



CUSTOMER CENTER BROWSER COMPATIBILITY

On February 25th, 2019, Ellucian will launch the new Customer Center as a replacement for the Ellucian Hub. The new customer center integrates the functions of the Hub, the Support Center and many of the Ellucian solutions you use on a regular basis, offering a rich and more intuitive user experience.

As part of the Customer Center upgrade we want to provide an important update that may impact your use of the customer center.

The following browsers will be supported: Chrome, Firefox, Microsoft Edge* and Safari.

*Note: earlier versions of the Microsoft browser platform are not certified for use with the Customer Center. Security and performance issues have been identified in prior versions and as such we cannot offer support for those older versions. The issues are outlined below. If using Microsoft Edge, the minimum supported version is 41.1.

What kinds of security risks are customers exposed to by using IE11? IE11 does not support Content Security Policy (CSP), a standard security technology that is supported by all other modern browsers today. CSP is an added layer of security that helps to detect and mitigate certain types of attacks, including Cross Site Scripting (XSS) and data injection attacks. The technology platform of the Customer Center uses CSP to securely enable components from different authors to live side-by-side on a page.

What kinds of performance risks are customers exposed to by using IE11? Compared to Chrome, IE11 renders the same pages at least 2.5 times slower, and in some cases more extensive delays are experienced.

We understand the potential impact this issue presents, but given the issues identified, we feel it best to advise and communicate this situation as soon as possible so that you may plan appropriately.

If you have any questions, please contact us at:
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