

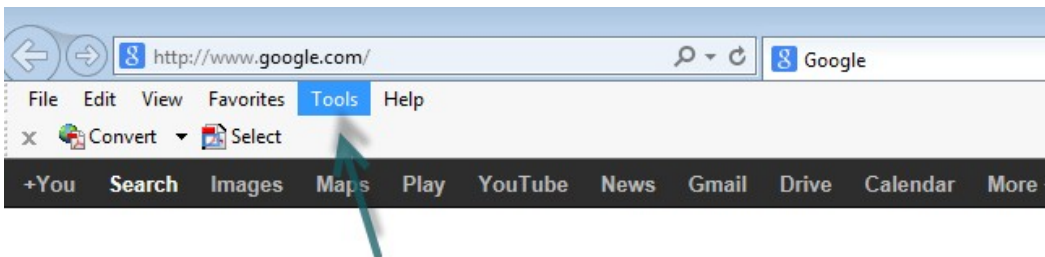


On Sunday April 7th, Microsoft released Internet Explorer 10 as a **critical update** which based on your IT Department's settings forced your computer to update itself to this browser.

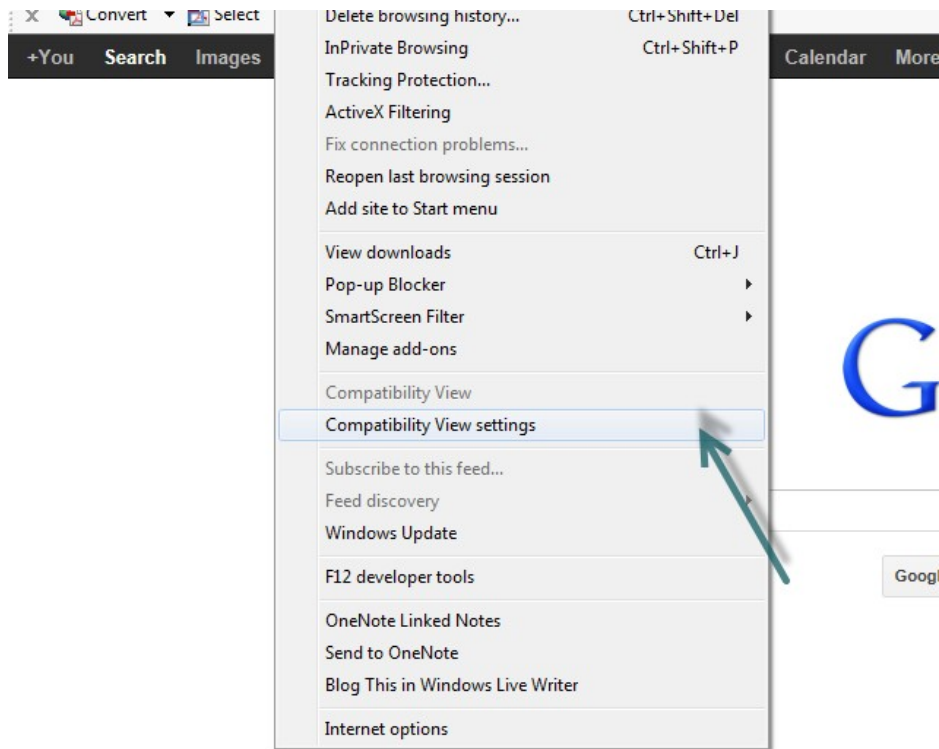
The Mobile Health Client portal is not yet compatible with this version, but remains compatible with Internet Explorer versions 7, 8, and 9 and Mozilla Firefox.

We are diligently working on the compatibility issue and will have a resolution in place soon. In the meantime there are options which will allow you to continue to have access to your records and Online Scheduling..

1. Have your IT Department downgrade your browser to Internet Explorer 9.
2. Use Mozilla Firefox to access the Mobile Health Client Portal.
3. **(Preferred)** Open Internet Explorer 10
Press ALT on your keyboard
Click Tools > Compatibility View Settings



Google



In the "Add this website" box add the following sites using the Add button
mobilehealth.net

Add this website:

Gobleheal th.n

Websites you've added to Compatibility View:

Add

Remove



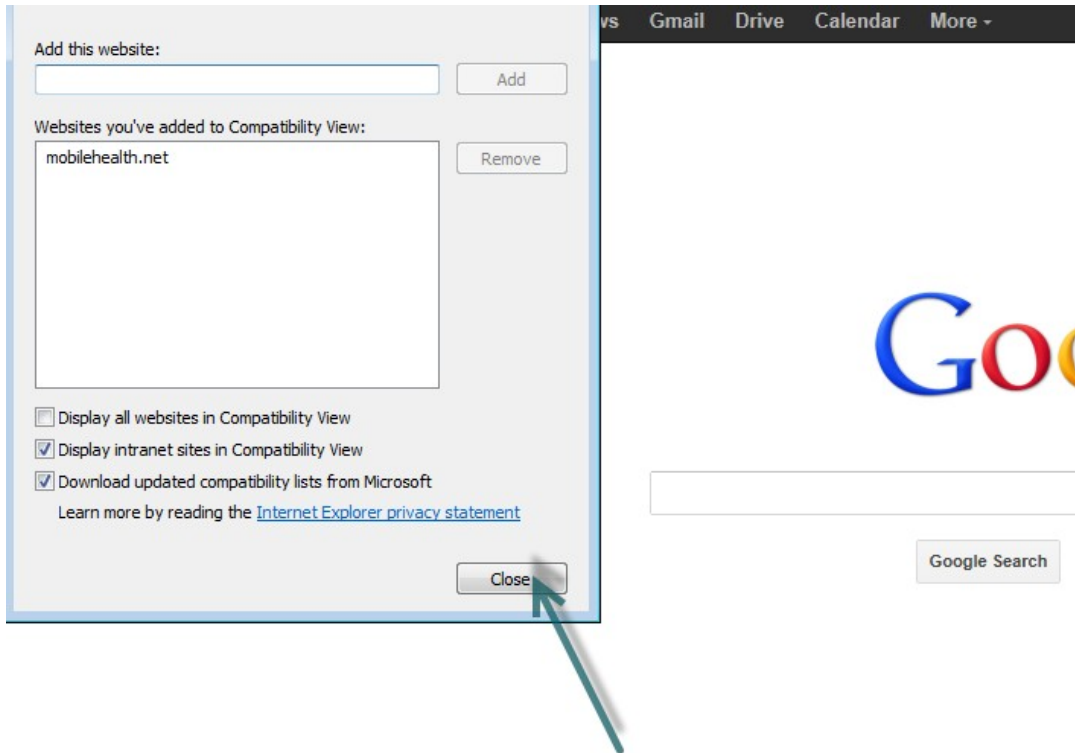
- IEI Display all websites in Compatibility View
- Display intranet sites in Compatibility View
- Download updated compatibility lists from Microsoft
- Learn more by reading the [Internet Explorer privacy statement](#)

Close



Google Search

Click Close



You should now be able to browse the Mobile Health Client portal with no issues.

This is a permanent fix and would not require you to ever do it again.