Configuring Internet Explorer for CareLogic

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Configuring Internet Explorer for CareLogic
This document describes recommended settings for all customers (including those accessing the Patient Portal) who are running CareLogic in Internet Explorer version 7, 8, 9, 10 or 11.

There is security functionality in Internet Explorer that may impact the performance of a secure web application like CareLogic. Because Qualifacts Systems is a trusted site, it is safe to set it to a low security level so the application is free to deliver dynamic content.
Configuring Internet Explorer Security Settings
This task tells users how to configure the recommended security settings for Internet Explorer when operating CareLogic on Windows XP, Vista, or 7.

Note: CareLogic has been tested successfully on Windows XP, Windows Vista and Windows 7 operating systems; and has been tested on Windows 8 running Internet Explorer 10. We do not support Windows 8 with Internet Explorer 10 in Metro mode.

To configure Internet Explorer Security settings:

1. Launch Internet Explorer
2. Navigate to **Tools > Internet Options**

   The **Internet Options** window appears. The **General** tab is displayed.
3. In the Browsing History section, click Settings.
   The Temporary Internet Files and History Settings window appears.

4. In the Check for newer versions of stored pages section, select Every time I visit the webpage and click OK.
   The General menu reappears.

5. Click the Security tab.
   The Security menu appears.
6. In the Select a zone to view or change security settings section, click Trusted sites

The Trusted sites section appears.

In the Trusted sites section, click Sites.

The Trusted sites window appears.

De-select the Require server verification (https:) for all sites in this zone checkbox. To add a website, enter the address (URL) in the Add this website to the zone field. Click Add.
The address is moved to the Websites section, which indicates it has been successfully added.

Add the following websites to this zone:
- https://*.drfirst.com
- https://*.qualifacts.com
- http://*.qualifacts.com
- https://*.qualifacts.org
- http://*.qualifacts.org
- http://code.jquery.com

Note: The website http://code.jquery.com is only for those that use the Support Portal.

Click Close.

The Trusted sites window closes.

In the Security level for this zone section, click Custom level.

The Security Settings - Trusted Sites Zone window appears.

Find the following settings and ensure they are set to Enable:
- File download
- Font download
- Allow script-initiated windows without size or position constraints
- Automatic prompting for the file downloads – this option is not available in Internet Explorer 9
- Display Mixed Content (This only needs to be set-up for those that use the Support Portal.)
Find the **Enable XSS filter** setting and set the value to **Disable**.
In the **Reset custom settings** section, select **Low** from the **Reset to** drop-down.
Click **Reset**.

*A warning message appears.*

![Warning](image)

Click **Yes**.

*The Reset button is disabled.*

Click **OK**.

*The Security Settings - Trusted Sites Zone window closes, and the security settings are saved.*

If you are finished updating the Internet Explorer settings, close all Internet Explorer instances; you do not have to restart your computer. If you are not finished updating Internet Explorer settings, skip this step.

*The next time you launch Internet Explorer, the settings will be applied.*
**Internet Explorer Favorites**

When using CareLogic, if you create a Favorite in Internet Explorer after logging in to CareLogic, the Favorite shortcut will access a cached—and therefore out of date—page.

For example, if you bookmark the Schedule screen after logging in to CareLogic, the next time you access the page using the Favorite shortcut, it will not reflect the current information.

To correct this problem, any Favorite shortcut must be created before logging in to CareLogic. In other words, the only Favorite you can create in CareLogic is for the login screen.

**Remember:** Do not create a favorite for any other page except for your CareLogic login page.

**Clearing the Cache**

1. Close all instances of Internet Explorer
2. Navigate to Start > Control Panel

   *The Control Panel screen appears.*

3. Click Network and Internet.

![Network and Internet settings in Control Panel](image)
The Network and Internet screen appears.

4. Click Internet Options.

The Internet Properties screen appears.

5. Click Delete.
The **Delete Browsing History** screen appears.

6. Make sure the following checkboxes are **marked**:
   - Preserve Favorites website data – keeps your favorites
   - **Temporary Internet files** – removes these temporary files
7. Unmark the **Cookies** and **History** checkboxes to preserve these items.
8. Click **Delete**.

   *The Delete Browsing History screen closes, and the selected files are deleted.*

9. In the Internet Properties screen, click Settings in the Browsing history section.
The Temporary Internet Files and History Settings screen appears.

