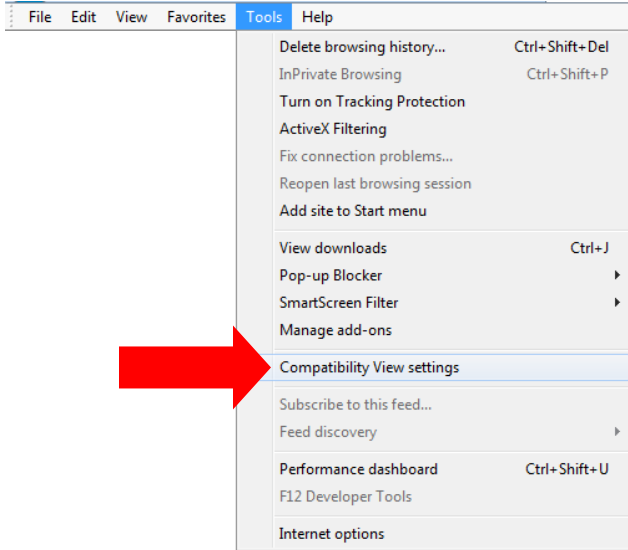


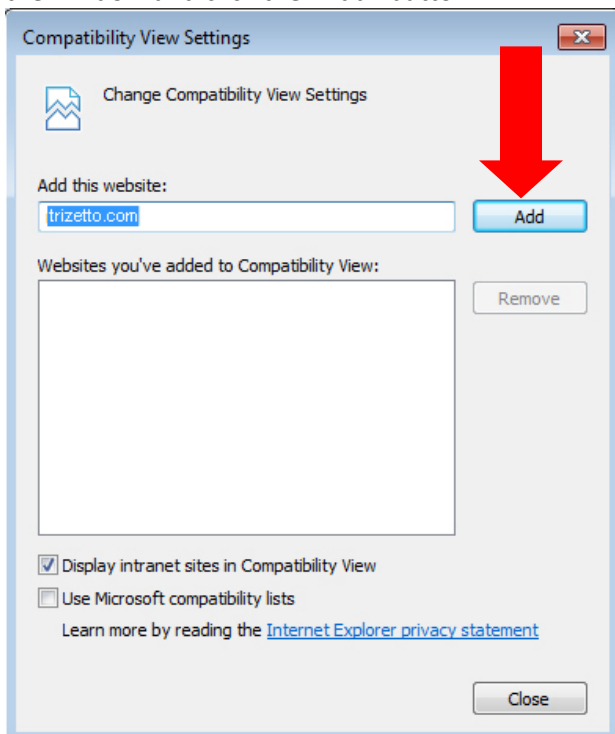
How to use the e-referral system with Internet Explorer® 10 or 11

If you have issues when accessing e-referrals (inability to search, view referrals, or use drop-down menus), it may be your browser. The e-referral system is not entirely compatible with Internet Explorer versions 10 or 11. **To resolve this, you will need to add the e-referral website to the compatibility view of your browser.** You should only need to take this action once.

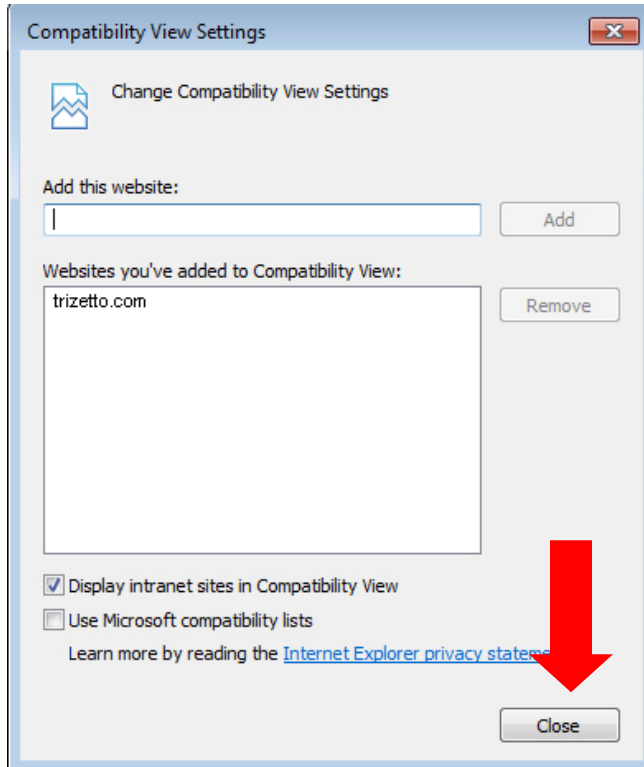
1. Log in to Provider Secured Services and launch e-referral, using Internet Explorer. Click Tools > Compatibility View settings from the menu at the top of the screen:



2. On the Compatibility View settings screen, make sure the website you're currently on is listed in the window and click the "Add" button:



3. Make sure your current website appears in the “Websites you’ve added to Compatibility View” box and then click the “Close” button:



4. The result should be immediate with the site behaving normally.