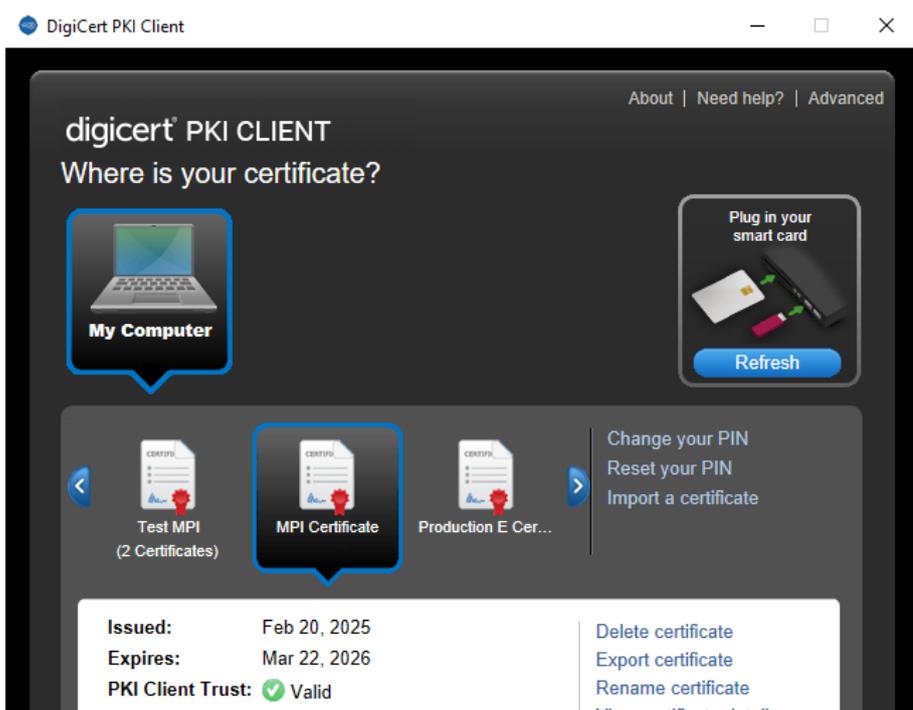


Microsoft Edge in IE mode Connectivity Issue

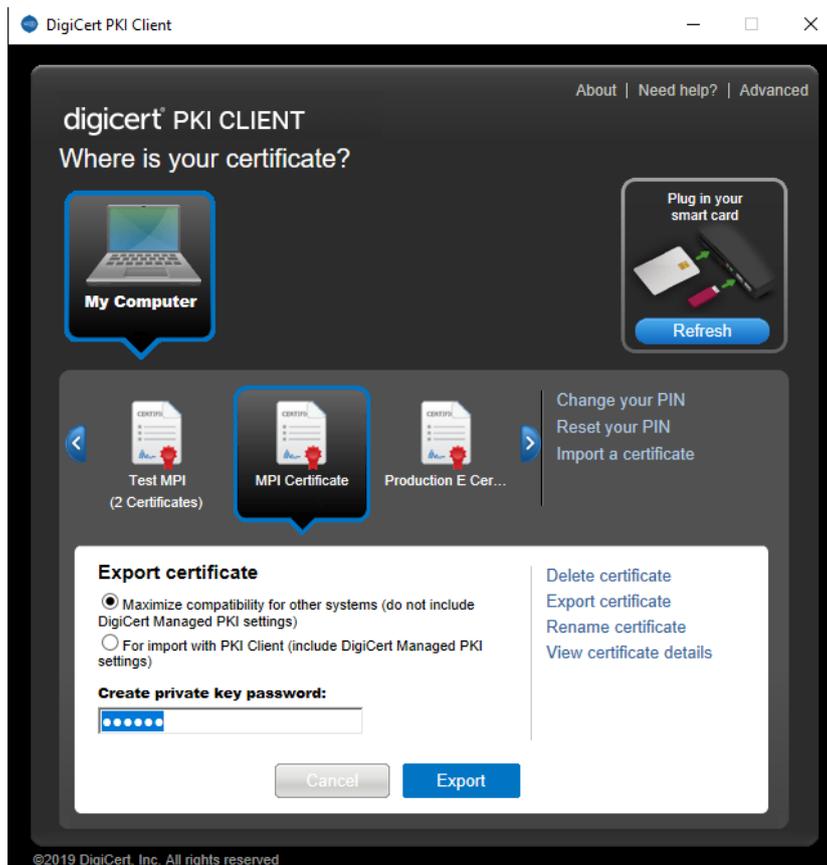
- Your MPI Certificate will firstly need to be re-installed - please carry out the following steps:

Please Note and Important - Ensure that any MPI certificate you are deleting that you have already exported the certificate.

