

FAQ Files

Q:

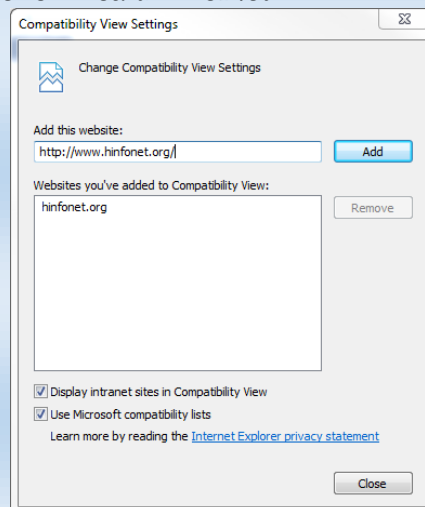
I just got the link to the portal, but when I click on it, the webpage says that I am using an unsupported browser. What does that mean?

A:

The “unsupported browser” error is conflict between the version of Internet Explorer you are using and the version of IE that the portal is optimized to use. Internet Explorer has a workaround that makes the browser you are using compatible with the portal.

To turn on these compatibility settings:

- 1) Click the gear icon in the upper right, or click Tools in the menu bar
- 2) Click Compatibility View settings
- 3) Add the website for HealthInfoNet



- 4) Click the Close button. You should now see the login page for the portal.

If you have questions or need additional assistance, please contact HealthInfoNet Customer Care at the following:

- Email: customercare@hinfonet.org
- Phone: 207-541-9250