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 and https://*mhhs.org

•Add to Trusted sites http://*.memorialhermann.org and <a href="https://timescondition-to-tauto

•Set Trusted sites settings to low

- Internet Explorer 8.0 (limited support)
 - •Add to Trusted sites http://*.mhhs.org and https://*mhhs.org

•Add to Trusted sites <u>http://*.memorialhermann.org</u> and

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 and https://*mhhs.org
 - •Add to Trusted sites http://*.memorialhermann.org and <a href="https://timescondition-to-state
 - <u>Intps.// .memoriainermann.org</u>
 - •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".

Tools	Help	
D	elete browsing history	Ctrl+Shift+Del
Ir	Private Browsing	Ctrl+Shift+P
D	iagnose connection problems	
R	eopen last browsing session	
A	dd site to Start menu	
Ir	Private Filtering	Ctrl+Shift+F
Ir	Private Filtering settings	
V	iew downloads	Ctrl+J
P	op-up Blocker	•
S	martScreen Filter	•
N	lanage add-ons	
C	ompatibility View	
С	ompatibility 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.

mpatibility View Settings	
You can add and remove websites to be dis Compatibility View.	played in
Add this website:	
example.com	Add
Websites you've added to Compatibility View:	
example.tom	Benove
The second	
Incluse goales website asts from Pacrosort Display nitranet sites in Compatibility View	
Display all websites in Compatibility View	
	Qose

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".

Include updated website lists from Microsoft	
📃 Display intranet sites in Conpatibility View	
Display all wgbsites in Compatibility View	
	Close

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

Internet Options	<u>?</u> ×	Internet Options	<u>? ×</u>
General Security Privacy Content Connections Programs Advan	iced	General Security Privacy Content Connections Programs Adva	nced
Home page	-	Hamo page Dalata Browning History	
To create home page tabs, type each address on its own line	. 1	Tomorow Internet Files	
		Copies of webpages, images, and media that Delete files are saved for faster viewing.	
Use current Use default Use blank Browsing history		Cookies Files stored on your computer by websites to save preferences such as login information.	
Delete temporary files, history, cookies, saved passwords, and web form information.		History List of websites you have visited, Delete history	
Delete Settings	┙╽		
Change search defaults. Settings		Form data Saved information that you have typed into forms.	
Tabs Change how webpages are displayed in Settings tabs.		Passwords Passwords that are automatically filled in when you log on to a website you've previously visited.	
Appearance Colors Languages Fonts Accessibility		About deleting browsing history Delete al Close	
OK Cancel App	ly –	OK Cancel App	ply

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.