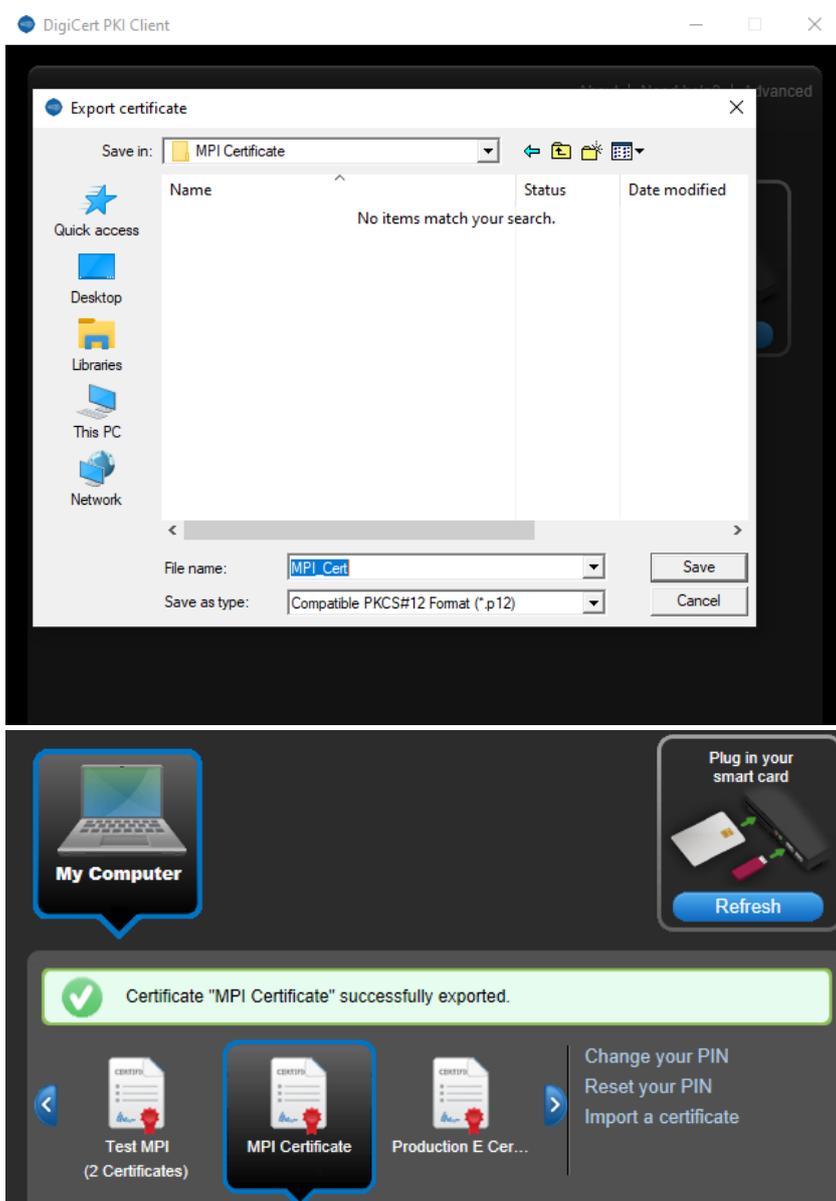
1. Launch DigiCert PKI client and highlight your MPI Certificate -



