
ND Health Enterprise MMIS Internet Browser Compatibility

North Dakota Health Enterprise MMIS (Health Enterprise) is designed to work on Internet Explorer (IE) version 7.x through version 9.x and all versions of Firefox.

If you are using Internet Explorer 10 or 11, text may overflow the defined boxes on some screens making information difficult to read. This can easily be resolved by following the simple steps below to change the IE compatibility settings.

The EDGE browser included with Window 10 is NOT compatible with Health Enterprise at this time, nor is the included Internet Explorer version 11. Windows 10 users are advised to use FireFox until further notified.

Identify the Internet Explorer Version

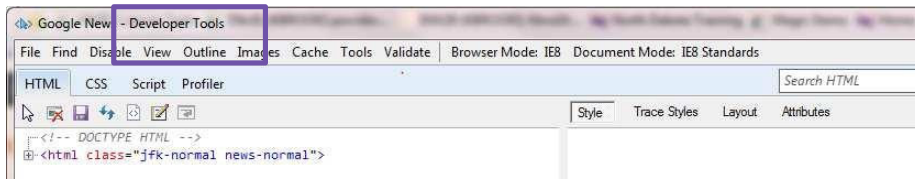
Here are two ways to find the Internet Explorer version info in the browser:

- Open Internet Explorer from the Start screen. Swipe in from the right edge of the screen, and then tap Settings. If you're using a mouse, point to the lower-right corner of the screen, move the mouse pointer up, and then click Settings. Then tap or click *About Internet Explorer*.
- Open the desktop, and then tap or click the Internet Explorer icon on the taskbar. Tap or click the Tools button (or tap or click Help in the Menu bar). Then tap or click *About Internet Explorer*.



Steps to Change Browser Compatibility Setting in IE 10:

1. **Log out** of Health Enterprise.
2. **Open** Internet Explorer 10.
3. **Press** the F12 function key on your keyboard. The “Developer Tools” screen will open. “Developer Tools can also be accessed from “Tools” on the menu bar.



4. **Click** “Browser Mode” on the menu bar, or “Browser Requirements” at the bottom of any page. A dropdown will display.
5. **Select** the option “Internet Explorer 8”. The change requires a few seconds to take effect.

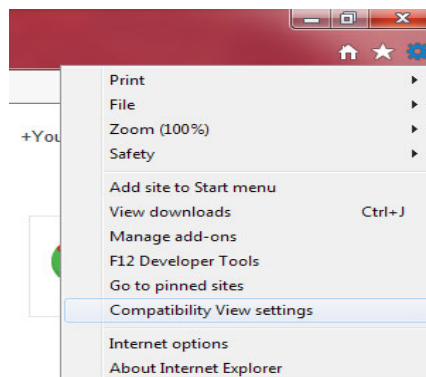


6. **Close** the “Developer Tools” screen by clicking on the X in the upper right corner of the screen.
7. The changes will be active the next time you log in to Health Enterprise.

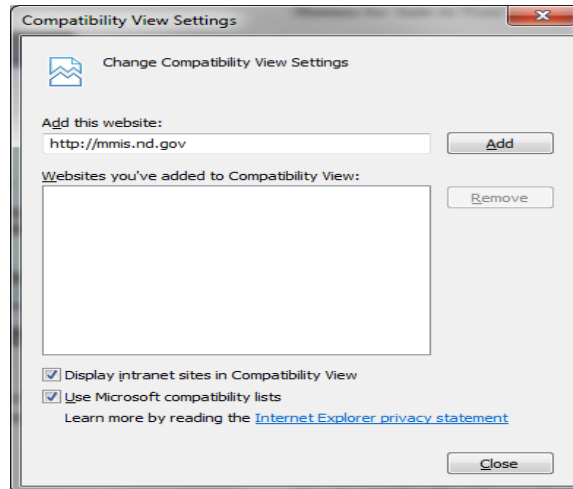
Steps to Change Browser Compatibility Setting in IE11:

1. **Log out** of Health Enterprise.
2. **Open** Internet Explorer 11.
3. **Click** on the Settings icon in the top right corner of IE11:

Note: This same procedure can be used in IE10 by accessing “Tools” from the menu bar.



4. **Select** the Compatibility View Settings item in the drop-down menu. The following dialog will appear.



5. **Check** the "Use Microsoft compatibility lists" checkbox to enable the compatibility view feature.

***Note:** Unticking that checkbox will disable the feature to use lists that Microsoft provides to correctly display web pages. You can still force specific sites to always use compatibility view by adding them in the compatibility view list using the "add this website" option.*

6. **Close** the "Compatibility View Settings" screen by clicking on the X in the upper right corner of the screen.
7. The changes will be active the next time you log in to Health Enterprise.

***Note:** IE11 default setting clears your browser history when you quit, which also clears the list of websites added to Compatibility View. To disable this setting:*

- *Open the **Tools** menu as described above, then select **Internet Options**.*
- *Under the **General** tab, uncheck the **Delete browser history on exit**, then click **Apply**. If you do not disable this setting, you will need to recreate this list every time you launch IE.*

