# Having login or search problems? These simple steps will resolve most issues with our website...

# Are you using Internet Explorer? This is the only browser that is compatible with our website.

## Allow Pop-ups for our Website

From our login page, click on Tools -> Pop-up Blocker -> Pop-up Blocker settings. Note: If you cannot see the Tools option, the File Menu is hidden. Press the left Alt Key on your keyboard to temporarily unhide it.

+ https://cmspro	vider. <b>cahwnet.gov</b> /PEDI/piplogin.jsp		P - ≜ C × 💀 Children Medica
File Edit View Favorites X	Tools     Help       Delete browsing history     InPrivate Browsing       Tracking Protection     ActiveX Filtering       Diagnose connection problems     Reopen last browsing session       Add site to Start menu	Ctrl+Shift+Del Ctrl+Shift+P	PTR Upload D Remedy Remains
	View downloads	Ctrl+J	
	Pop-up Blocker SmartScreen Filter Manage add-ons	+	Turn off Pop-up Blocker Pop-up Blocker settings
	Compatibility View Compatibility View settings		plication allows providers, Managed Care Pla ed request and authorization. Any person wi , or who tampers, interferes, or damages an
	Subscribe to this feed Feed discovery Windows Update	Þ	n, or software or computer data maintained t d/or criminal prosecution under all applicable : Having trouble with logging
	F12 developer tools		Have you tri
	Internet options		ase troubleshoot using this <u>d</u> Hel

2. The following window is displayed:

Exceptions	
Pop-ups are currently blocked. You can all websites by adding the site to the list below Address of website to allow:	
	Add
Allowed sites:	
	Remove
	Remove all
	<u> </u>
Notifications and blocking level:	
V Play a sound when a pop-up is blocked.	
Show Notification bar when a pop-up is blocked.	
Blocking level:	
blocking level.	2
Medium: Block most automatic pop-ups	•

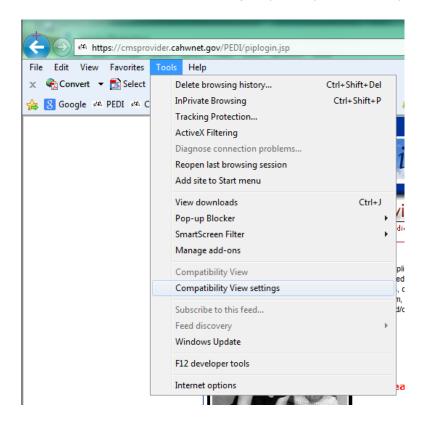
3. Under 'Address of website to allow', enter **cahwnet.gov** and click the 'Add' button. The entry will appear in the larger box called 'Allowed sites' with an asterisk at the beginning.

o-up Blocker Settings	Σ
Exceptions Pop-ups are currently blocked. You can all websites by adding the site to the list below. Address of website to allow:	
Allowed sites:	
*.cahwnet.gov	Remove
Notifications and blocking level:	
<ul> <li>Play a sound when a pop-up is blocked.</li> <li>Show Notification bar when a pop-up is blocked.</li> </ul>	
Blocking level:	
Medium: Block most automatic pop-ups	*
Learn more about Pop-up Blocker	Close

4. Click the 'Close' button.

### Set Compatibility View

1. From our login page, click on Tools -> Compatibility View Settings. Note: If you cannot see the **Tools** option, the File Menu is hidden. Press the left **Alt Key** on your keyboard to temporarily unhide it.



2. The following window is displayed. Verify **cahwnet.gov** is pre-filled in the 'Add this website' field. If it is not, enter it in using your keyboard.

Compatibility View Settings	
You can add and remove websites to be displaye Compatibility View.	ed in
Add this website:	
cahwnet.gov	Add
Websites you've added to Compatibility View:	
	Remove
Include updated website lists from Microsoft	
Display intranet sites in Compatibility View	
Display all websites in Compatibility View	
	Close

3. Click the 'Add' button. The entry will appear in the larger box called 'Allowed sites'.

mpatibility View Settings	
You can add and remove websites to be displa Compatibility View.	yed in
Add this website:	
	Add
Websites you've added to Compatibility View:	
cahwnet.gov	Remove
Include updated website lists from Microsoft	
Display intranet sites in Compatibility View	
Display all websites in Compatibility View	
	Close
	Close

- 4. Click Close.
- 5. You may see a message indicating that an error occurred and you must click to retry. Go ahead and do this, otherwise try logging in again.

#### You should now be able to login and search successfully!