stop compatibility mode working and you will need to contact your IT support team to restore it.

The following appears in the taskbar when I'm on the PSW home page: “You're in Internet Explorer Mode...” Is this correct?

Yes. Once you have successfully set up IE11 compatibility mode in Edge, the 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.

I've noticed that the section “Allow sites to be reloaded in Internet Explorer mode” is time-limited and that I will need to re-add the PSW URL to this every 30 days. Is this correct?

Yes. 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.

My organisation has policy restrictions in Edge which means I'm unable to Save or Print. What do I do?

There is a workaround: you can save/download the relevant document by using ‘Print to PDF’.

I'm registering a new card and have been allocated a link to take me through the steps required to get my card set up. The link is not listed as an Internet Explorer mode page. How do I set this up?

Go to the settings menu and search for “toolbar” and then click the slider to add IE mode toggle button. 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 option to select “Open this page in Internet Explorer mode next time” and no need to add to your ‘Favourites’ link.

Does IE11 compatibility mode work in Chrome?

No – if you are using Chrome, you will need to download the Chromium Edge browser to access PSW in IE compatibility mode post 15 June 2022.

I clicked on the “Leave” message in IE mode at the top of the page. What happens now?

Once you have successfully set up IE11 compatibility mode in Edge, the 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 and you will have to set it up again.

I updated my eSigner software after setting up compatibility mode – is this a problem?

You may need to reaffirm the PSW site as a trusted website in Internet Explorer – your sponsoring payment services provider (PSP) can provide additional assistance with this if required.

I can't seem to access the PSW although I have the PSW URL saved in my 'Favourites'. Please can you advise?

You will need to update the PSW URL if you have the link saved in your 'Favourites' or you can add the IE mode toggle button. Go to the Settings menu and search for “toolbar” and then click the slider to add IE mode toggle button. 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 option to select 'Open this page in Internet Explorer mode next time' and no need to add to your Favourites' link.

I'm trying to register my new smart card and the eSigner pop up box doesn't appear. I have added the standard link to the exceptions list in Edge. What do I do?

Please highlight the full link in the registration email you received and then add this as an additional exception in Edge and this will resolve the issue.

I haven't added the PSW as a trusted site, but my system is defaulting to compatibility mode.

Your organisation may have a group policy in place that informs it. Please contact your IT support team to resolve this issue as it may be controlled at an organisational level.

I'm still struggling to set up compatibility mode to access the PSW? What should I do?

You must ensure that the correct URL is added to the “Internet Explorer mode pages” when changing the default browser settings. The correct URL is <https://paymentservices.bacs.co.uk/online/newbacs/loginBrowser.do>

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.

A dedicated IE11 support team can also be contacted on 0808 1000 423, between 0800 - 1800 Monday to Friday.

Who are Pay.UK?

In 2018 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/>.