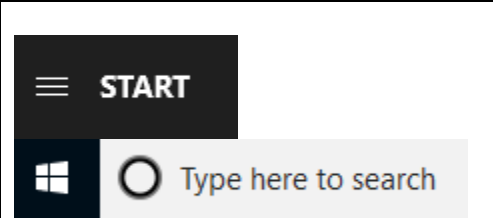
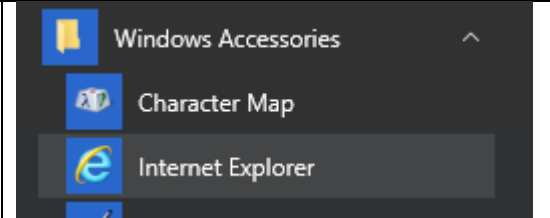
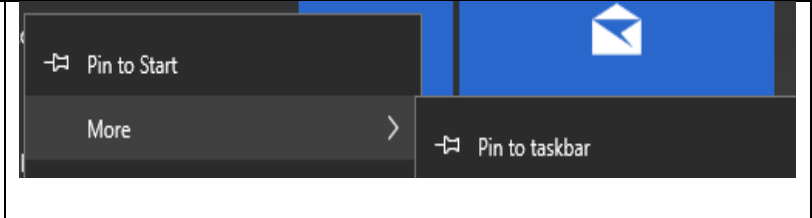
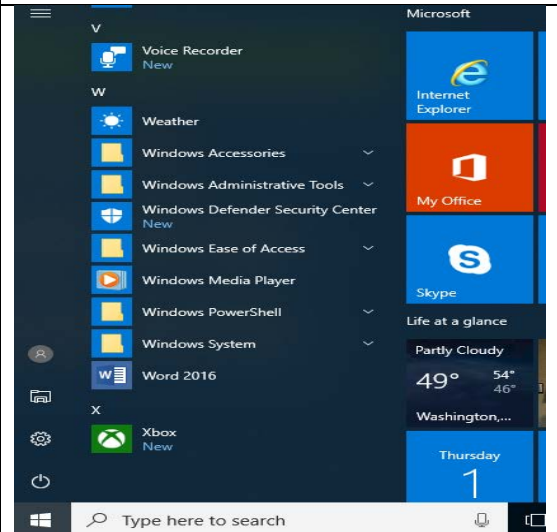
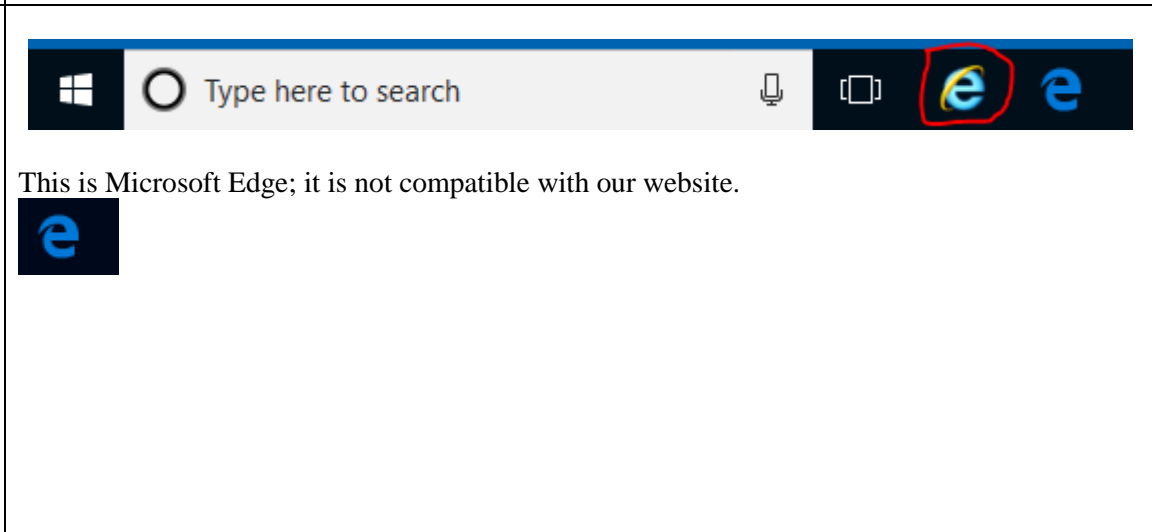


The IN State Department of Health, Children’s Special Health Care Services, web portal site only supports using Internet Explorer. You may use another browser for other websites that you reference, but you must use Internet Explorer for our website.

