

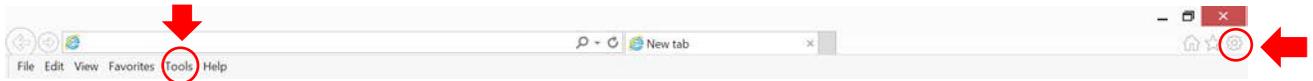
## Hints and Tips

Provider Type: Social Service and Social Service Medical  
Category: General

If you have difficulty accessing and/or using ProviderOne, you should change three Internet Explorer settings to help. *NOTE: These settings may vary slightly on different versions of Internet Explorer.*

1. Delete Temporary files, history and cookies
2. Change your Security settings to Medium
3. Turn off Pop-Up blockers

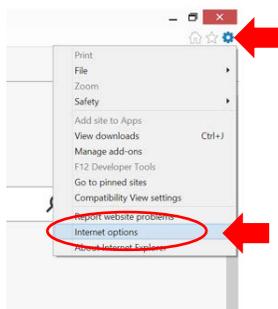
To access the settings, open Internet Explorer and find “Tools,” select “Internet Options.” See examples below, circled in red, where you can find “Tools.: One is on the menu bar, and the other is on the top right of the window. Either one will work.



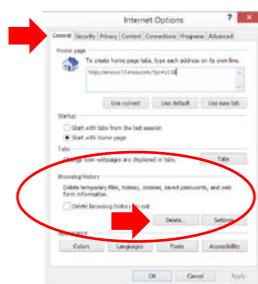
### Delete Temporary Files, History and Cookies

Go to “Tools” and right click. The drop down menu will appear.

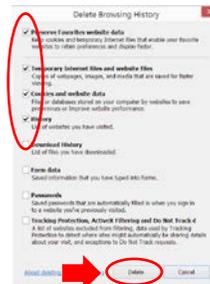
**Step 1:** Click on Internet Options



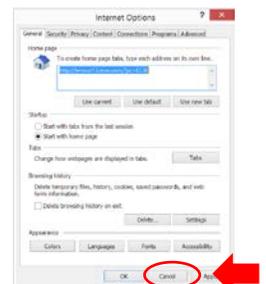
**Step 2:** On the General Tab, under Browsing history. Click Delete



**Step 3:** Make sure all four boxes are checked. Click Delete

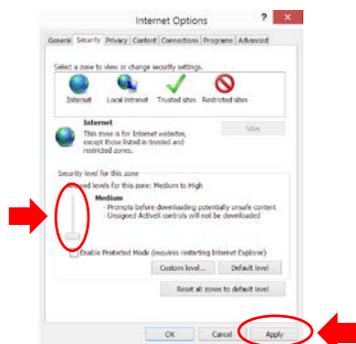


**Step 4:** Click Apply



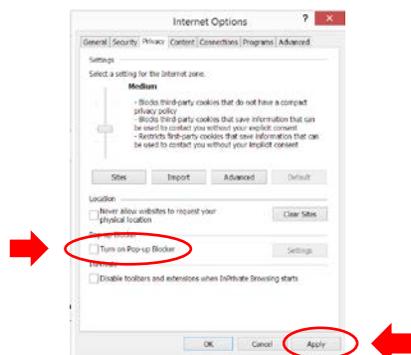
### Change Your Security Settings to Medium or Lower

Go to the “Security” tab. Move the slider bar to change the security level to Medium or lower. Click “Apply.”



### Turn off Pop-up blockers

Go to the “Privacy” tab. Uncheck the box next to “Turn on Pop-up Blocker.” Some versions of Internet Explorer ask you to check the box to Turn off Pop-up Blocker. Click Apply.



### FINAL STEPS

Go back to the “General” tab and click “Apply” and then “Ok.” Close Internet Explorer, then reopen to log on to ProviderOne.