

Internet Explorer (IE) Window Settings

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Windows Internet Explorer (IE) Web Browser Standard

The highest version of the Windows Internet Explorer that is compatible with the MOHSAIC Service Coordination (SC) application is Version 11 (IE11). Any higher version is not compatible with the MOHSAIC SC application and should not be used.

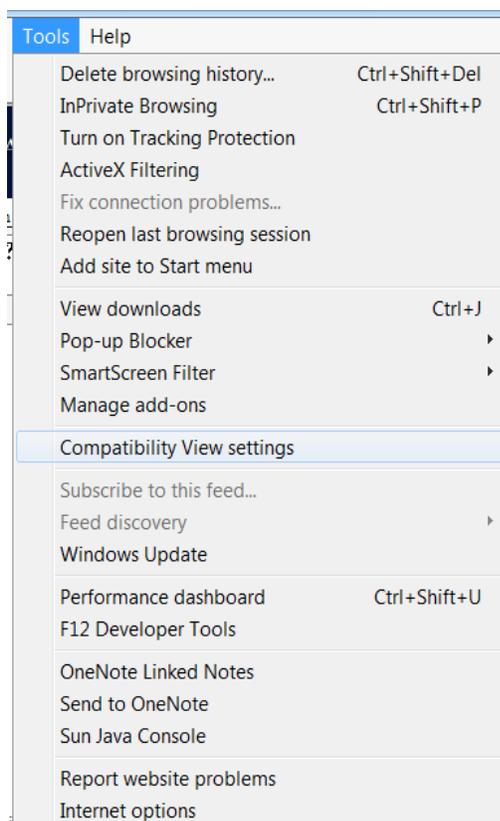
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Compatibility View:

After opening a web page, on the right hand of the screen click on "TOOLS"



Next select the "Compatibility View Settings" option.



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The Compatibility View Settings screen will open so websites can be added. To add Websites, you need to type the website in the 'Add this website:' field and select the "ADD" button.

The previous screen shots display some of the websites that should be included in the 'Websites you've added to Compatibility View:' field.

- When entering websites in the 'Add this website:' field, a drop box may appear with a list of similar web addresses.
- It is important to not select any web addresses listed in the drop down box.
- The web address must be entered exactly how it is listed in the screen shot display (nothing extra).
- After typing the website in the 'Add this website:' field, select the Add button to display the website in the 'Websites you've added to Compatibility View:' field.
- Enter the websites addresses listed according to Program access (Central Office staff please follow the block specific to Central Office vs. Program):

| | |
|---|---|
| ABI Program | CYSHCN Program |
| <ul style="list-style-type: none"> ✧ reportal ✧ cyberaccessonline.net ✧ mo.gov ✧ webapp01 (make sure to enter the number zero vs. the letter) ✧ webapp02 (make sure to enter the number zero vs. the letter) | <ul style="list-style-type: none"> ➤ reportal ➤ cyberaccessonline.net ➤ mo.gov ➤ webapp01 (make sure to enter the number zero vs. the letter) ➤ webapp02 (make sure to enter the number zero vs. the letter) |
| HCY and MFAW Program | Central Office Staff |
| <ul style="list-style-type: none"> ✧ dhssnet ✧ reportal ✧ cyberaccessonline.net ✧ mo.gov ✧ testapp ✧ webapp01 (make sure to enter the number zero vs. the letter) ✧ webapp02 (make sure to enter the number zero vs. the letter) | <ul style="list-style-type: none"> ➤ dhssnet ➤ reportal ➤ cyberaccessonline.net ➤ mo.gov ➤ testapp ➤ webapp01 (make sure to enter the number zero vs. the letter) ➤ webapp02 (make sure to enter the number zero vs. the letter) |

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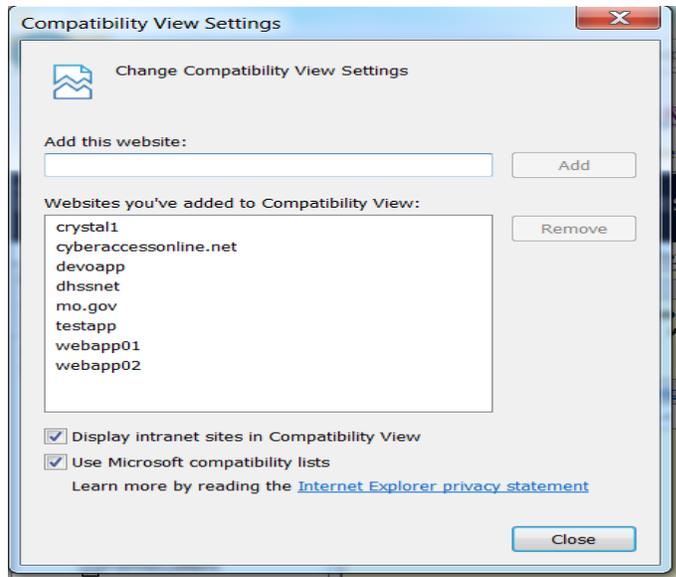
The Checkbox statements at the bottom of the screen are different depending on the IE version being used.

