# HOW TO DETERMINE BROWSERS BEING USED IN YOUR AGENCY

Different types and versions of browsers may affect the user experience in TTE. As browser versions become old and the browser vendor no longer provides support, changes to TTE will not be tested for functionality on those versions and issues will not be supported.

To determine which browsers are in use:

- Log in to TTE (you must be an administrator)
- Hover over **Administrator**, move your cursor down to **Company** and select **Users By Browser**
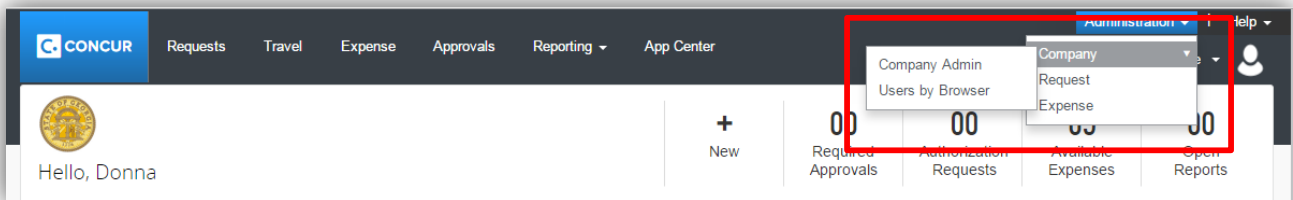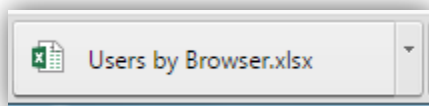

- Select the Browser from the dropdown
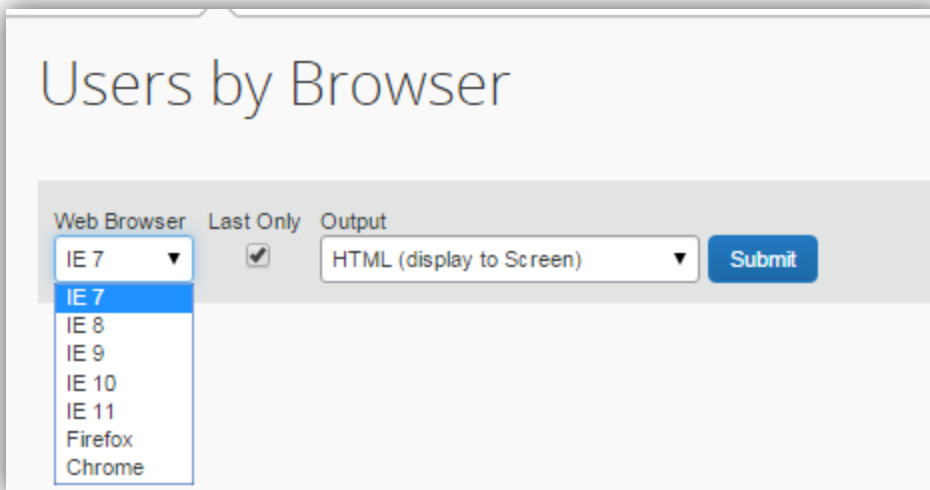
- Leave **Last Only** checked so the information will show the last date logged in with that browser.
- Select the output from the dropdown
- Click **Submit**

- If you selected a screen output the data will appear on your screen; if you selected one of the other output options the output file will appear.
- Open the file to review the data

- You will see who using that particular version of browser and the last time they logged in with that browser.

	A	B	C	D	E	F	G	H
1	First Name	Last Name	Login Name	Email	Last Login Date	Ip Address	Login Count	Browser
2	Tyler	Mameli	00991135@sog.ga.gov	tmameli@gfc.state.ga.us	2015-9-22 15:12	70.193.139.252	12	IE 7.0
3	Rodney	Patterson	00283365@sog.ga.gov	rpatterson@gsp.net	2015-11-25 13:42	167.200.20.134	26	IE 7.0
4								

- Anyone running on a browser/version that is no longer supported that has an issue with the software, is not supported by TTE (Concur). This is often called a Sunset Version. The TTE Support Team at SAO is not able to escalate the individual's issue to Concur for resolution where TTE is run on sunset versions of browsers.

NOTE: Knowing the version of browser a traveler with issues has can play an important part in the resolution of the issue. It is strongly recommended that travelers on unsupported browsers be migrated to a newer version. Version 7 of IE is a sunset version of IE and in February 2016, IE 8 and 9 will become Sunset Versions.