



# *qualifacts* | **CareLogic** | **USER** **GUIDE**

## Configuring Internet Explorer for CareLogic User Guide

January 17, 2017

# CONFIGURING INTERNET EXPLORER FOR CARELOGIC

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# Configuring Internet Explorer for CareLogic

Updated January 17, 2017

This document describes recommended settings for all customers (including those accessing the Patient Portal) who are running CareLogic using Microsoft Internet Explorer.

Microsoft ended support for all old Internet Explorer browsers on January 12, 2016. This means that Microsoft no longer conducts security updates or provides technical support services for IE browsers older than IE 11.

The continued use of unsupported IE versions could jeopardize the security of protected client data, place your organization at risk for data breaches, and threaten eligibility for state and federal reimbursements, including meaningful use dollars.

In light of this, Qualifacts will only support the most recent version of IE (currently IE 11). New features and functionalities will not be tested or developed to meet the requirements on any browser older than IE 11. With the Production release of the CareLogic One Click Menu system on January 14, 2017, only IE11 will be supported.

## Configuring Internet Explorer Security Settings

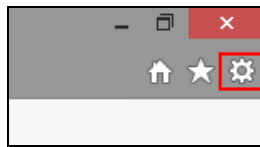
This section tells users how to configure the recommended security settings for Internet Explorer.

CareLogic does not support Internet Explorer version 11 in Metro mode. Internet Explorer version 11 must be used in Desktop mode.

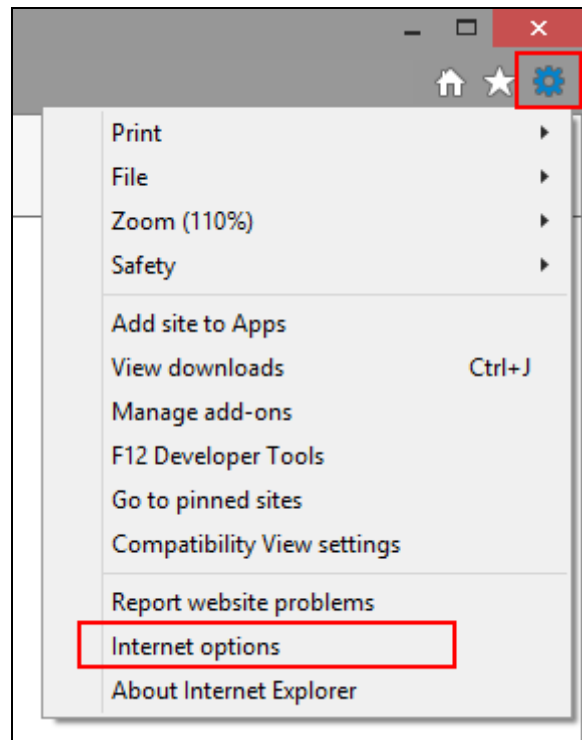
CareLogic does not support Microsoft Edge, the replacement for Internet Explorer in Windows 10.

### **Configuring Internet Explorer Security Trusted Sites**

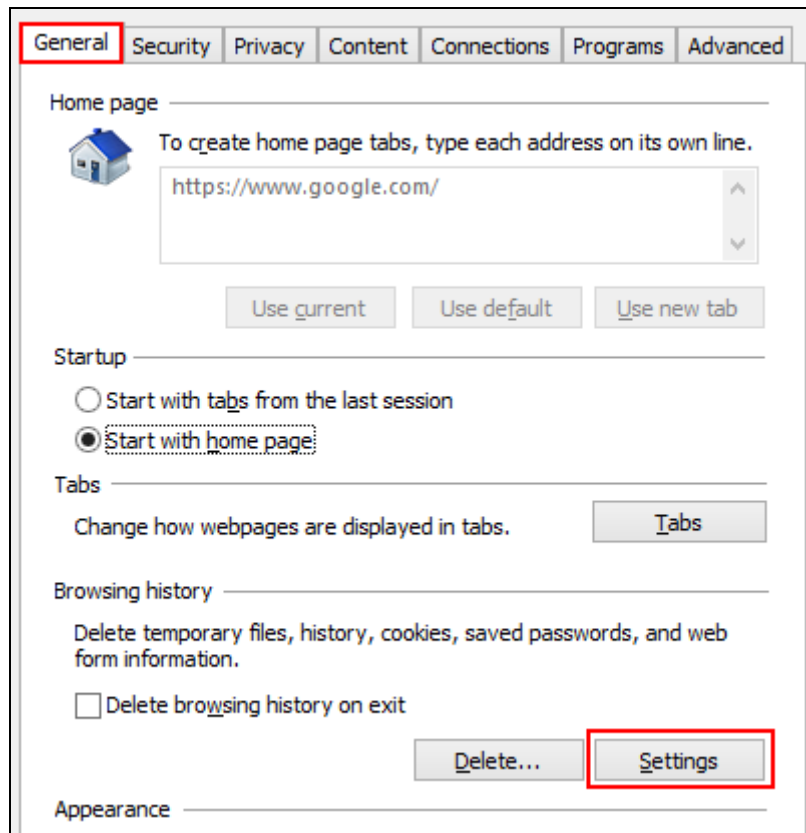
1. Click the **Settings** icon (in the upper right corner of the screen)