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

Click Windows > START .	Scroll until you find Windows Accessories>Internet Explorer . Right click on Internet Explorer .	You may choose ‘Pin to Start’ or open More and choose ‘Pin to taskbar’ .
		

‘Pin to Start’ will place Internet Explorer on the Start menu.	‘Pin to taskbar’ will place Internet Explorer on the taskbar.
	 <p>This is Microsoft Edge; it is not compatible with our website.</p>

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.

The screenshot shows an Internet Explorer browser window. The address bar displays the URL: <https://oas.isdh.in.gov/CSHCSPProviderWebPortal/spring/disclaimer.do>. The page title is "Children's Special Health Care Services". A blue header bar contains the text "Children's Special Health Care Services". Below the header, a grey bar says "Welcome Cindy Burke , you are logged in as EDI Adm". The main content area is titled "Disclaimer" and contains the following text:

CSHCS WEB Portal Online Access Agreement:
I am an authorized CSHCS member, provider, billing company, or other entity requesting access to the CSHCS WEB Portal. Once enrolled, I understand that I will have access to confidential information related to participants, including but not limited to e benefit information. As a condition of gaining access to this confidential information, I hereby agree to and accept the following:

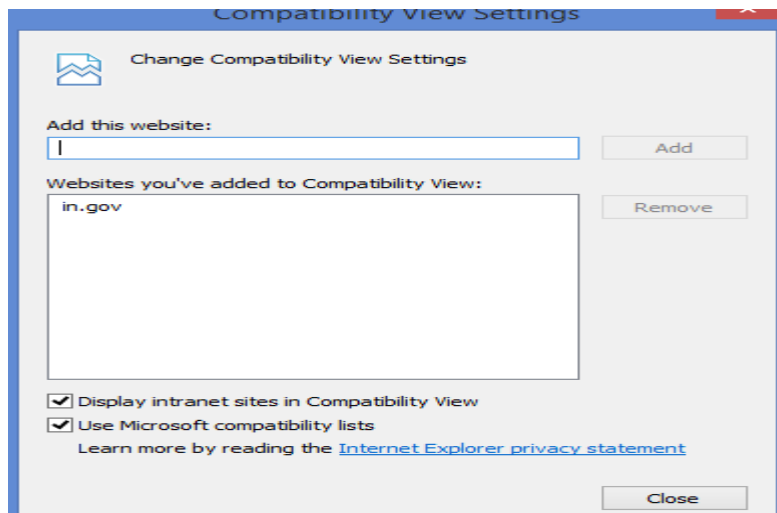
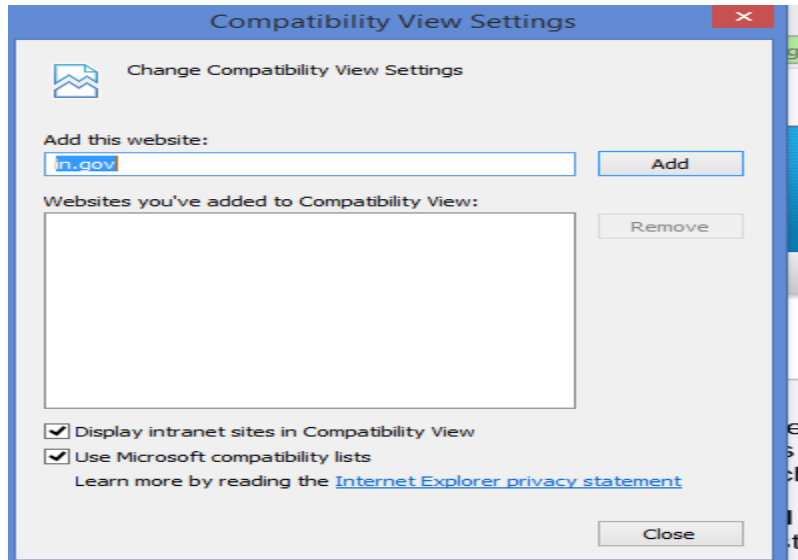
Confidentiality:
I understand that the information available through the CSHCS WEB Portal is confidential. As such, I agree to maintain the confidentiality of that information in accordance with applicable laws. I understand and agree to comply with all HIPAA Privacy Rules and Regulations.

