

# Connecting to PiL from home

1. Check your Operating System. Apple based Operating Systems are not supported.

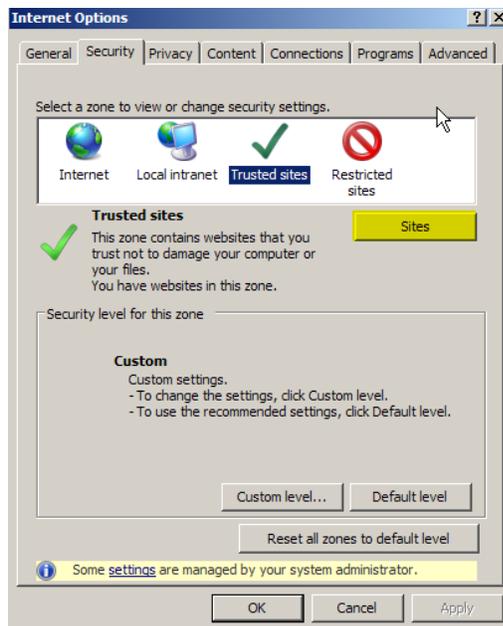
Current Supported OS Systems

- Windows XP SP2
- Windows Vista (limited support)
- Windows 7 (Limited support)

2. Check your version of Internet Explorer (IE):

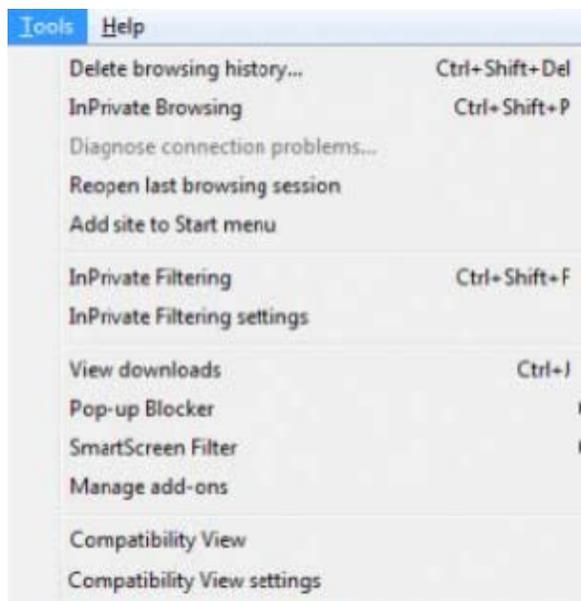
Current Supported Browsers

- Internet Explorer 7.0
  - Add to Trusted sites [http://\\*.mhhs.org](http://*.mhhs.org) and [https://\\*.mhhs.org](https://*.mhhs.org)
  - Add to Trusted sites [http://\\*.memorialhermann.org](http://*.memorialhermann.org) and [https://\\*.memorialhermann.org](https://*.memorialhermann.org)
  - Set Trusted sites settings to low
- Internet Explorer 8.0 (limited support)
  - Add to Trusted sites [http://\\*.mhhs.org](http://*.mhhs.org) and [https://\\*.mhhs.org](https://*.mhhs.org)
  - Add to Trusted sites [http://\\*.memorialhermann.org](http://*.memorialhermann.org) and [https://\\*.memorialhermann.org](https://*.memorialhermann.org)
  - Set Trusted sites settings to low
  - Under Tools
- select compatibility mode settings



Can't find Tool Bar menu on browser window – right click on task bar at top and click on Menu Bar

- Internet Explorer 9.0 (limited support)
  - Add to Trusted sites [http://\\*.mhhs.org](http://*.mhhs.org) and [https://\\*.mhhs.org](https://*.mhhs.org)
  - Add to Trusted sites [http://\\*.memorialhermann.org](http://*.memorialhermann.org) and [https://\\*.memorialhermann.org](https://*.memorialhermann.org)
  - Set Trusted sites settings to low
  - Under Tools
- select compatibility mode settings  
Click on Menu at top. Press "Alt" button so that you can see the tool bar option at the top. Now, you need to click on "Tools" and select "Compatibility View settings".



