

PELICAN EI occasionally uses pop-up windows that may be blocked by Internet Explorer's pop-up blocker. To access these windows, you must add **state.pa.us** to your Internet browser's exception list. This prevents Internet Explorer from blocking pop-ups from Commonwealth of Pennsylvania websites using a "state.pa.us" address.

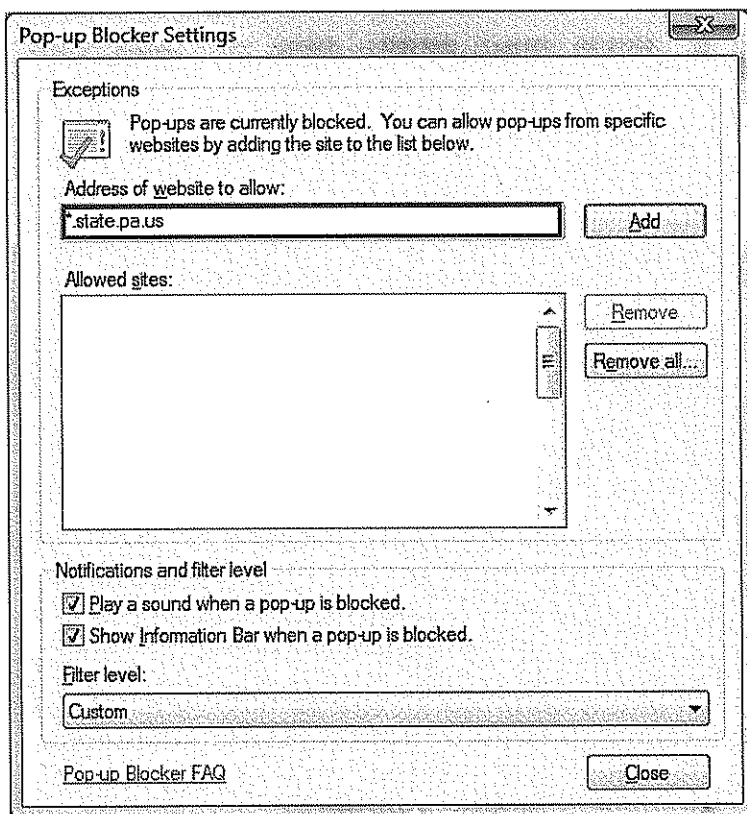
**Important Note:** This tip sheet provides the procedure for adding an exception to browser pop-up blockers for Commonwealth of Pennsylvania websites. If you are running other pop-up blockers, you may need to modify them as well.

## Internet Explorer Configuration

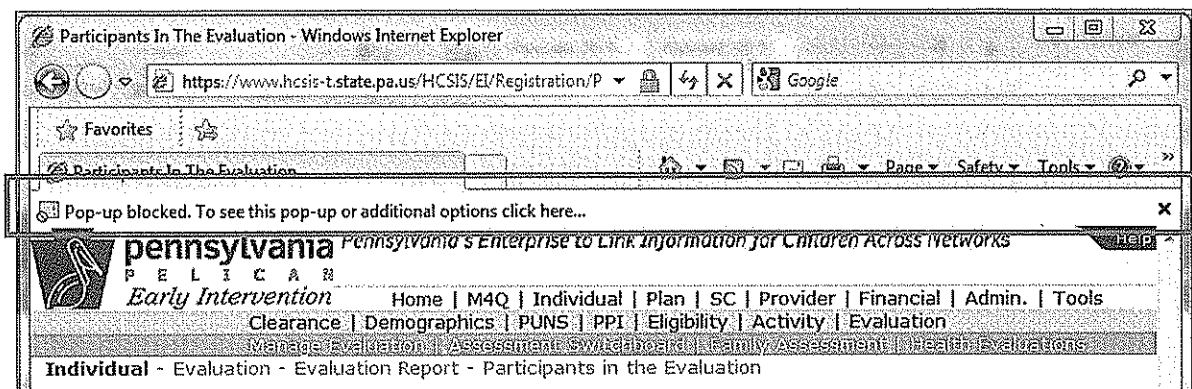
### Allow Pop-up Windows for Pennsylvania Websites