Terms and Termination:
This agreement is effective until terminated by either party. You may terminate this agreement at any time by notifying the EDI Administrator. Your intent to terminate your user access to the CSHCS WEB Portal must be submitted in writing.
This agreement will terminate immediately if you fail to comply with any term or provision of this agreement.

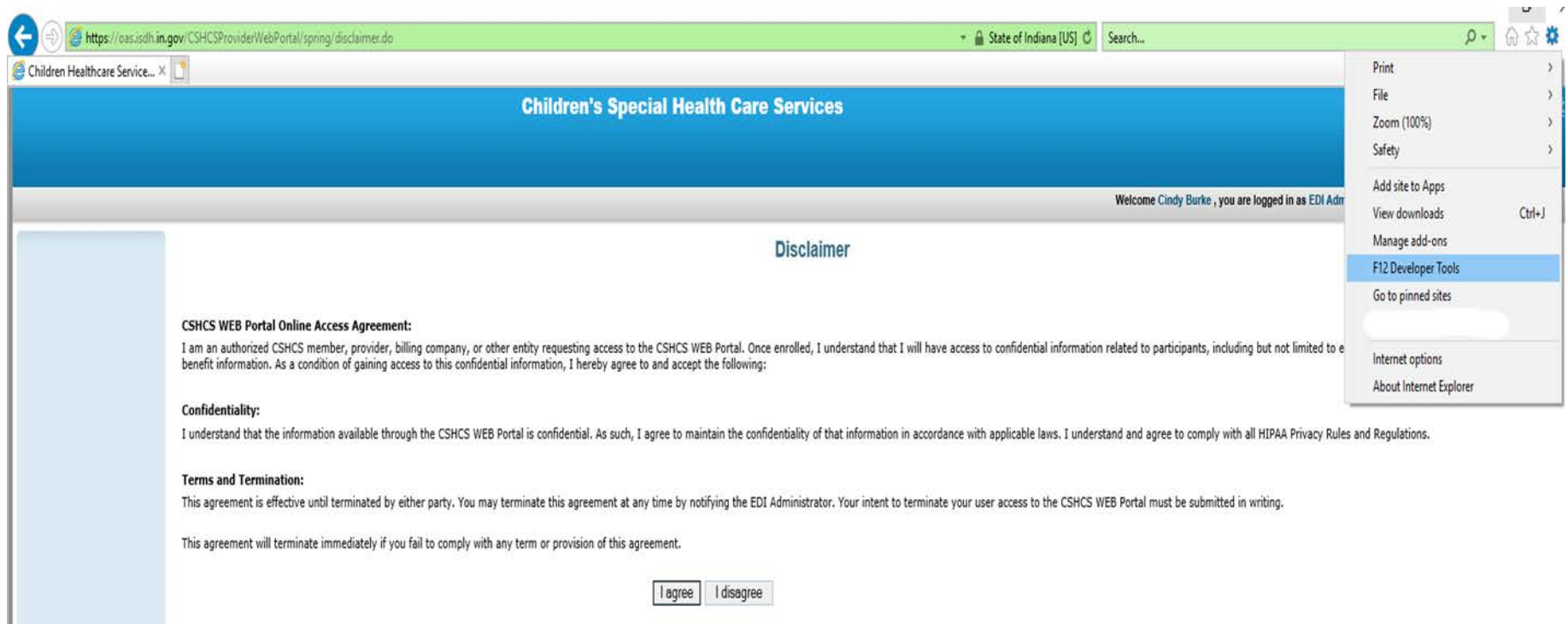
At the bottom of the page, there are two buttons: "I agree" and "I disagree".