Internet Explorer (IE) 11 should complete the first and second checkboxes. The checkbox statements are:

- Display intranet sites in Compatibility View
- Use Microsoft compatibility lists

When you complete all entry in the Compatibility View Settings window, click the “Close” button.

- If the system asks if you are sure you want to make these changes, you do.

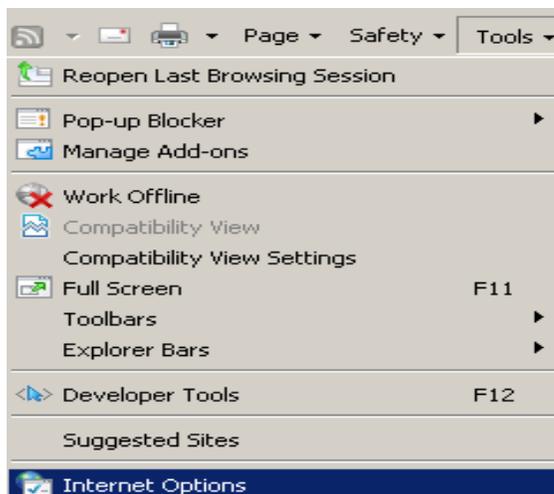


Internet Options Window – Security Tab, Trusted Sites

Select the “TOOLS” drop down menu.

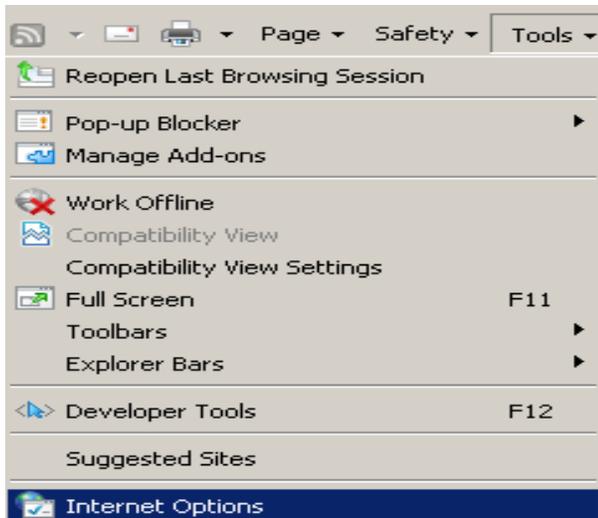


Select the “Internet Options” link.