#### From the Privacy Settings:

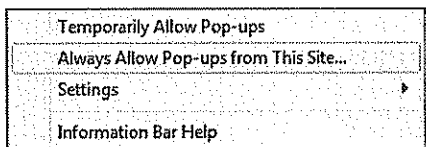
1. In Microsoft Internet Explorer, follow the menu path **Tools > Internet Options > Privacy**
2. Click [Settings] to open the **Pop-up Blocker Settings**
3. Type **\*.state.pa.us** in the **Address of website to allow** text box (Be sure to include the asterisks in front)
4. Click [Add]
5. Click [Close]
6. Click [OK]



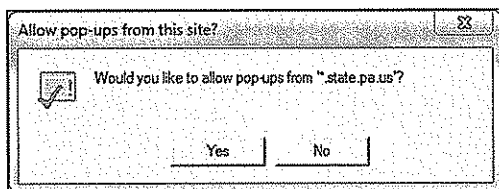
## From the Information Bar:



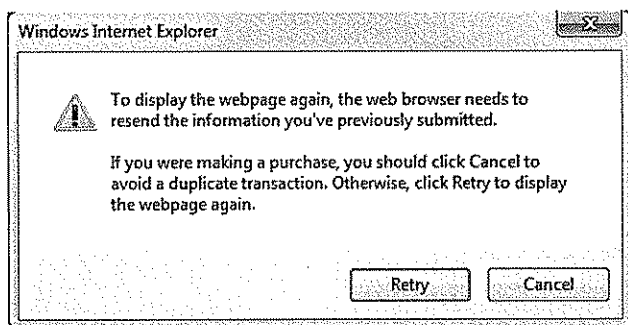
1. Click the Information bar
2. Choose Always Allow Pop-ups from This Site...



3. Click [Yes]



4. If the a pop-up box asking to resend the information appears, click [Retry]



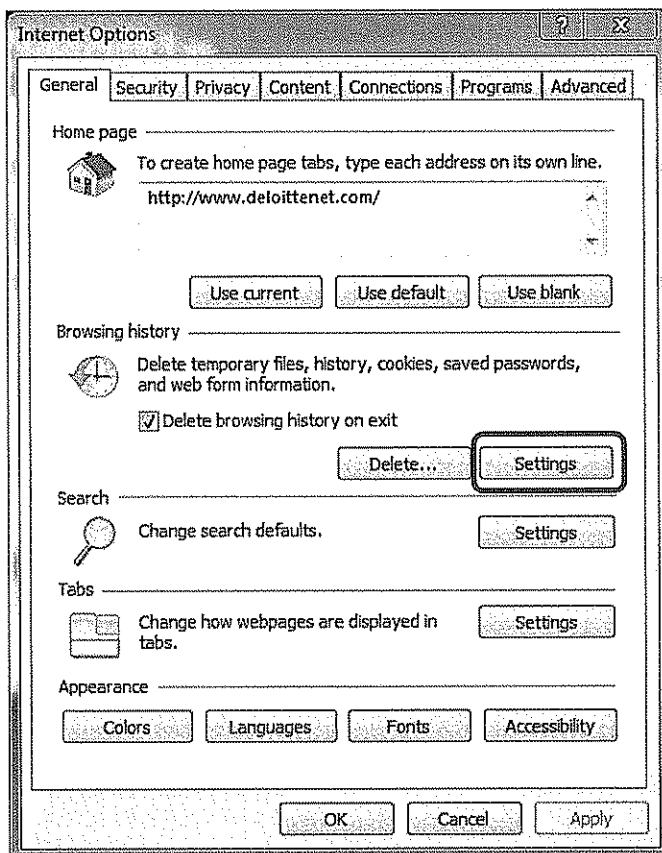
5. Internet Explorer will display the original webpage and the pop-up box on the screen

## Configure Internet Explorer to Automatically Check for Newer Versions of Stored Pages

If Internet Explorer is not set to automatically check for newer versions of a stored page the following situation may occur. When you are viewing a child's record and then search and view another child's record, the Internet Explorer page may revert back to the original child's record when navigate to another PELICAN EI screen.