The browser's Tools menu is open, showing options: Print, File, Zoom (100%), Safety, Add site to Apps, View downloads (Ctrl+J), Manage add-ons, F12 Developer Tools, Go to pinned sites, **Compatibility View settings** (highlighted), Internet options, and About Internet Explorer.

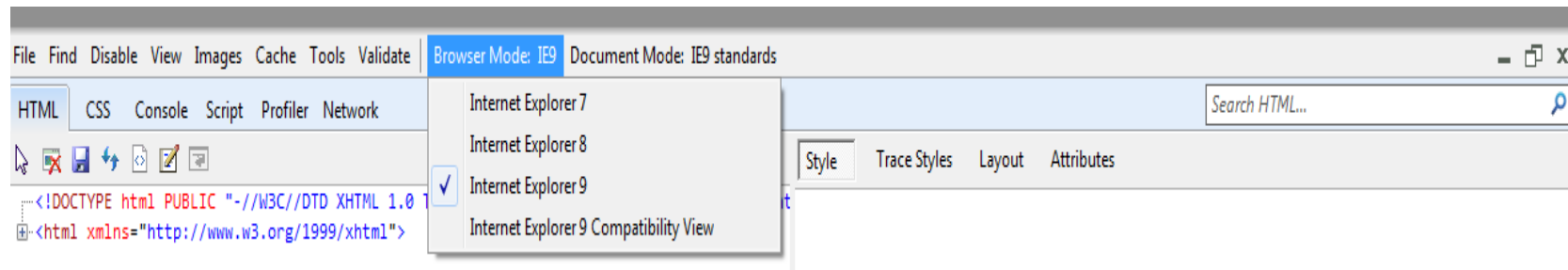
3. Select the Compatibility View settings. Under 'Add this website:', ensure that it has **in.gov** and the boxes are checked below. Press 'Add' button. It will then show **in.gov** under the 'Websites you've added to Compatibility View:'. You can then press 'Close' button.



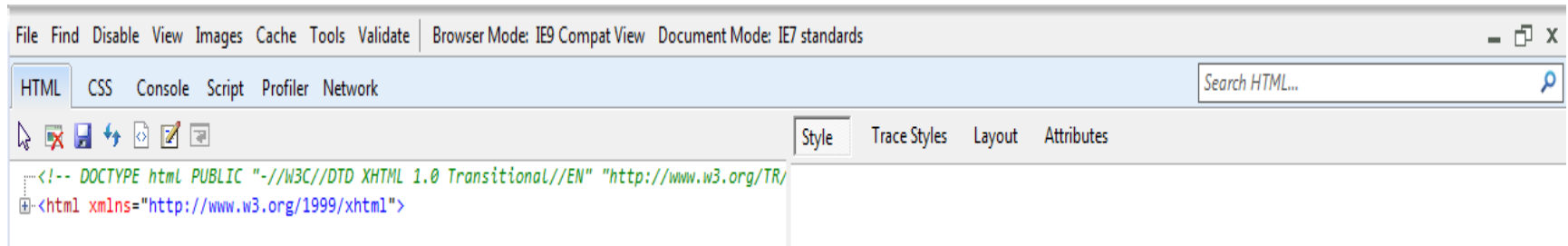
4. If the above menu choice did not exist, go to Cogwheel (Tools) and select F12 developer tools; if you do not see the F12 developer tools, contact your IT person as you may be restricted from seeing it.



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.