Microsoft Edge Incompatibility with Web Infograbber

605 TDO KB October 12, 2023 TDO software, Troubleshooting 5.97K

We have noticed several issues with touchscreen laptops attempting to use the TDO Web Based Infograbber on the Microsoft Edge browser (on Windows 10).

We have looked into it and after testing we have found that Edge doesn't handle the html element correctly when patients attempt to sign.

The best fix we have found is to use an alternative browser such as Google Chrome on these types of devices.

Online URL: https://kb.tdo4endo.com/article.php?id=605