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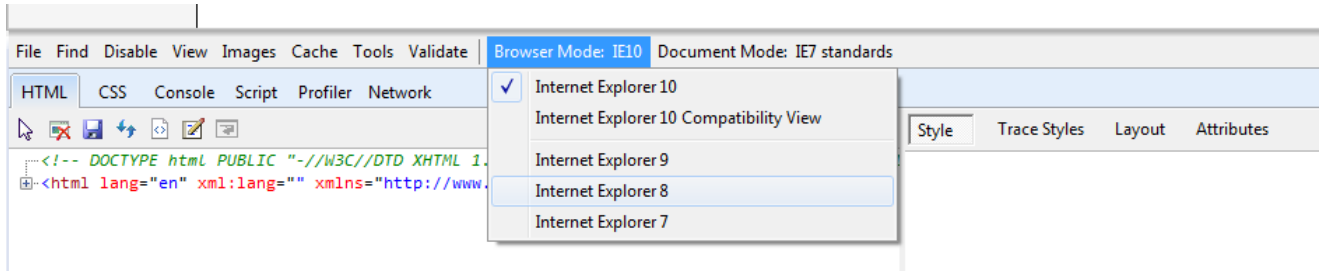
The Oregon Health Plan's Provider Web Portal at https://www.or-medicaid.gov is best viewed in Internet Explorer (IE) versions 7 and 8. This document explains how to set IE 10 and 11 so that they work like IE 7 or 8 when you use the Provider Web Portal.

Go to https://www.or-medicaid.gov, 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

1. **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.