

How to change Internet Explorer settings for Provider Web Portal compatibility

The Oregon Health Plan's Provider Web Portal at <u>https://www.or-medicaid.gov</u> is best viewed in Internet Explorer (IE) versions 7 and 8. This document explains how to set IE 10 and 11 so that they work like IE 7 or 8 when you use the Provider Web Portal.

Go to <u>https://www.or-medicaid.gov</u>, then do one of the following:

If you're using Internet Explorer 10

- 1. Open developer tools: Press F12 on your keyboard.
- 2. Change browser mode to a lower IE version: In the window that appears at the bottom of your screen (shown below), select *Browser Mode*, then select the version you would like to display. Versions 7 or 8 are best, and 9 sometimes works.



You will need to repeat these steps each time you visit the website.

If you're using Internet Explorer 11

- Change the compatibility view settings: Under the *Tools* menu at the top of Internet Explorer, select *Compatibility View settings*. The box at right will appear.
- 2. Add or-medicaid.gov: If you are already at https://www.or-medicaid.gov, this address will already appear in the *Add this website* field. Click the *Add* button, then *Close*.

You will **not** need to repeat these steps for future visits to the website.

Compatibility View Settings	×
You can add and remove websites to be displayed in Compatibility View.	
Add this website:	
or-medicaid.gov	Add
Websites you've added to Compatibility View:	
	Remove
Display all websites in Compatibility View	
Display intranet sites in Compatibility View	
Download updated compatibility lists from Microsoft	
Learn more by reading the <u>Internet Explorer privacy</u>	statement
	Close