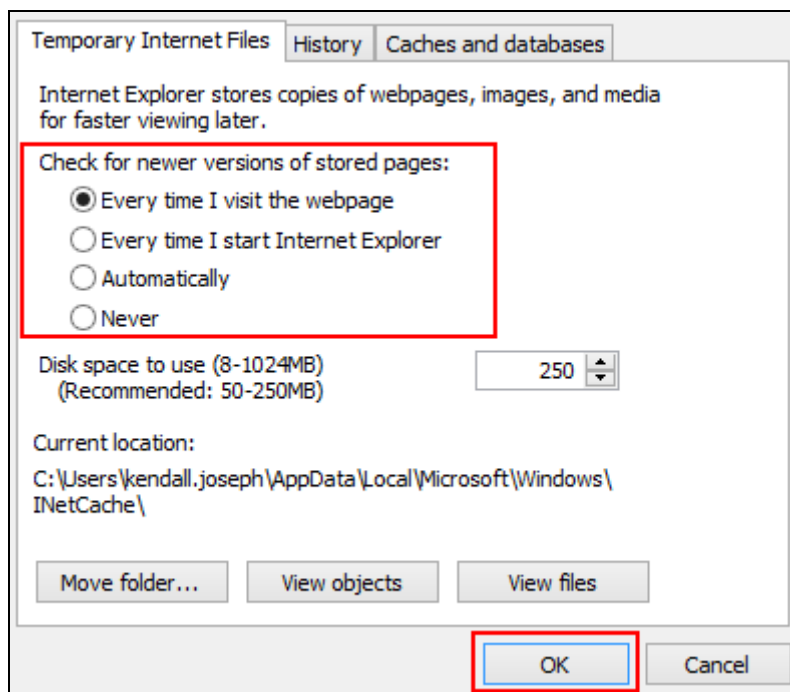
2. Choose **Internet Options**



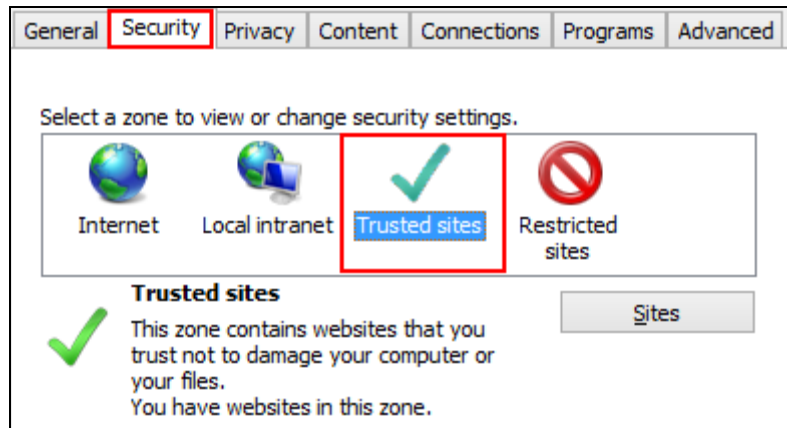
3. In the **Browsing History** section, click **Settings**



4. In the **Check for newer versions of stored pages** section, select **Every time I visit the webpage** > click **OK**.

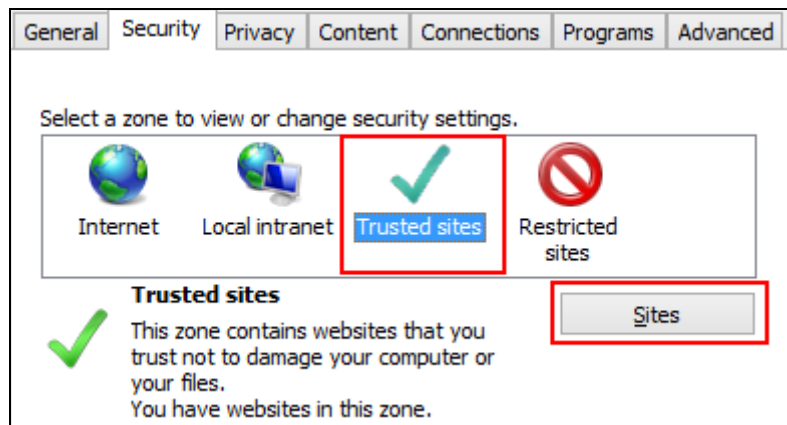


5. Click the **Security** tab.
6. In the **Select a zone to view or change security settings** section, click **Trusted sites**



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.

7. In the **Trusted sites** section, click **Sites**.



8. De-select the checkbox for **Require server verification (https:) for all sites in this zone**

✓ You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.

Add this website to the zone:

Websites:

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

9. Enter the addresses (URLs) in the **Add this website to the zone** field > click **Add**

Add the following websites to this zone:

- https://\*.drfirst.com
- https://ui.epcsdrfirst.com
- https://\*.qualifacts.com
- http://\*.qualifacts.com
- https://\*.qualifacts.org
- http://\*.qualifacts.org
- http://code.jquery.com

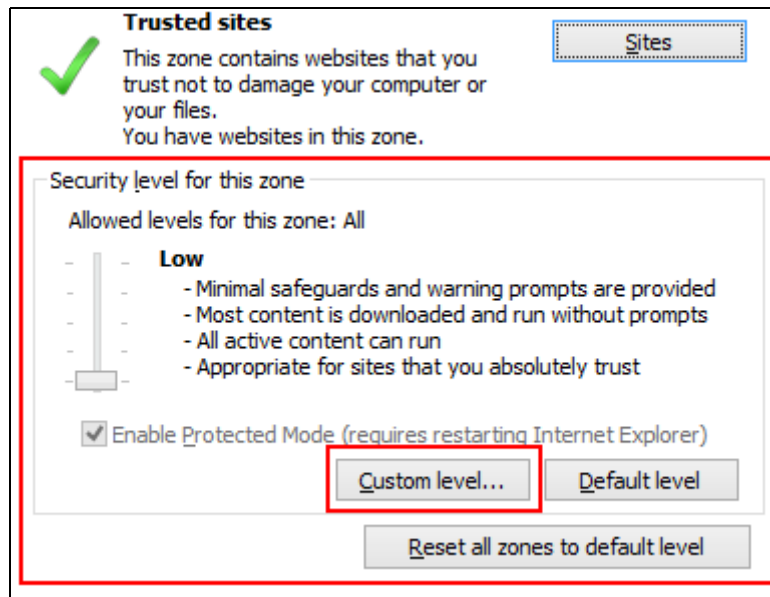
The website <http://code.jquery.com> is only for those that use the Support Portal.

10. Click **Close**.

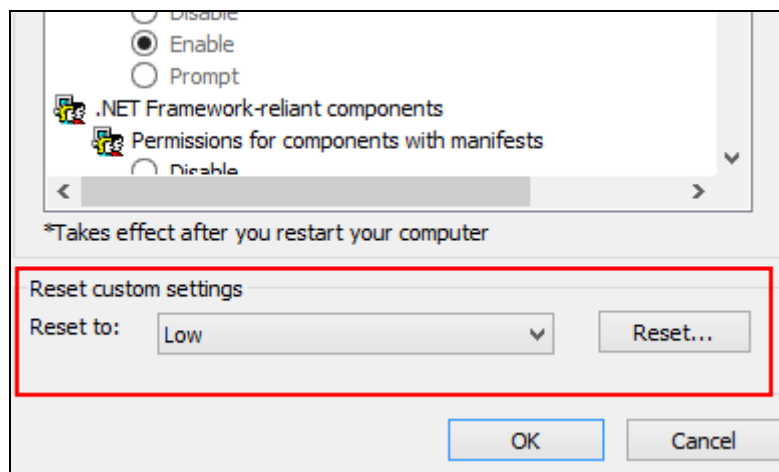
The following security settings only apply to the seven above sites that were placed in the Trusted Site Zone. It is safe to set this zone to a lower security level. These settings have no effect on all other sites, which operate at higher security levels in the global "Internet Zone."

