

Micromedex® Solutions ending support for Internet Explorer® 8

Beginning **January 1, 2016**, the Microsoft® Internet Explorer® browser version 8 (IE8) will no longer be a supported browser for all [Micromedex Solutions](#), which includes Micromedex 2.0, Micromedex Pharmaceutical Knowledge, CareNotes®, REDBOOK and Formulary products; and all CD delivered or locally installed products, including Healthcare Series, Neofax®, Pediatrics, Kinetidex, CKO/Ultimedex®, and Micromedex 360 Care Insights. This means the following:

- Micromedex Solutions products will no longer be tested in IE8 after December 31, 2015
- Defects deemed exclusive to IE8 will not be addressed or fixed after December 31, 2015

What course of action is available?

If you currently use IE8, we recommend the following to ensure the best experience possible:

For all Micromedex Solutions products, upgrade your browser to Internet Explorer version 9 (IE9) or higher

You can continue to use IE8, understanding that Micromedex Solutions products will no longer be tested and defects deemed exclusive to IE8 will not be addressed after December 31, 2015.

Why is support for Microsoft IE8 ending?

Microsoft is ending support for IE8 on January 1, 2016. Per Microsoft, there will be "no new security updates, non-security hot fixes, free or paid assisted support options or online technical content updates." It is the policy of Truven Health Analytics to discontinue support for operating systems and browsers whenever the publisher does. Additional information can be found on the [Microsoft support page](#).

Who can I contact with questions?

If you have additional questions about this upcoming change, please contact our Customer Resource Center via the information below and they will ensure that someone follows up with you promptly.

Phone Requests: U.S. and Canada: 1-800-525-9083 / Global: 1-303-486-6444

Option 3 for Support Services or Dial direct at the voice prompt

- 3, 1 Customer Support, Subscription and Billing
- 3, 3 Product Technical Support [24x7]

Email Requests: micromedex.com/request