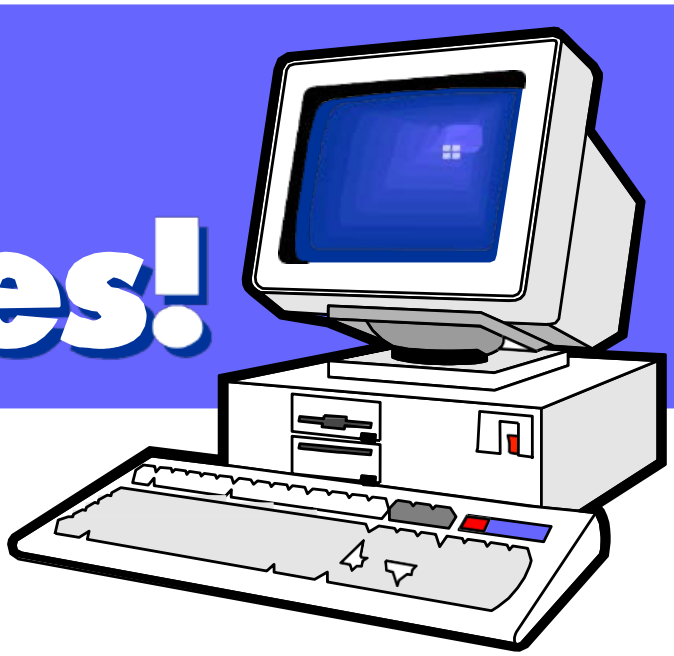
This Computes!



Department of Health Care Services Children's Medical Services Network (CMS Net) - Information Bulletin #372

Session Merge/Sharing and Pop-Up Window Issue with Internet Explorer

Currently when a user works with one or more browser sessions at the same time in the CMS Web application, Internet Explorer (IE) shares or merges the same session with all the browser instances. Issues may also occur when pop-up windows are not closed after viewing contents. This may result in data corruption such as SARs being overwritten with the wrong county, dates, etc.

Session Sharing

Please follow the below guideline to avoid session sharing or session merging issues with the CMS Web application on IE.

- Press F10 (to show the file menu toolbar) and click on File->New Session to open a new IE window.

Pop-Up Windows

To avoid issues with pop-up windows in the CMS web application, remember to close the pop-up window prior to working on a new client record by click on the "X" at the upper right corner of the popup.

If you have questions, please contact the CMS Net Help Desk at cmshelp@dhcs.ca.gov or call (866) 685 – 8449.

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