

# Browser Compatibility for all tools

The software that ECO offers for collaboration is for the most part hosted on the internet. As such we aim to support as many users as possible by focusing on the browsers used to access our software. Unfortunately the amount of different browsers is big and we cannot accomodate all variants. We focus on the 4 major browser in the latest 2 versions when we test our software.

The browsers are:

- Microsoft Edge
- Google Chrome
- Mozilla Firefox
- Apple Safari

We generally also test on 2 major mobile operating system, with standard software:


- Apple iOS / Safari Browser
- Google Android / Chrome Browser

If you run into problems accessing our services with the supported versions, please first try to clear the cache of your browser and try again. Also test with browser in “Incognito” or “Private” mode, this can tell whether the problem could be related to a plugin in your browser. If all fails contact your IT department for assistance before you contact ECO Helpdesk at [helpdesk@eco.cept.org](mailto:helpdesk@eco.cept.org).

<b>Tool/Browser</b>	<b>Microsoft Edge *1</b>	<b>Google Chrome / Vivaldi browser</b>	<b>Mozilla Firefox</b>	<b>Apple Safari</b>
CEPT Portal	Supported	Supported	Supported	Supported
EFIS	Supported	Supported	Supported	Supported
DocDB	Supported	Supported	Supported	Supported

Workprogram Database	Supported	Supported	Supported	Supported
GotoMeeting/GoTo App and Teams video meeting	Supported	Supported	(WebApp access not supported, when connecting it will ask to start/install PC application)	(WebApp access not supported, when connecting it will ask to start/install PC application)
Onedrive document Access *2	Supported	Supported	Supported	Supported
The MeetingHub	Supported	Supported	Supported (GoTo App must be installed on the computer)	Supported (GoTo App must be installed on the computer)

**1)** Microsoft Edge browser is the successor of Internet Explorer and the default browser from Microsoft Windows 10 going forward

Ref.:  [Microsoft Edge](#)

**2)** Access to OneDrive shared documents can be blocked by local settings on your computer, if you are not able to access a shared document, and it's confirmed to be working, please contact your IT department for assistance. ECO has unfortunately no possibility to assist with local settings.

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