



Missouri Department of Health and Senior Services

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APS 22-03

June 9, 2022

**MEMORANDUM FOR DIVISION OF SENIOR & DISABILITY SERVICES
ADULT PROTECTIVE SERVICES STAFF**

From: Nicole Gatlin, Bureau Chief of APS Supports 
Division of Senior and Disability Services
Section of Adult Protective Services (APS)

Subject: Accessing Case Compass in Microsoft Edge

As you are aware, Microsoft will be retiring Internet Explorer (IE) 11 on June 15th, and the IE11 icon will be removed from your computer on this date. In order for Case Compass functionality to be fully supported, each user will need to set up Case Compass to run in Microsoft Edge using IE Compatibility Mode. Directions for setting Case Compass up in Microsoft Edge have been provided as an attachment with this memo. These directions have been tested and should be easy to navigate; however, we understand that issues will arise.

If you encounter issues using Case Compass or setting up Case Compass to function in IE Compatibility Mode, please contact your supervisor for assistance. If the issues cannot be resolved with your supervisor's assistance, your supervisor should complete a Case Compass ticket to obtain assistance.

There are some common issues encountered when accessing Case Compass in Edge if IE Compatibility mode is not set up correctly. If you experience any of the following issues, refer back to the directions provided to see if the issue can be resolved:

- Unable to view and/or complete assessments;
- Interventions screen will not display properly; or
- Unable to view report details by clicking 'view' hotlink when searching for prior history.

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