### Configuring Internet Explorer Security Zones

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

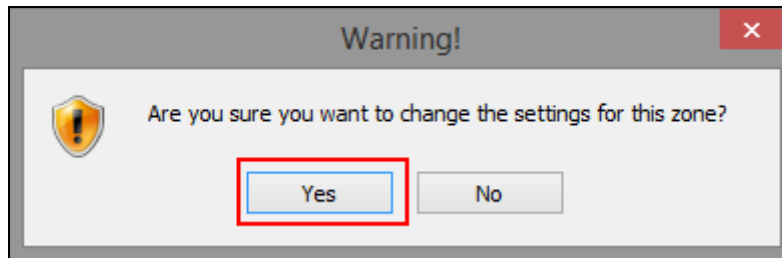


2. In the **Reset custom settings** section, select **Low** from the **Reset to** drop-down > click **Reset**





3. A warning message appears > click **Yes**



4. In the **Settings** list, update the following settings. These settings allow proper CareLogic functionality. All CareLogic users must enable these settings:

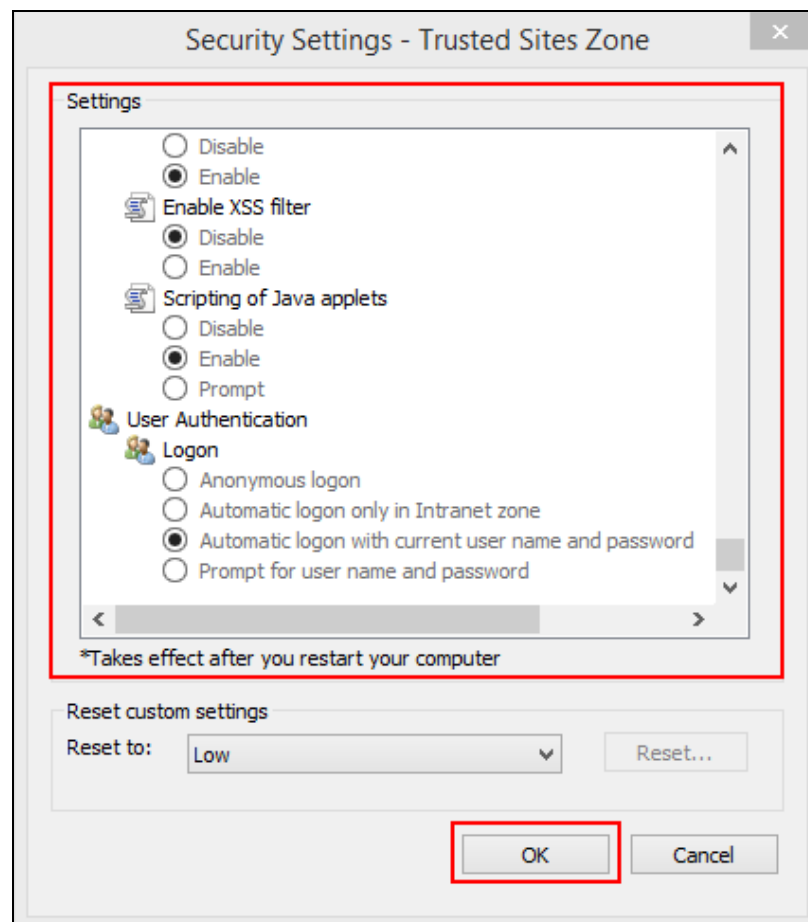
- File download
  - Font download
  - Allow script-initiated windows without size or position constraints
  - Automatic prompting for the file downloads (this option is not available in IE9)
- Users that need to access the Support Portal must update this setting:

- Display Mixed Content must be set to Enable
- Enable XSS Filter

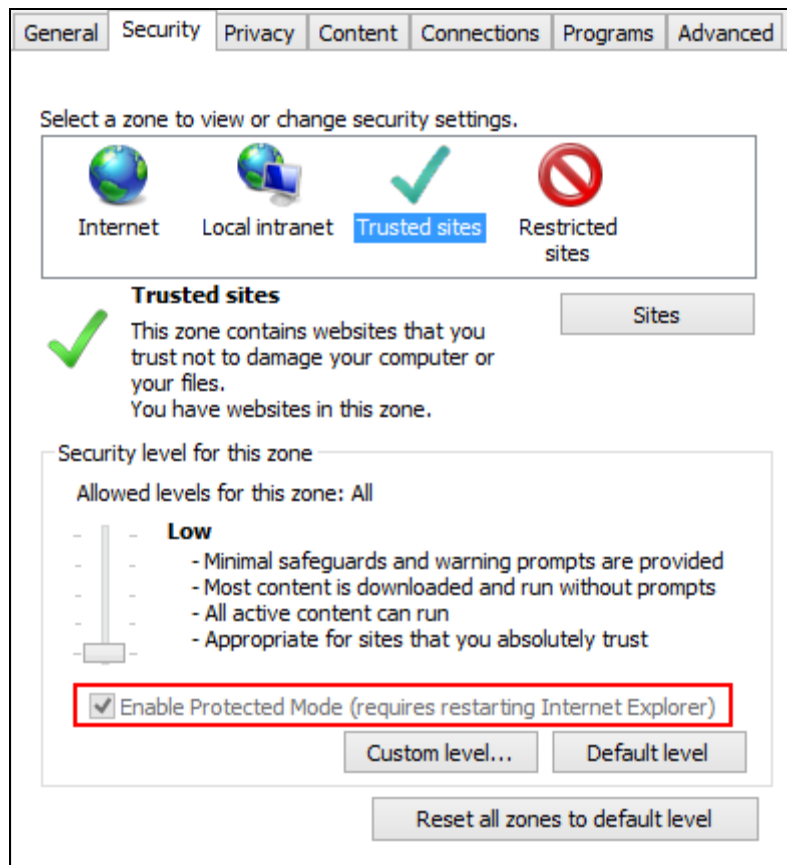
Users that need to access DrFirst must update these settings:

- Accept Third-Party Cookies must be set to Enable
- Enable XSS filter setting must be set to Disable

5. Click **OK** > the security settings window closes, and the security settings are saved.



6. DrFirst users must disable Enable Protected Mode (requires restarting Internet Explorer). Uncheck the checkbox to disable the setting.



7. 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.

If you are not finished updating Internet Explorer settings, you may skip this step. The settings will be applied the next time Internet Explorer is launched.

### Configuring Internet Explorer HTTPS Settings

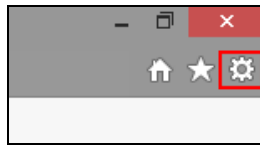
This section tells users how to configure the recommended HTTPS security settings for Internet Explorer when operating CareLogic on Internet Explorer 11.

Secure Sockets Layer (SSL) has been the Internet standard for secure web traffic since 1995. SSL encrypts information sent between a computer's web browser and a web site's servers. Web site addresses that start with HTTP send and receive unencrypted information. Site addresses that start with HTTPS addresses, like CareLogic, encrypt all information sent.