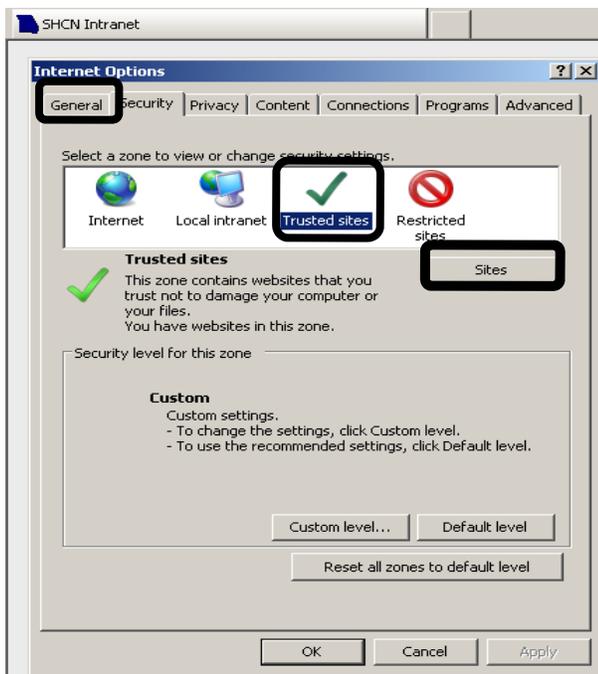


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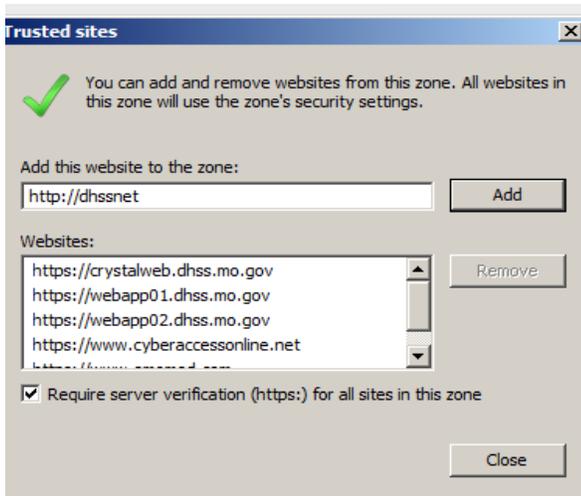
Select the "Internet Options" link.



Click on the "Security" tab; then click on "Trusted Sites"; then click on "Sites" button.



The Trusted Sites window is displayed.



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The Trusted Sites screen shot displays some of the websites that should be included in the 'Websites:' field.

- When entering websites in the 'Add this website to the zone:' field, a drop box may appear with a list of similar web addresses.
- It is important to not select any web addresses listed in the drop down box.
- The web address must be entered **exactly** how it is listed in the screen shot display (nothing extra).
- After typing the website in the 'Add this website to the zone:' field, select the Add button to display the website in the 'Websites:' field.
- Enter the websites addresses listed according to Program access (Central Office staff please follow the block specific to Central Office vs. Program):

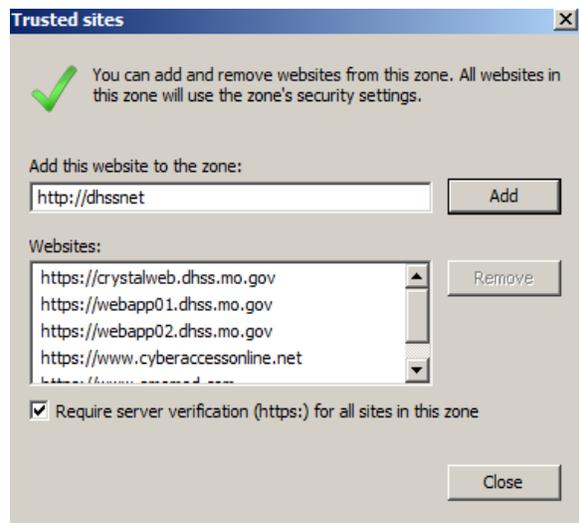
| ABI Program | CYSHCN Program |
|--|--|
| <ul style="list-style-type: none"> ✧ https://reportal.dhss.mo.gov ✧ https://webapp01.dhss.mo.gov (make sure to enter the number zero vs. the letter) ✧ https://webapp02.dhss.mo.gov (make sure to enter the number zero vs. the letter) ✧ https://www.cyberaccessonline.net | <ul style="list-style-type: none"> ✧ https://reportal.dhss.mo.gov ✧ https://webapp01.dhss.mo.gov (make sure to enter the number zero vs. the letter) ✧ https://webapp02.dhss.mo.gov (make sure to enter the number zero vs. the letter) ✧ https://www.cyberaccessonline.net |
| HCY and MFAW Program | Central Office Staff |
| <ul style="list-style-type: none"> ✧ https://crystal.dhss.mo.gov ✧ https://webapp01.dhss.mo.gov (make sure to enter the number zero vs. the letter) ✧ https://webapp02.dhss.mo.gov (make sure to enter the number zero vs. the letter) ✧ https://www.cyberaccessonline.net ✧ https://www.emomed.com | <ul style="list-style-type: none"> ✧ https://dhssnet ✧ https://reportal.dhss.mo.gov ✧ https://webapp01.dhss.mo.gov (make sure to enter the number zero vs. the letter) ✧ https://webapp02.dhss.mo.gov (make sure to enter the number zero vs. the letter) ✧ https://www.cyberaccessonline.net ✧ https://www.emomed.com |

The checkbox field below the 'Websites:' field should be checked:

