Browser and Device Standard for the Digital Public Services Policy

Digital Citizen Experience, Ministry of SaskBuilds and Procurement
This document outlines the Browser and Device Standard as a component of the Digital Public Services Policy. These standards inform Government of Saskatchewan service design for public-facing digital services.

Background

The Government of Saskatchewan (GoS) digital services must be available and functional to all users. This means designing and developing applications that work on multiple browsers and devices equally and successfully.

Standard Framework

Web analytics for browser and device usage is examined on Saskatchewan.ca and Saskatchewan Account to establish the browser compatibility threshold that meet the needs of the GoS audience. The browsers listed in the following table represent approximately 95% of those used by Saskatchewan.ca and Saskatchewan Account users.

This standard will be reviewed every six months to ensure we are updating the acceptable criteria regularly to reflect and adapt to the changing digital behaviour of users.

When usage drops below the threshold, the following action will occur:

- Update the [Unsupported Browser page](#) on Saskatchewan.ca asking users to download a newer browser version.
- Update the browser compatibility standard list.

Browser Criteria

All digital services need to be tested in the following browsers to ensure they are fully functional and are mobile and user friendly.

Operation System	Browser	Support
Windows	Edge 96.x and later	Compliant
	Google Chrome 87.x and later	Compliant
	Mozilla Firefox 95.x and later	Compliant
macOS	Safari 12 and later	Compliant
	Google Chrome 96 and later	Compliant
	Mozilla Firefox 95.x and later	Compliant
iOS	Safari for iOS 12 and later	Compliant
	Google Chrome 96.x and later	Compliant
Android	Google Chrome 96.x and later	Compliant
	Samsung Internet 15.x and later	Compliant

Support Legend

Functional
- Users can complete the task online without calling a service desk or channel shifting offline.
- No customization is required for an optimized experience.

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Compliant
- Service must look as good as it does in other modern browsers.
- Users must be able to access the information the user needs or to complete their task without layout issues causing any problems, such as, vital information or form fields being hidden or inconsistencies causing the user to lose confidence in the system.

Latest versions
- The latest stable version of the browser and the version immediately before that.

Deprecated Versions
- All versions of Internet Explorer, including version 11 are deprecated and unsupported by Microsoft. Although Saskatchewan.ca and Saskatchewan Account services may still work with this browser, we cannot guarantee the functionality of the services or the security of the browser.

Device Criteria

Web analytics show over 50% of users are visiting GoS digital services from a mobile device. This trend continues to grow along with the user's expectation that a mobile experience is equal to desktop.

All public digital services must be developed with responsive abilities that allow users to access any service from mobile to tablet to desktop platforms and the interface will adjust accordingly without losing functionality, design standard or best practice.