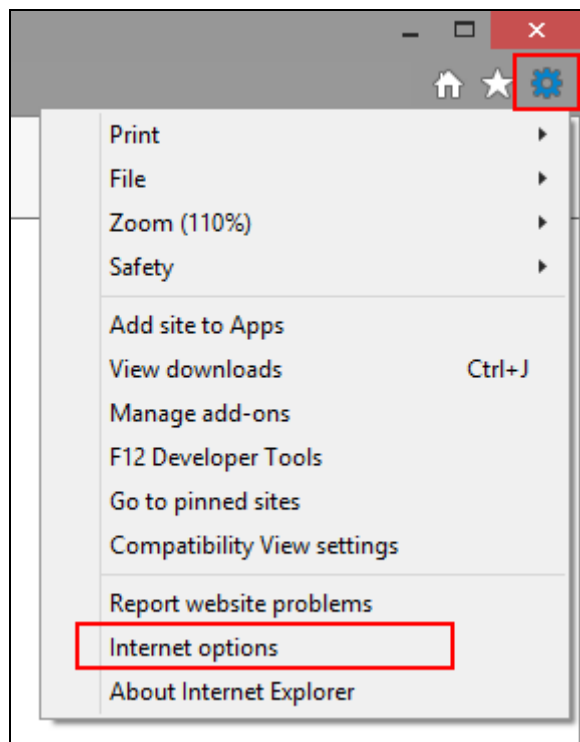
The need for a new type of security encryption arose when security flaws were discovered with the introduction of the POODLE virus in the latest version of SSL. Transport Layer Security (TLS) is the industry recommended best practice for encrypting data in transit and is the replacement protocol for SSL.

### Configuring IE HTTPS security settings

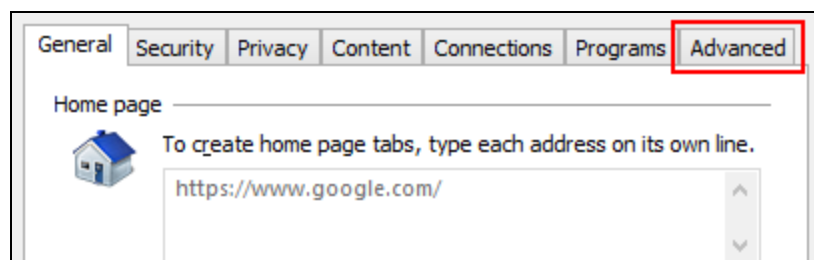
1. Click the **Settings** icon (in the upper right corner of the screen)



2. Choose **Internet Options**

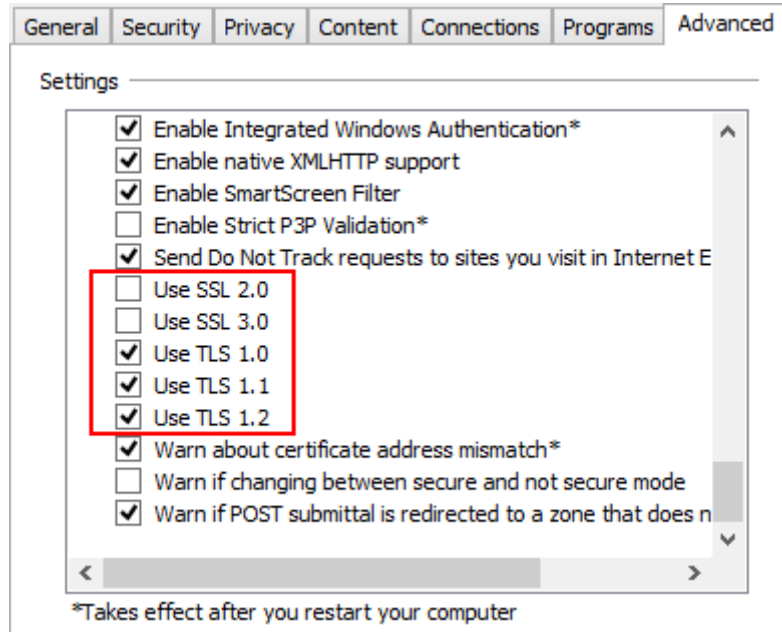


3. Select the **Advanced** tab



4. Scroll down to the end of the **Settings** list to find the SSL & TLS settings
5. Make the following selections:

- Use TLS 1.0
- Use TLS 1.1
- Use TLS 1.2
- Uncheck Use SSL 2.0 and Use SSL 3.0



6. Click **OK** to save the **Security Certificate** settings
7. Once the Internet Explorer settings are updated, close and restart Internet Explorer; you do not have to restart your computer

If you are not finished updating Internet Explorer settings, you may skip this step. The settings will be applied the next time Internet Explorer is launched.

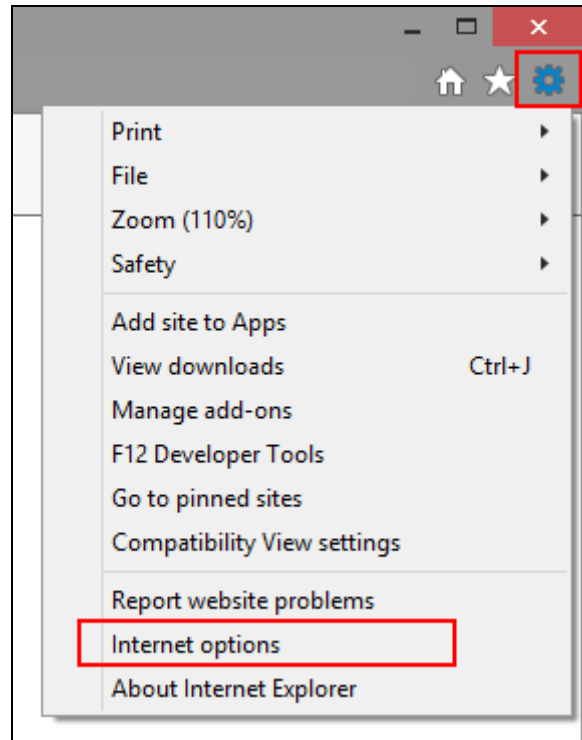
### Disabling Pop-up Blockers for CareLogic

CareLogic uses pop-up messages to bring warnings and messages to your attention. You will need to disable the pop-up blocker.