- Require server verification (https:) for all sites in this zone

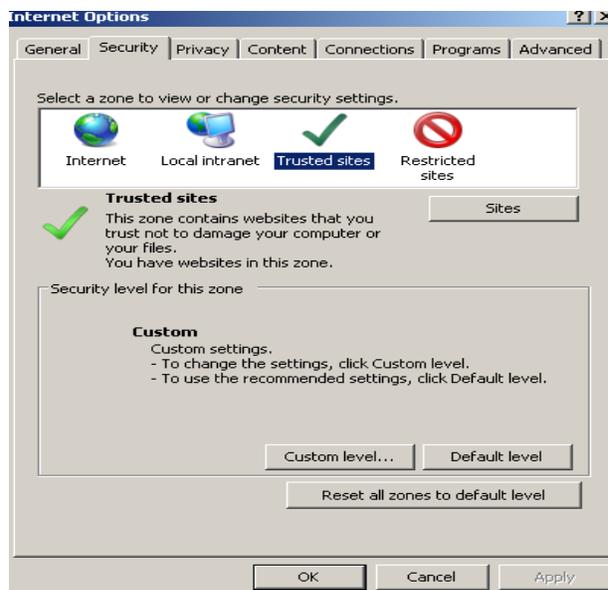
When you complete entry in the Trusted Sites window, click the "Close" button.

- If the system asks if you are sure you want to make these changes, you do.



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The Security tab screen is still displayed, click on the “Custom Level” button



Scroll down through the first three (3) sections in the Settings field:

- .Net Framework,
- .Net Framework-reliant components,
- Active X controls and plug-ins

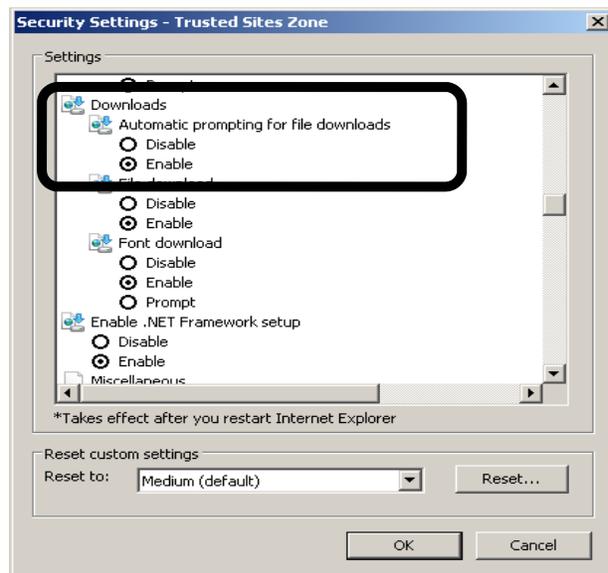
The fourth (4th) section in the Settings field is the ‘Downloads’ section.

The first sub-section under the ‘Download’ section is:

- Automatic prompting for file downloads

This sub-section should be set to ‘enable’.

Select the “OK” button to close the Security Settings – Trusted Sites Zone window.



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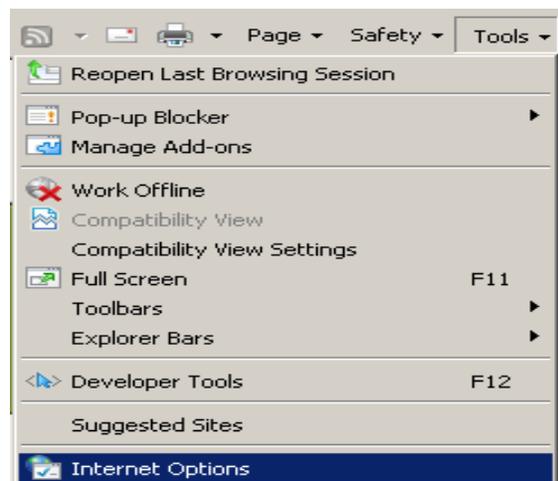
Internet Options Window – Advanced Tab

If a user has completed the previous steps, the Internet Options Window is still displayed and the user can select the Advanced Tab (far right).

If the user has not completed the previous steps, select the “TOOLS” drop down menu.



Select the “Internet Options” link.

