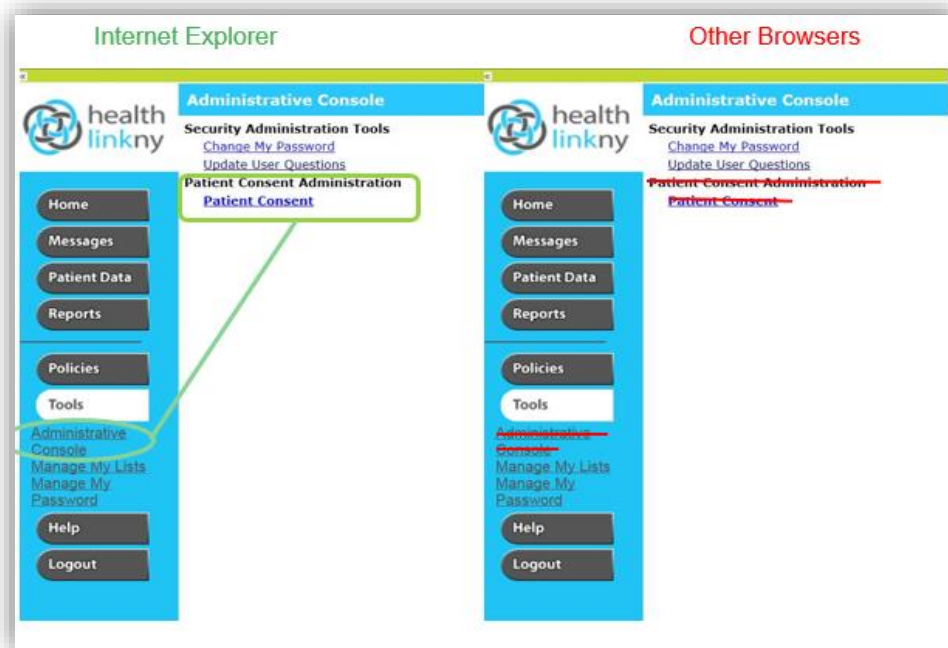


HealthlinkNY Web Portal Browser Compatibility for Consent Entry

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HealthlinkNY Web Portal Tip: Browser Compatibility for Consent Entry

For HealthlinkNY Web Portal users with patient consent entry roles, a tool called the 'Administrative Console' is used to enter consent for the practice. The Administrative Console will not display if any browser other than Internet Explorer is used. Web Portal users who enter patient consent **must** be sure to use Internet Explorer when utilizing the HealthlinkNY Web Portal for consent entry.



Internet Explorer 10 and below are automatically supported for this function. To use Internet Explorer 11, please follow [these instructions](#) first to run the HealthlinkNY Web Portal in compatibility view.

If your computer's internet preferences are not set to use Internet Explorer as the default browser, consent entry will not be possible when using the shortcut to open the Web Portal, *even if it was created using Internet Explorer*. Shortcuts are automatically opened using the computer's default internet browser. To change your default browser, please follow [these instructions](#).