e-LfH Policy on Browsers and Devices

Contents

Purpose and Scope of this Document

e-Learning for Healthcare is a Health Education programme that develops and delivers e-learning content to the health and care workforce in the UK. The e-LfH Hub is our system for delivering content for free to our users. This document describes the browsers and devices that you can use to access our e-learning content via the e-LfH Hub.

Content from other organisations

The majority of the e-learning on the e-LfH Hub is created by the e-LfH team but we also take content from other sources. We have no control over this content, and it may have different minimum requirements to our own e-learning content.

Other platforms

We make our e-learning content available on the Electronic Staff Register (ESR) and other platforms, but that is not the focus of this document. For information on how to access the ESR, please visit http://www.esrsupport.co.uk/

Tested Browsers

e-LfH has a library of over 10,000 unique sessions and we publish more sessions every week. Therefore, it is not practical for us to test and update every session whenever a new browser version is released. As a result, we do not publish a list of supported browsers that we guarantee will work with every piece of content on the e-LfH Hub. Instead, we publish a list of the browsers that we use for our own testing whenever we release something new.

We recognise that our users access our content with a variety of browsers and devices. In hospital environments, they will often have quite old equipment and be limited to older browsers. In contrast, when users are accessing from home, they will typically have newer hardware and will use more up-to-date browsers. We try to cater for this range of browsers and devices in the list of browsers that we use for our testing.

List of Tested Browsers

Device	Operating System	Browser	Version
PC	Windows 7 and higher	Firefox	Latest
PC	Windows 7 and higher	Chrome	Latest
PC	Windows 7 and higher	Internet Explorer	11
PC	Windows 10 and higher	Edge	Latest
MAC	OS X 10.9 (Mavericks)	Safari	Latest
MAC	OS X 10.9 (Mavericks)	Chrome	Latest
iPad	iOS 9	Safari	Latest
iPhone	iOS 9	Safari	Latest
Android Tablet and Smartphone	Android latest version	Chrome	Latest

This list is also available on the e-LfH Support Site at http://support.e-lfh.org.uk/technical-information/browsers/what-do-i-need-in-order-to-access-the-e-lfh-e-learning-resources/.

Whenever we release a new component or update an existing one, we will test it in all the browsers in this list. However, as previously stated, this does not apply retrospectively to existing content.

Internet Explorer

Please note from 1 January 2018, we will no longer carry out any testing on Internet Explorer 7, 8, 9 and 10 and we will not regard these as supported browsers. These older versions are no longer supported by Microsoft or by a number of leading e-learning providers and e-learning authoring tools. The current version of Internet Explorer, version 11, and Microsoft's Edge will continue to be supported. This decision will bring e-LfH browser policy in line with other NHS organisations, including Electronic Staff Record (ESR).

Mobile Devices

In recent years there has been a dramatic rise in use of mobile devices, such as smartphones and tablets. The Office of National Statistics state that in 2010, 24% of adults access the internet with a mobile device but the figure rose to 58% in 2014 and even further to 73% in 2017. e-LfH has recognised this shift in behaviour and the e-LfH Hub and e-LfH's e-learning content has been developed to work on mobile devices.

However, there is a huge range of smartphones, mobile browsers and operating systems out there and we don't have the resources to test all of them. We test on Android and Apple mobile devices using the most current browser version available at the time but we cannot guarantee that our content will work on every mobile device and browser combination.

Tablets

The e-LfH Hub and most e-LfH content will work well on tablet devices, such as iPads or Samsung Galaxy Tabs. Where possible we have optimised knowledge sessions to work with touchscreen devices and we will continue to improve the experience as technology changes.

Smartphones

It is technically possible to access the e-LfH Hub and e-learning content using a Smartphone as long as the browser can be configured as specified in this document. However, given the highly interactive nature of e-LfH's learning content and the detail in some medical imaging, we do not recommend using Smartphones to access the content as the learning experience is sub-optimal. Even on smartphones with relatively large screens, there may be excess scrolling and trying to select the correct radio button or view the fine detail in a medical image can be difficult.

Other Considerations

When using one of the browsers in the recommended list above, there are certain configuration settings that you will need to enable.

JavaScript

All e-LfH content makes extensive use of JavaScript and this should be enabled in your browser. JavaScript is a longstanding, trusted internet technology and, as such, is enabled by default in most browsers.

A Technical Checker is available on our login page (https://portal.e-lfh.org.uk/TechnicalChecker) which will tell you if JavaScript is enabled in your browser.

Cookies

Cookies are small text files that are stored on a user's device. e-LfH does use cookies in a limited fashion to improve your experience using the e-LfH Hub and e-learning content. The exact way we use cookies is described in our Terms and Conditions. We recommend that you allow

Abode Flash Player

When e-LfH started developing its learning content, Adobe Flash was widely used across the Internet. However, support for Adobe Flash from the major technology companies, such as Apple and Google, is being withdrawn and it is now generally regarded as an outgoing technology.

As a result, we have updated all our knowledge sessions so that we are not reliant on Flash. Where possible, we have removed Flash altogether. However, where a session contains video or a bespoke animation, we have published two versions of the asset and your browser will select the best version to display:

1. An HTML5 version that will work on newer devices that do not support Flash
2. A Flash version for use on older browsers that do not support HTML5 (e.g. Internet Explorer 8)

Please note that some older Scenario sessions in our ACUMEN and Medical Examiners programmes programme and some sessions provided by third party organisations are entirely built in Flash and will not display at all on devices that do not support Flash.

Appendix A – Browser Statistics from July 2016

We use Google Analytics to capture anonymous information about what technology learners use to access the e-LfH site. These figures are taken from the e-LfH Learning Portal.

We are publishing these browser statistics in the interests of transparency and to help learners to understand the factors that shape this policy. We review these statistics periodically and will republish this policy when our supported browser list changes as a result of shifts by the learner community in browser usage.

(Note that Firefox now blocks Google Analytic data capture by default so the figures for Firefox may not be accurate)

Browser	Operating System	Jul 16 - Jun 17 Sum of Sessions	% of Total	Jul 17 - Jun 18 Sum of Sessions	% of Total	% Change	Jul 18 - Jun 19 Sum of Sessions	% of Total	% Change	Total Sum of Sessions	Total % of Total
Internet Explorer 11.0	Windows	552,190	32%	1,248,408	42%	126%	1,557,001	42%	25%	3,357,599	40%
Chrome	Windows	448,822	26%	756,482	26%	69%	1,032,787	28%	37%	2,238,091	27%
Safari	iOS	195,151	11%	382,091	13%	96%	515,694	14%	35%	1,092,936	13%
Safari	Macintosh	146,148	9%	149,305	5%	2%	114,410	3%	-23%	409,863	5%
Edge	Windows	105,349	6%	217,883	7%	107%	364,763	10%	67%	687,995	8%
Internet Explorer 8.0	Windows	148,496	9%	57,100	2%	-62%		0%		205,596	2%
Internet Explorer 9.0	Windows	82,896	5%	75,470	3%	-9%	43,592	1%	-42%	201,958	2%
Firefox	Windows		0%	57,412	2%		58,678	2%	2%	116,090	1%
Internet Explorer 10.0	Windows	28,259	2%		0%			0%		28,259	0%
Grand Total		1,707,311		2,944,151		72%	3,686,925		25%	8,338,387	100%