



Error Messages

cResults

Users may experience an error message that reads **“cResults encountered an error while processing your request. Please contact your administrator.”**

This is a routine error that occurs when a session “times out.” To fix this issue, complete the following steps:

1. Log out of your account
(Note: It is important to log out first and not just close the browser window or tab)
2. Close the browser program
3. Reopen the browser program
4. Log back into your account

The last patient you were working on will be at the top of the list in the “Recent Patients” link on the left. Open the patient then locate the document you were trying to view.

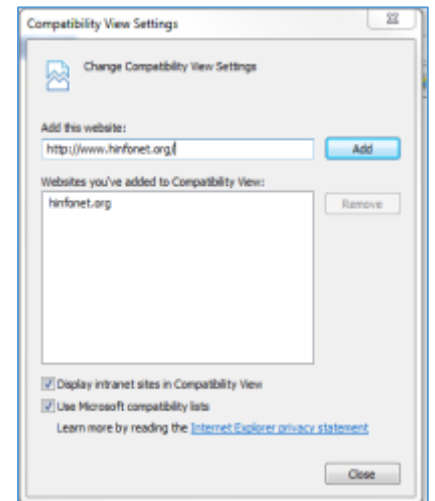
In the rare case that the error message appears again, you may need to clear your internet browsing cache. If you are not sure how to do this, contact your internal IS team or HealthInfoNet Customer Care.

Unsupported Browser at Initial Log-In

The **“unsupported browser”** error is conflict between the version of Internet Explorer (IE) you are using and the version of IE that the portal is optimized to use. There is 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.



Unsupported Browser after Log-In

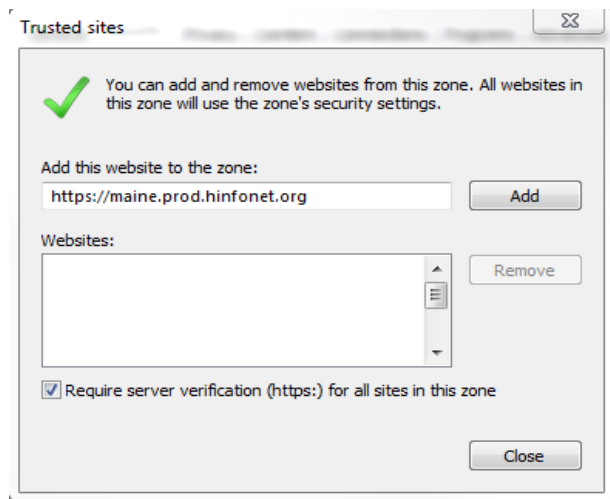
Some users may receive a message that says they are using an **“unsupported browser”** after they log into the portal. This is a configuration conflict between the portal and Internet Explorer 11. To correct this, add the portal to your list of trusted sites.

To add the portal to your computer's list of trusted sites:

1. Click the gear icon in the upper right, or click Tools in the menu bar
2. Click Internet Options
3. Click on the Security Tab at the top
4. Click the Trusted Sites icon (the large green checkmark).



5. Click on the Sites button.
6. This will launch a new window with the HealthInfoNet domain in the top text box



7. Click the Add button.
8. Click the Close button on the next window
9. Click OK to close Internet Options

The portal should load right away. If not, log out, close your browser and launch the portal again.

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

- **Email: customercare@hinfonyet.org**
- **Phone: 207-541-9250**