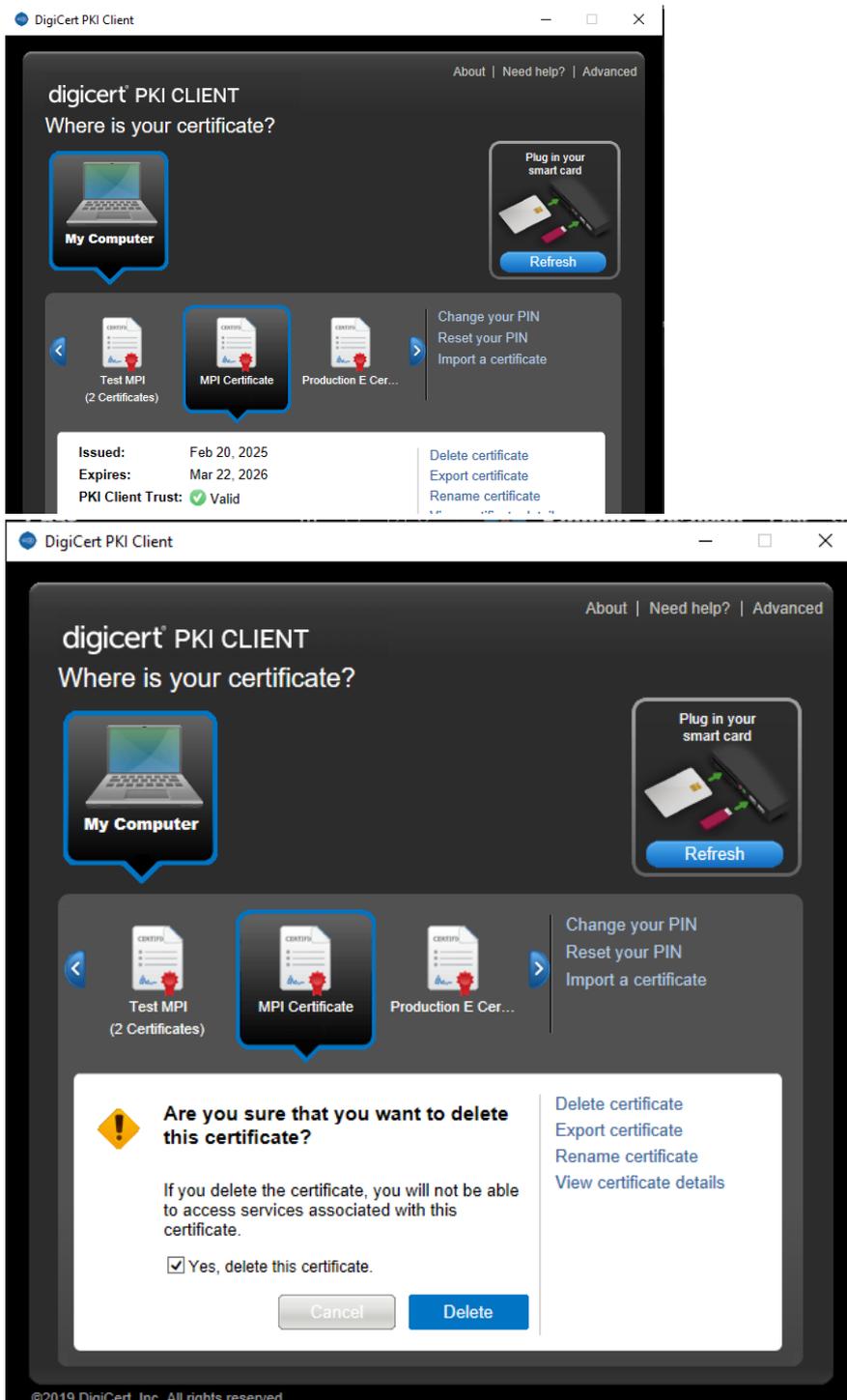
2. Click on **Export Certificate** on the right hand side -



2.b Create and fill in a password under Create Private Key Password and click on Export. This will prompt you to save the p12 file. Name and save the certificate to a location you can access later.



- Next **Delete the Certificate** from the DigiCert PKI Client. Highlight the certificate and then click “Delete Certificate” on the right hand side.



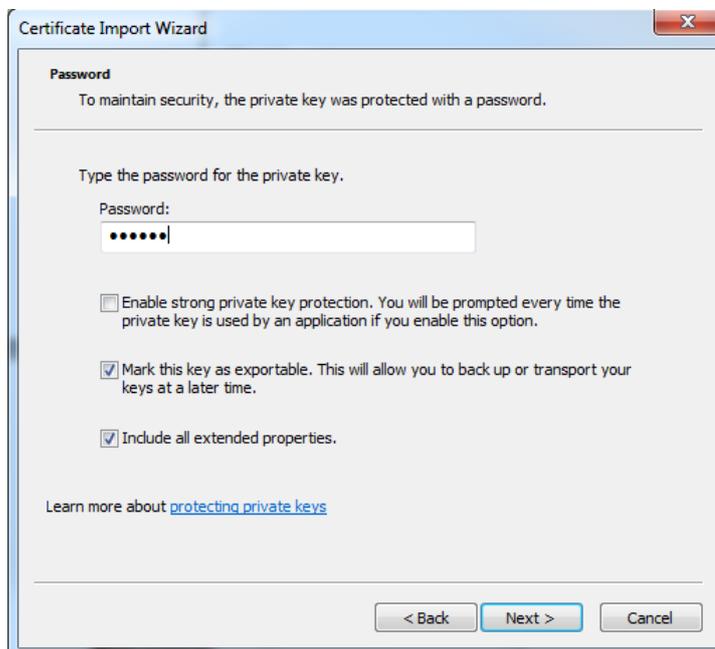
4. Once Step 3 is completed, please go to where you have the recently exported MPI Certificate saved. **Double click to re-install the Certificate.**

****Please do not reimport via DigiCert PKI Client****

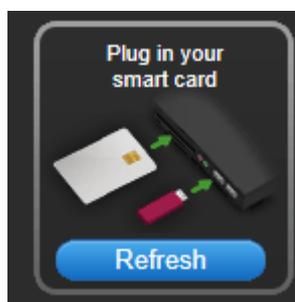
MPI Certificate					
Name	Status	Date modified	Type	Size	
MPI_Cert	✓	02/05/2025 13:22	Personal Informati...	4 KB	

Double click to re-install the Certificate, the box below should display. You can select Mark this key as exportable.

Follow the Import Wizard through, Next >> Next >> Next >> Next >> Finish



- 4.b. Once Finished, Refresh the DigiCert PKI Client and the re-installed MPI certificate should display.



5. Please access the MPI via the SEMO website -



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