Step 1: Open this link in a new window: https://www.whatismybrowser.com/

Step 2: You should see a page similar to this with a banner stating “Your web browser is...” and whether or not your web browser is up to date.

Step 3: If your browser IS out of date follow these steps to update it: https://www.whatismybrowser.com/guides/how-to-update-your-browser/

Step 4: Below the banner with your browser status, there should be a unique URL that can be copy and pasted.

Step 5: Now that the browser is updated, copy and paste that custom URL into the support ticket response so it may be evaluated.

Note: The custom URL is only for that current time and this process will need to be completed for each occasion to ensure a current and accurate analysis of your browser information.