1. Click the **Settings** icon (in the upper right corner of the screen)



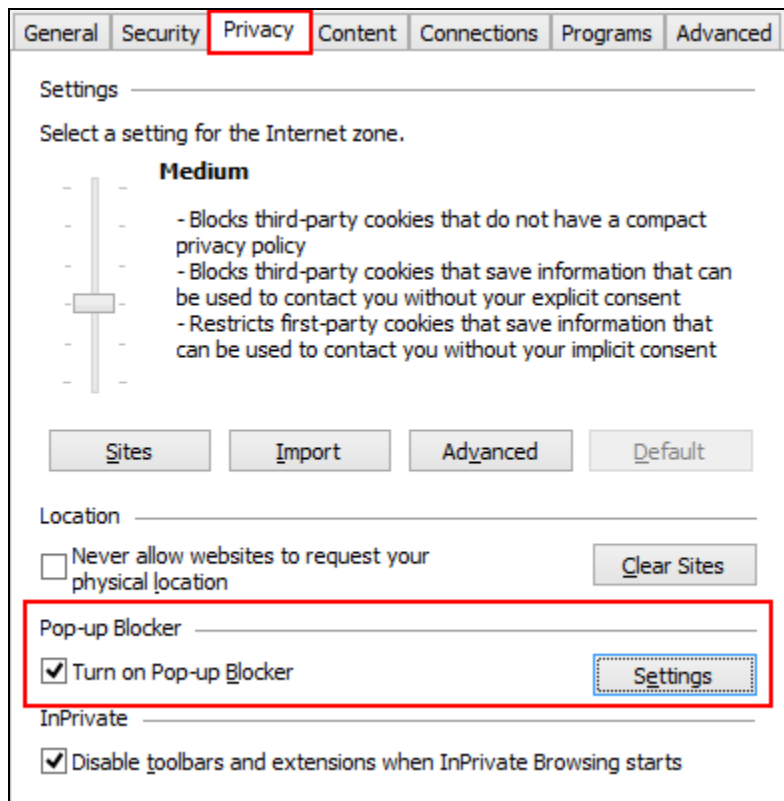
## 2. Choose Internet Options



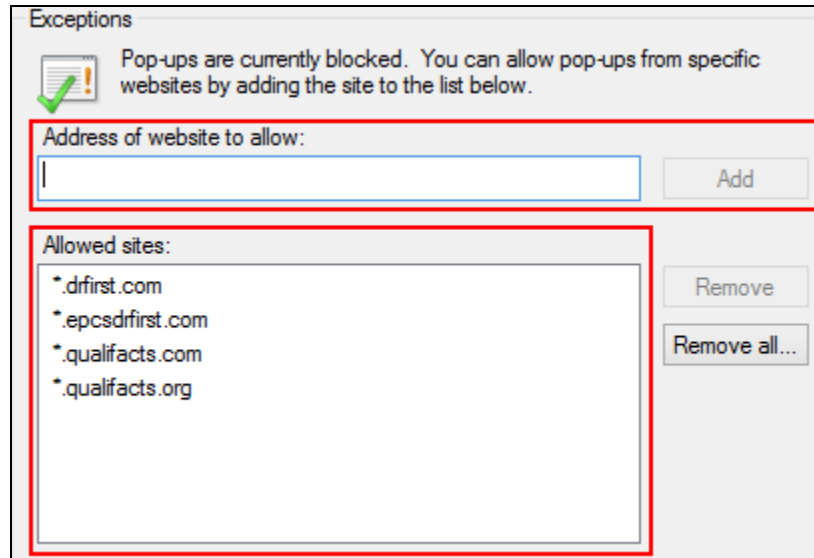
## 3. Select the Privacy tab

## 4. In Pop-up Blocker section, uncheck the box

## 5. Click Settings



6. Enter the addresses (URLs) in the **Address of website to allow** field > click **Add**  
Add the following websites to this zone:
- drfirst.com
  - epcsdfirst.com
  - qualifacts.com
  - qualifacts.org



7. Once the Internet Explorer settings are updated, close and restart Internet Explorer; you do not have to restart your computer

If you are not finished updating Internet Explorer settings, you may skip this step. The settings will be applied the next time Internet Explorer is launched.

### Internet Explorer Favorites

When using CareLogic, if you create a favorite (bookmark) in Internet Explorer after logging in to CareLogic, the favorite shortcut will access a cached and 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.

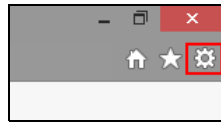
To correct this problem, any favorite must be created before logging in to CareLogic. You can only create in CareLogic is for the login screen.

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

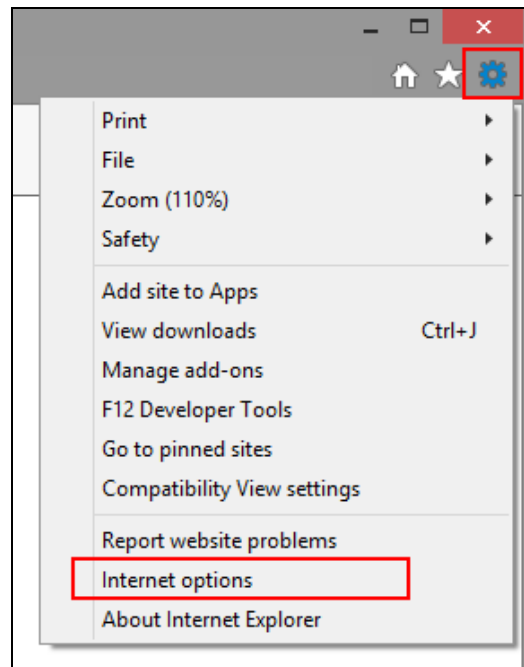
### Clearing the Cache

If CareLogic (or any web application) is behaving unexpectedly, clearing the cache often clears up the issue. This action should be the first step when troubleshooting inconsistent CareLogic issues.

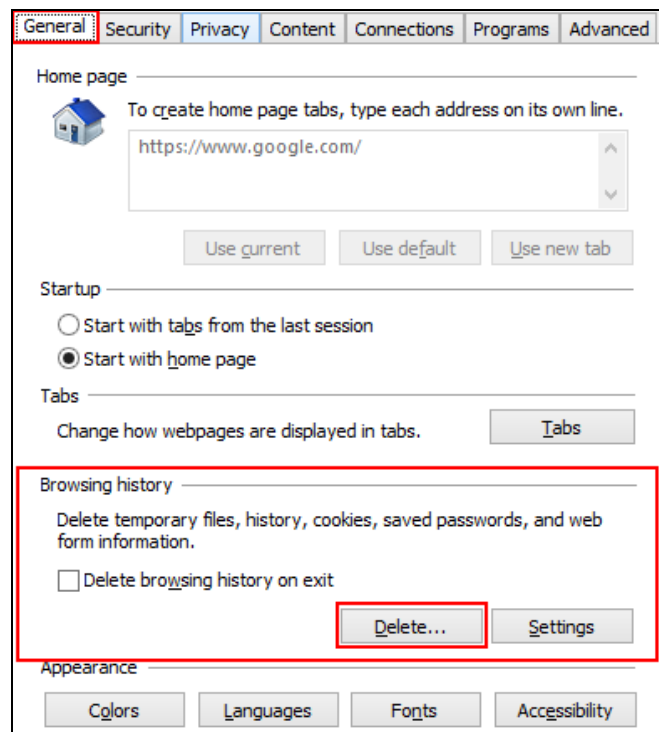
1. Click the **Settings** icon (in the upper right corner of the screen)



