



Missouri Department of Health and Senior Services

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MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Travis West, Bureau Chief
Bureau of HCBS Systems and Data Reporting

A handwritten signature in cursive script that reads "Travis West".

SUBJECT: CyberAccess & HCBS Web Tool Web Browser Information

This memorandum serves to remind HCBS Providers and other stakeholders of the web browser requirements necessary to successfully navigate CyberAccess and the HCBS Web Tool.

CyberAccess and the HCBS Web Tool are currently only fully supported by Microsoft Internet Explorer. Web browsers such as Google Chrome, Mozilla Firefox, Microsoft Edge, and Apple Safari are **not** fully supported.

- CyberAccess and the HCBS Web Tool may partially function when using the aforementioned browsers, however not all functionality will be present unless using Internet Explorer.
- Providers participating in the Provider Reassessment program **must** use Internet Explorer to access assessment functionality. No other web browsers support assessment functionality at this time.

For more information pertaining to specific web browser settings necessary to navigate CyberAccess and the HCBS Web Tool, please visit the [HCBS Web Tool page](#).

DSDS is working closely with CyberAccess and HCBS Web Tool technical teams to ensure the future support of Google Chrome, Mozilla Firefox, and Microsoft Edge. DSDS anticipates these browsers will be fully supported by June 2022.

Providers encountering technical issues related to web browsers are encouraged to engage with their on-site technical support teams or with local technical resources.

DSDS will provide additional information pertaining to browser support as it becomes available.

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