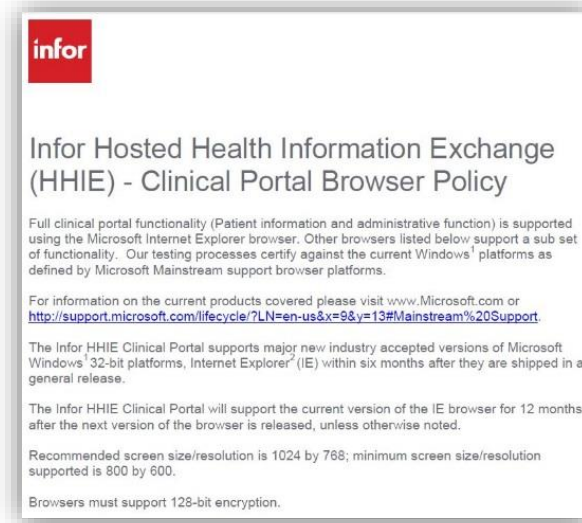


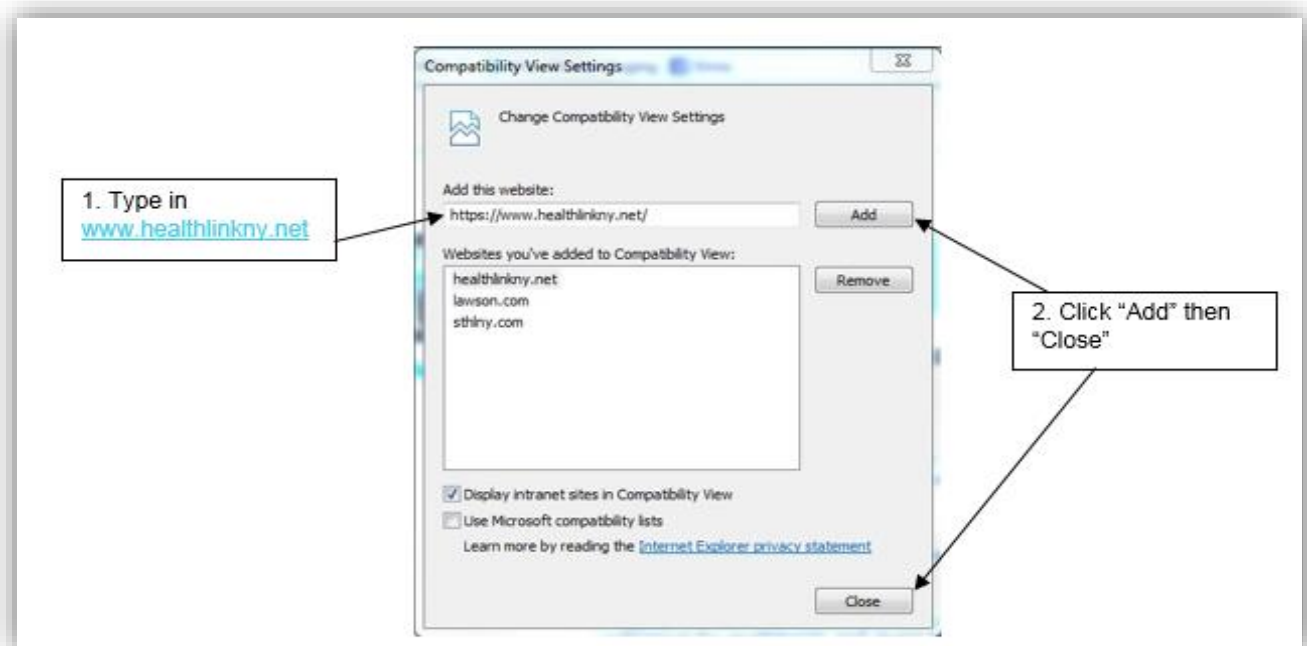
INFOR Web Portal Browser Compatibility Error

10/28/2015

When accessing the HealthlinkNY Web Portal for the first time you may be prompted with the following message:



This is a quick fix, you need to change your compatibility settings.



1. In the upper right hand corner, click on “Tools” and then click on “Compatibility View settings” in the drop down menu.
2. This pop-up will appear. <http://www.healthlinkny.net/> should already be in the “Add this website” box. If not type in www.healthlinkny.net
3. Click the “Add” button, then click the “Close” button.
4. Type www.healthlinkny.net into your browser and the HealthlinkNY Web Portal login Page will appear.
5. Please reference the IT Configuration Support document for additional support by visiting the [Resources Page](#).