2. Choose **Internet Options**

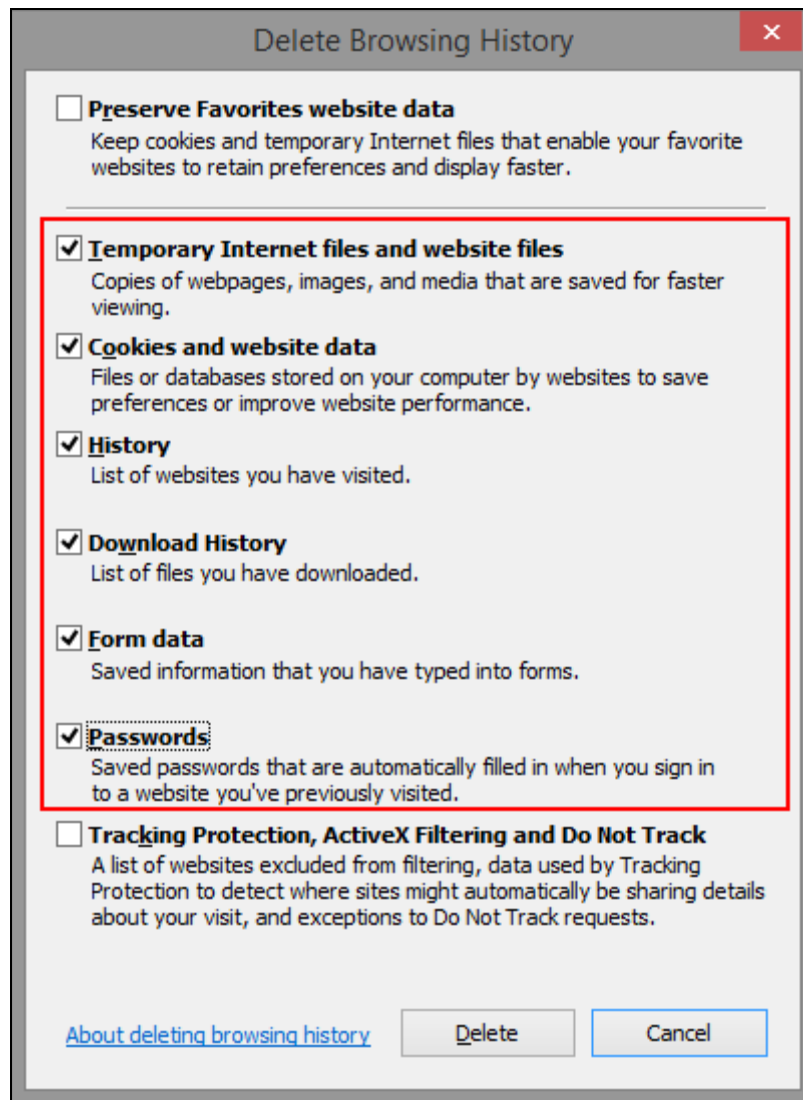


3. Click **Delete**



4. Select the following options:

- **Temporary Internet files and website files** - removes the temporary files
  - **Cookies and website data** - removes your saved website cookies
  - **History** - removes browser history list
  - **Download History** - removes browser download history list
  - **Form Data** - removes saved form entry data
  - **Passwords** - removes saved website passwords
- All other options should be unchecked*



5. Click **Delete** > the Delete Browsing History screen closes, and the selected files are deleted



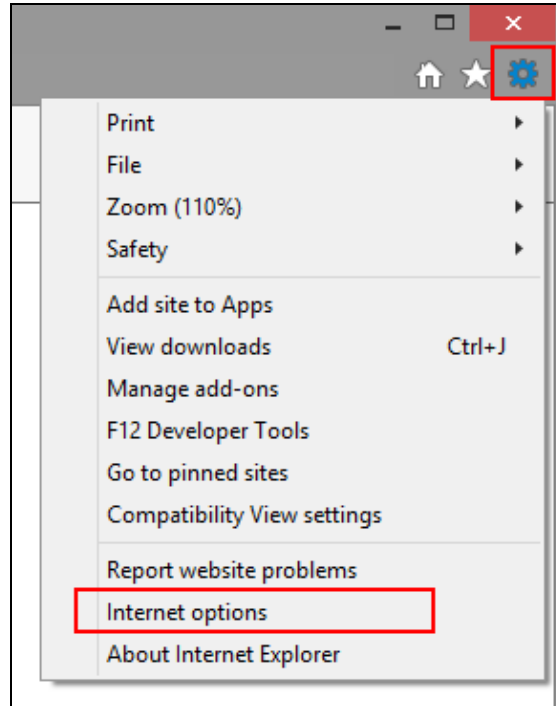
## Configuring Internet Explorer e-Prescribing Site Settings

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

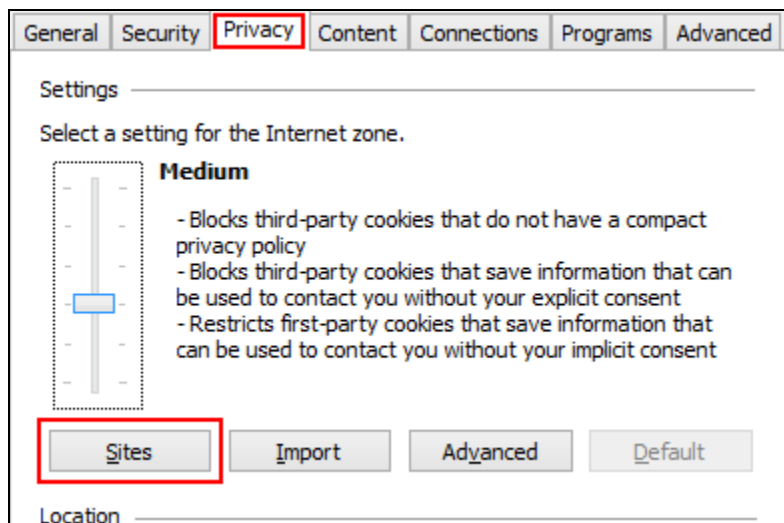
1. Click the **Settings** icon (in the upper right corner of the screen)