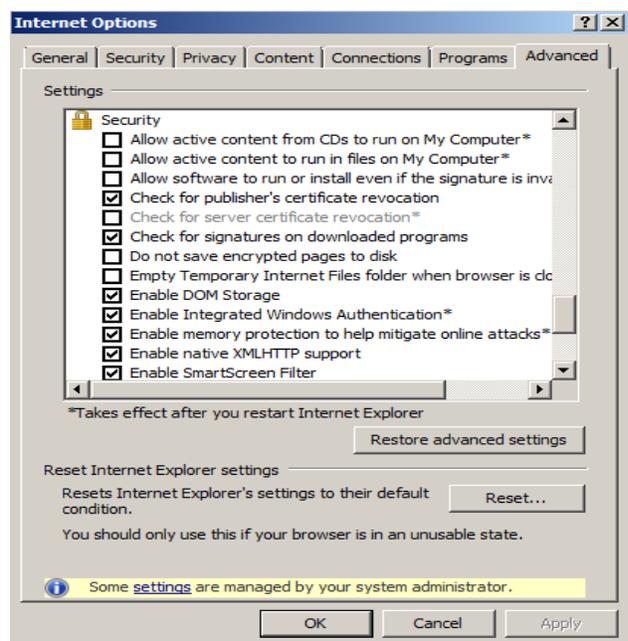


On the “Advanced” tab, scroll down to the Security section of the Settings field (take the scroll bar all the way to the bottom and go back up till the ‘Security’ section is displayed).

Verify the following statement is **NOT** selected:

- Do not save encrypted pages to disk

Select the “OK” button.

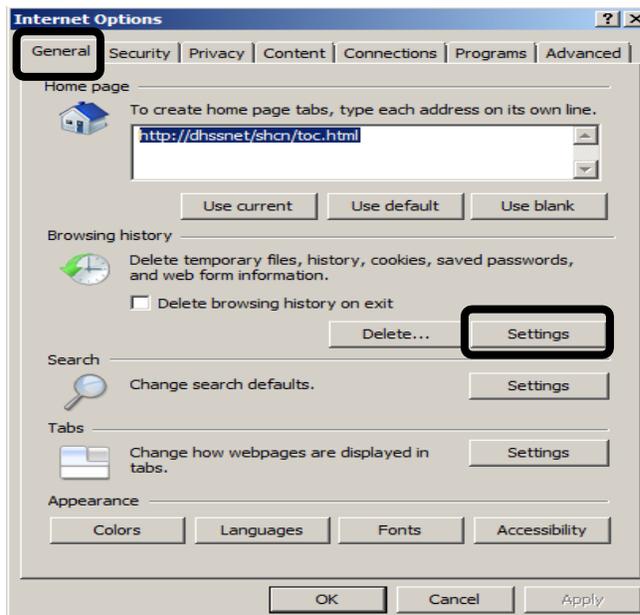


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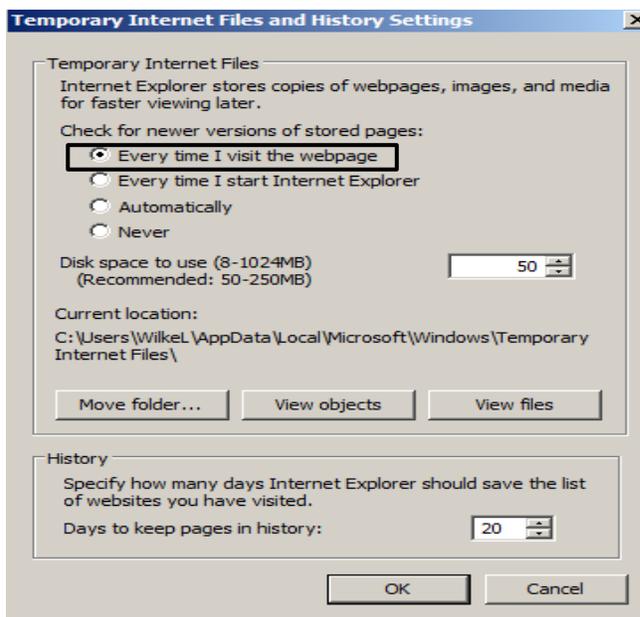
Internet Options Window - General Tab

Select the "Internet Options" link.

On the "General" tab, click the "Settings" option in the Browsing history section.



On the "Temporary Internet Files and History Settings" screen, verify that "Every time I visit the webpage" is selected.



Click "OK" on both screens once the correct selections have been made.

To Save Internet Explorer Window Settings

After any changes are completed, Compatibility View settings or Internet Options, a user must close the Internet Explorer window (cannot do any internet browsing) and open a new internet page (Internet Explorer window).

If a user still experiences difficulty with viewing a letter generated by the system or a downloaded Crystal Report, please contact a Training Coordinator.