10. Make sure the Every time I visit the webpage radio button is selected.
11. Click OK.

The Temporary Internet Files and History Settings screen closes.

12. In the Internet Properties screen, click OK.
Configuring Internet Explorer e-Prescription Settings

If your system is configured to use e-prescription, complete the following tasks.

In the Internet Options window, click the Privacy tab.

*The Privacy tab appears.*

Click Sites.
The Per Site Privacy Actions window appears.

To allow a website, enter the address (URL) in the Address of website field. Add one of the following eRx websites (the one you are currently using):

- emdeon.com
- drfirst.com

Click Allow.

The address is moved to the Managed Websites section, which indicates it has been successfully added.

Click OK.

The Per Site Privacy Actions window closes, and your changes are saved.

In the Privacy tab, click Apply.

Click OK.

The Internet Options window closes.

If you are finished updating the Internet Explorer settings, close all Internet Explorer instances; you do not have to restart your computer. If you are not finished updating Internet Explorer settings, skip this step.

The next time you launch Internet Explorer, the settings will be applied.
Configuring Compatibility View Settings (IE 8, 9 & 10)
To add CareLogic websites to the list of compatibility view sites, perform the following:

1. Launch an Internet Explorer window. In the menu bar, click **Tools** then click **Compatibility View Settings**.

2. To add a website, enter the address (URL) in the **Add this website** field. Add the following websites:
   - http://*.qualifacts.com
   - https://*.qualifacts.com
   - http://*.qualifacts.org
   - https://*.qualifacts.org
   - http://*.drfirst.com
   - https://*.drfirst.com
   - http://*.emdeon.com
   - https://*.emdeon.com
3. Click **Add** after each address has been entered. The address is moved to the **Websites you've added to Compatibility View** section, which indicates it has been successfully added.

4. Click **Close**. The **Compatibility View Settings** window closes, and your changes are saved.

5. Close all Internet Explorer instances; you do not have to restart your computer. The next time you launch Internet Explorer, the settings will be applied.
Configuring Compatibility View Settings (IE 11)
To add CareLogic websites to the list of compatibility view sites, perform the following:

1. Launch an Internet Explorer window. In the upper right corner of the screen, click the Settings icon:

![Image of Internet Explorer settings menu]

2. Select the **Compatibility View Settings** item in the drop-down menu. The following box will appear:

![Image of Compatibility View Settings dialog box]
3. To add a website, enter the address (URL) in the **Add this website** field, then click the **Add** button. Add the following websites:
   - http://*.qualifacts.com
   - https://*.qualifacts.com
   - http://*.qualifacts.org
   - https://*.qualifacts.org
   - http://*.drfirst.com
   - https://*.drfirst.com
   - http://*.emdeon.com
   - https://*.emdeon.com

4. Click **Add** after each address has been entered. The address is moved to the **Websites you’ve added to Compatibility View** section, which indicates it has been successfully added.

5. Click **Close**. The **Compatibility View Settings** window closes, and your changes are saved.

6. Close all Internet Explorer instances; you do not have to restart your computer. The next time you launch Internet Explorer, the settings will be applied.
Uninstall Google Frame Add-on

Google Chrome users may have installed Google Chrome Frame, an Internet Explorer add-on that is known to be incompatible with CareLogic. To prevent operating problems and errors that Chrome Frame can cause, CareLogic users should uninstall this add-on.

To determine if Google Chrome Frame is installed on your computer, follow these steps:

1. Launch Internet Explorer

2. Navigate to Tools > Manage add-ons

   The Manage Add-ons screen appears

   If Chrome Frame is installed, you will see Chrome Frame and Chrome Frame BHO within the Google Inc section

To uninstall Chrome Frame:

1. Navigate to Start > Control Panel > Programs > Programs and Features

   The Programs and Features screen appears

2. Right click Google Chrome Frame and click Uninstall

3. Once Google Chrome Frame is uninstalled, close and then reopen Internet Explorer
Disabling Pop-up Blockers
CareLogic uses pop-up messages to bring different things to your attention. You will need to disable the pop-up blocker in your Internet Options.

1. Launch Internet Explorer.
2. Navigate to Internet Options.
3. Select the Privacy tab.

4. In Pop-up Blocker section, uncheck the box.
5. Click OK.
6. Close Internet Explorer.
7. Launch Internet Explorer.