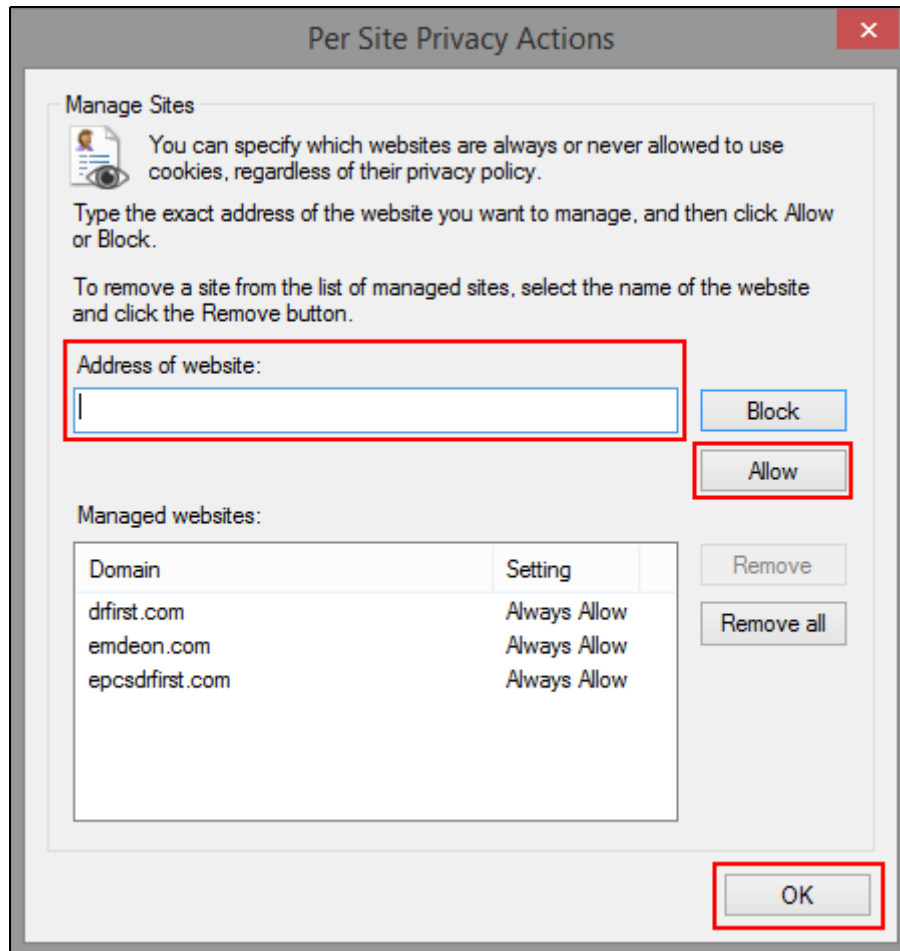
2. Choose **Internet Options**



3. Select the **Privacy** tab > click **Sites**



4. To add a website, enter the address (URL) in the **Address of website** field > click **Allow**  
Add the eRx websites that you are currently using:
  - emdeon.com
  - drfirst.com
  - epcsdfirst.com
5. After adding necessary websites > click **OK**



6. In the **Privacy** tab > click **Apply** > click **OK**
7. Once the Internet Explorer settings are updated, close and restart Internet Explorer; you do not have to restart your computer

If you are not finished updating Internet Explorer settings, you may skip this step. The settings will be applied the next time Internet Explorer is launched.

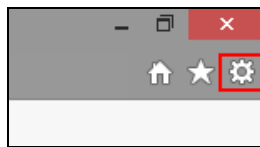
## Configuring Compatibility View Settings

After the January 14, 2017 Production release of the CareLogic One Click Menu system, System Administrators may disable Compatibility View settings, but **will not be required to do so**.

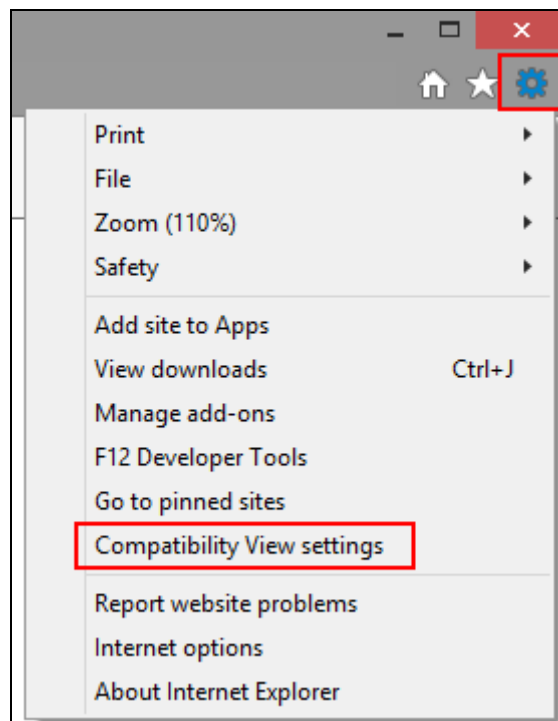
After the One Click Menu system is released, Internet Explorer Compatibility View is no longer necessary to use CareLogic. **However, having Compatibility View enabled for qualifacts.org or qualifacts.com will not affect the user experience or application functionality of the new CareLogic One Click Menu system.**

To remove CareLogic websites to the list of compatibility view sites, perform the following:

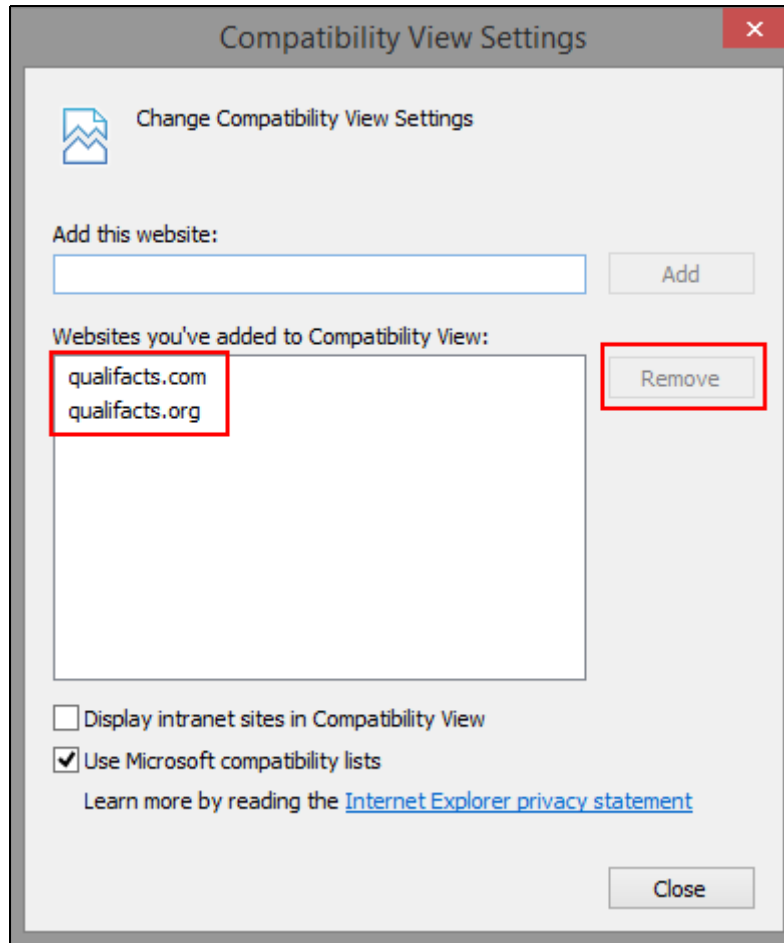
1. Launch an Internet Explorer window
2. Click the **Settings** icon (in the upper right corner of the screen)



3. Select **Compatibility View Settings** from the menu



4. Select the following websites and click the **Remove** button:
- qualifacts.com
  - qualifacts.org



5. After the Qualifacts sites have been deleted, click **Close**
6. Once the Internet Explorer settings are updated, close and restart Internet Explorer; you do not have to restart your computer

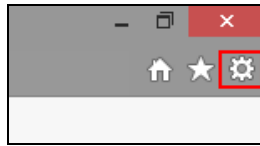
If you are not finished updating Internet Explorer settings, you may skip this step. The settings will be applied the next time Internet Explorer is launched.

