The IN State Department of Health, Children’s Special Health Care Services, web portal site only supports using Internet Explorer. You may use another browser for other websites that you reference, but you must use Internet Explorer for our website.

1. For **Windows 10** users with Microsoft Edge browser, establish another shortcut to use Internet Explorer. For **all** users, proceed to step 2.

<table>
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<th>Step</th>
<th>Description</th>
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<td>1.</td>
<td>Click Windows &gt; <strong>START</strong>. Scroll until you find <strong>Windows Accessories&gt;Internet Explorer</strong>. Right click on <strong>Internet Explorer</strong>. You may choose ‘Pin to Start’ or open <strong>More</strong> and choose ‘Pin to taskbar’.</td>
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<td></td>
<td><strong>Pin to Start</strong> will place Internet Explorer on the Start menu. <strong>Pin to taskbar</strong> will place Internet Explorer on the taskbar.</td>
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This is Microsoft Edge; it is not compatible with our website.
2. For all users, instructions for various Internet Explorer versions follow.

First check to see if your menu choice has Compatibility View settings.

Go to Cogwheel (Tools) and see if this choice shows. If it does not, proceed to step 4.
3. Select the Compatibility View settings. Under ‘Add this website;’, ensure that it has in.gov and the boxes are checked below. Press ‘Add’ button. It will then show in.gov under the ‘Websites you’ve added to Compatibility View:’. You can then press ‘Close’ button.
4. If the above menu choice did not exist, go to Cogwheel (Tools) and select F12 developer tools; if you do not see the F12 developer tools, contact your IT person as you may be restricted from seeing it.

5. You will get a sub-menu at the bottom. Look where it says Browser Mode: IE9/IE10 or whatever Internet Explorer version that you are on. It will probably have one checked. Change the selection to check the one that has **Compatibility View**.
6. Exit the sub-menu by choosing the ‘X’ in the right-hand corner of the sub-menu.

7. Another option is to receive the remittance information in an 835 file format. If you are interested in this option, please call 317-233-9803 or 1-800-475-1355 option 5, option 1.