

## Making your Browser Work with the Integrated System

### Version 2, Revised 2/24/04

If you're encountering difficulties with the IS, it could be that your browser needs some adjustment. There are certain settings and add-on software that can conflict with the Integrated System, and it's possible that those are causing problems. Check the list below to see if you need to make any changes to your system. If you have any of these problems, please correct them according to the information below, but also report them to DMH at 213-351-1335.

1. Version Number: The Integrated System requires that users have installed at least version 5.5 of Microsoft's Internet Explorer. Click on "Help" and then "About Internet Explorer" to find out your version number. Please contact your MIS section or other local computer expert if you need to upgrade: it's a very simple and speedy process. The IS does work with other browsers, but it has been extensively tested with Internet Explorer.
2. The Integrated System needs your browser to Refresh each time it looks at a page: for information on changing the relevant setting (also known as the Cache) please look at the document at <http://www.dmh.co.la.ca.us/hipaa/downloads/forms/IExplorerSettingforDMHISAccess.pdf>
3. The Integrated System is configured to work with a standard screen resolution: 800 by 600 pixels. If you have difficulties resetting this, please contact your MIS section or other local computer expert.
4. Firewalls might sometimes interfere with the functionality of the Integrated System, but they can be configured to allow special traffic from selected, trusted sites. If you have a firewall installed on your system, or if your employer has a firewall, please consult the instructions that came with it or with your CIO to set a trusted application.
5. Pop-up blockers, Spam blockers, and even anti-virus programs may also be very difficult to deal with. As with firewalls, they can be configured to accept traffic from specific sites. Please consult the instructions that came with them or with your CIO to configure them correctly so that your system can work with the IS.

Questions? Call the Help Desk at 213-351-1335