### Disable Smooth Scrolling

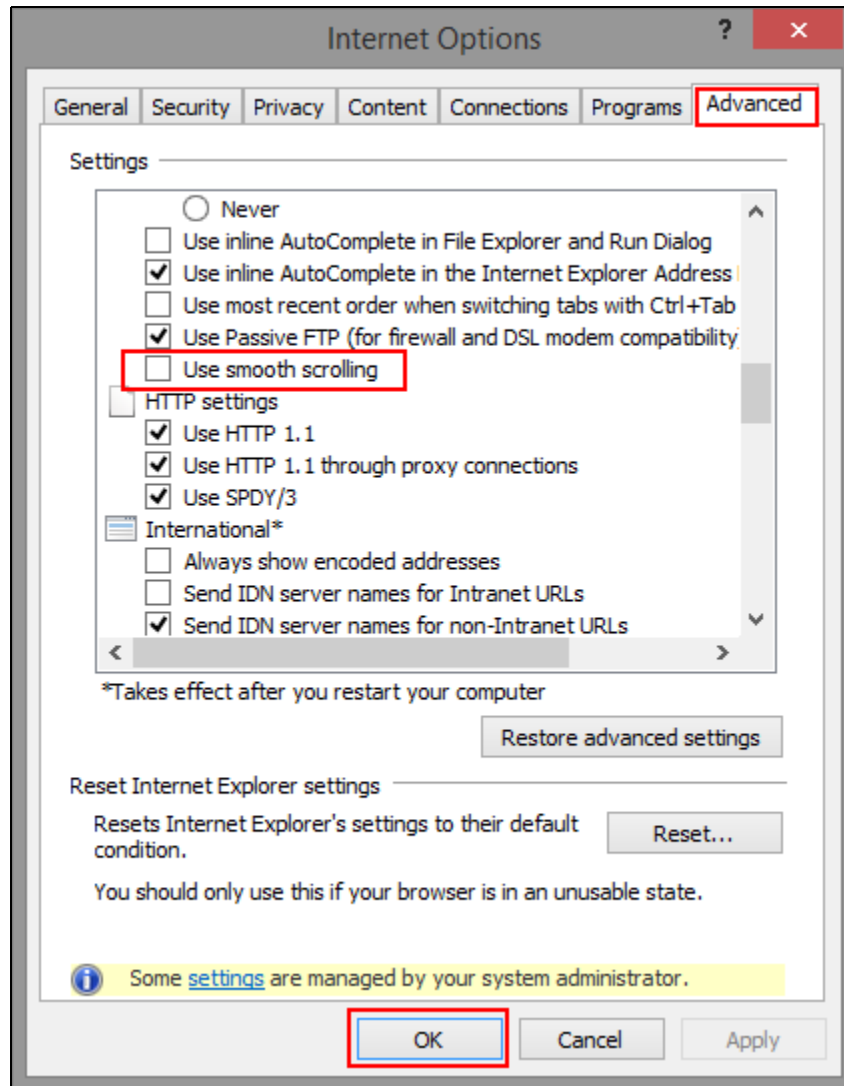
Users may experience issues with the **Show Menu** functionality if **Use smooth scaling** is enabled in IE 11. The **Use smooth scaling** IE 11 feature is enabled by default and should be disabled by CareLogic users.

1. Launch an Internet Explorer window

2. Click the **Settings** icon (in the upper right corner of the screen)



3. Choose **Internet Options**
4. Click the **Advanced** tab
5. Scroll down to find **Use smooth scrolling** and uncheck it
6. Click **OK**

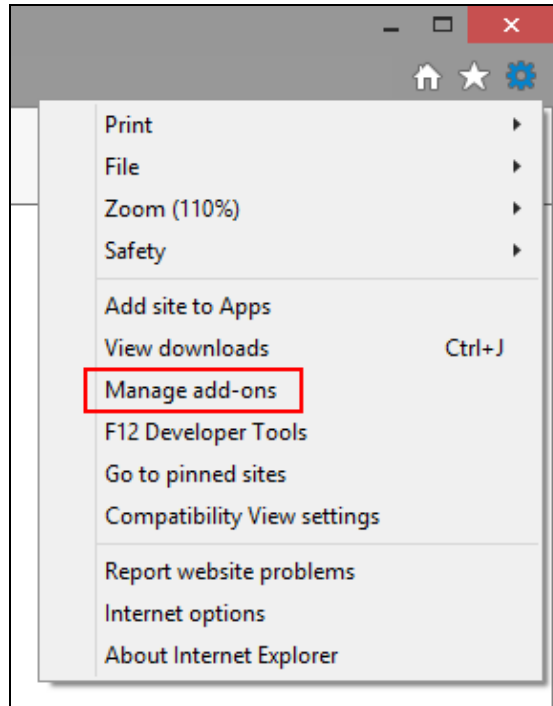


### Uninstall Google Frame Add-on

Google Chrome users may also 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.

### Determine if Google Chrome Frame is installed on your computer

1. Launch Internet Explorer
2. Navigate to **Tools > Manage add-ons**



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

A screenshot of the 'Manage Add-ons' window in Internet Explorer. The window title is 'Manage Add-ons' and the subtitle is 'View and manage your Internet Explorer add-ons'. On the left, there are categories: 'Add-on Types' (Toolbars and Extensions, Search Providers, Accelerators, Tracking Protection) and 'Show:' (Currently loaded add-ons). The main area is a table of installed add-ons.

Name	Publisher	Status	Load time	Navigation
Adobe Systems Incorporated				
Shockwave Flash Object	Adobe Systems Incorpor...	Enabled		
Adobe Systems, Incorporated				
Adobe PDF Link Helper	Adobe Systems, Incorpo...	Enabled	0.00 s	0.00 s
Google Inc				
Google Update Plugin	Google Inc	Enabled		
Chrome Frame	Google Inc	Enabled		
Google Toolbar	Google Inc	Enabled	0.00 s	0.00 s
Google Toolbar Helper	Google Inc	Disabled	(0.00 s)	
ChromeFrame BHO	Google Inc	New		
Microsoft Corporation				
XML DOM Document 3.0	Microsoft Corporation	Enabled		
Windows Live ID Sign-in Helper	Microsoft Corporation	Enabled	0.00 s	0.00 s

### Uninstall Chrome Frame

1. Navigate to **Start > Control Panel > Programs > Programs and Features**
2. Right click **Google Chrome Frame** and click **Uninstall**
3. Once **Google Chrome Frame** is uninstalled, close and restart Internet Explorer