After clicking on “Compatibility View settings” option, a new pop up will be popped up where in you will be asked to add the websites in “Add this website field” and click on “Add” so that web pages which are added will be opened in compatibility mode by default.



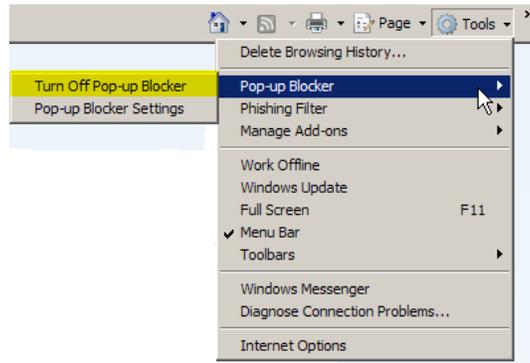
If you want to display all websites in Compatible view by default, you can do so by checking the option “Display all websites in compatibility view”.



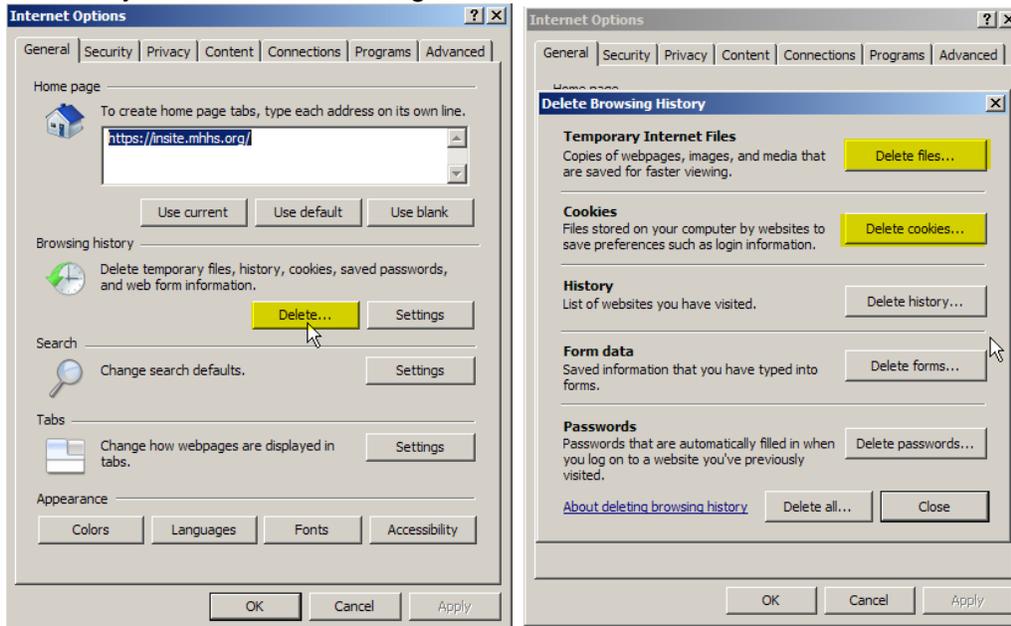
Now, after selecting the option “Display all web pages in compatibility view”, click on “close” and you can now view all web pages in the compatible view without needing to make changes every time you surf the net.

3. Check your version of Flash Player:  
PiL is tested for the newest version of Flash

4. Have all Critical Windows updates been applied? If not, you may need to do so.
5. Disable any Pop-up Blocker you may have installed



6. Delete any cookies under Settings



**Error Messages:**

API not found -- if you see this message when launching a course, **DO NOT PROCEED.**

\*\*Proceeding will **NOT** record your score for the course a.

Try re-launching the Course

- b. Close all windows except PIL -- the courses are very susceptible to other processes
- c. Check the connection speed -- a delayed response can cause that message

\*\* If these steps do not solve the problem, you may need to access PIL using an internal Memorial Hermann network computer.