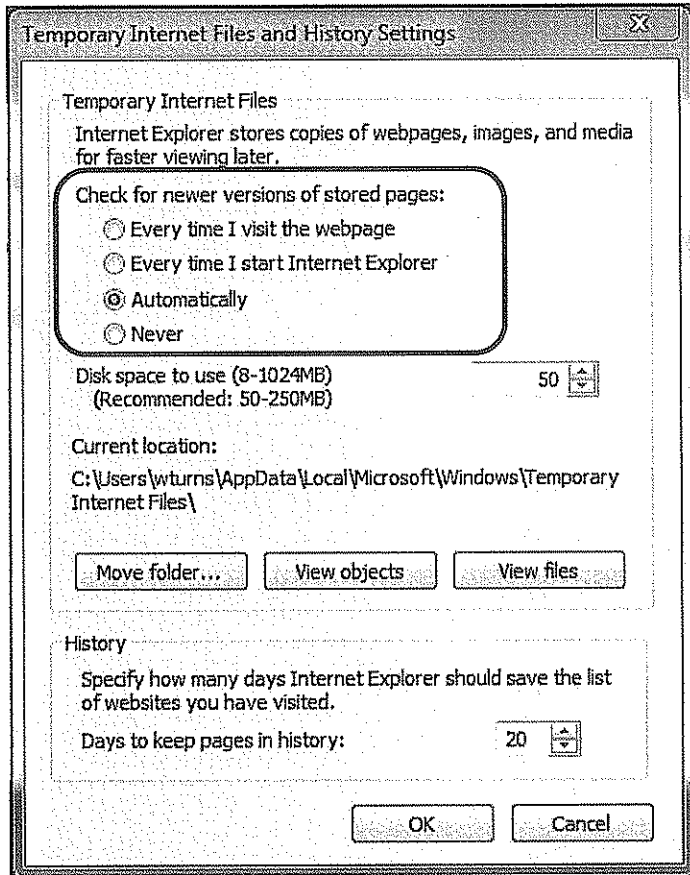
*Note: The following steps will be used for Internet Explorer 6.0 or higher.*

1. In Internet Explorer, open the **Tools** menu
2. Select **Internet Options**
3. On the **General** tab, in the **Browsing history** section, click [Settings]



4. The **Temporary Internet Files and History Settings** window is displayed.

Under the **Check for newer versions of stored pages:** section, click the **Automatically** radio button.



5. Click [Ok]

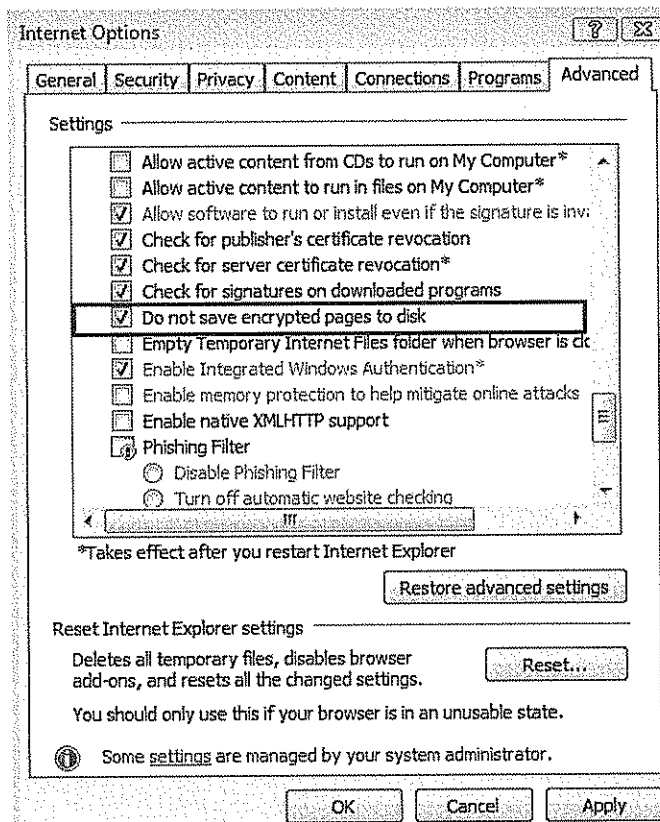
## Configure Internet Explorer to Download Reports

Before you can run reports in HCSIS, you must perform the following steps:

**Note:** These steps only need to be completed once, the first time you run a report in HCSIS. From that point forward the settings will be maintained.

**Important Note:** These steps apply only to Internet Explorer versions 8 and below.  
Do not select the **Do not save encrypted pages to disk** checkbox in Internet Explorer 9.

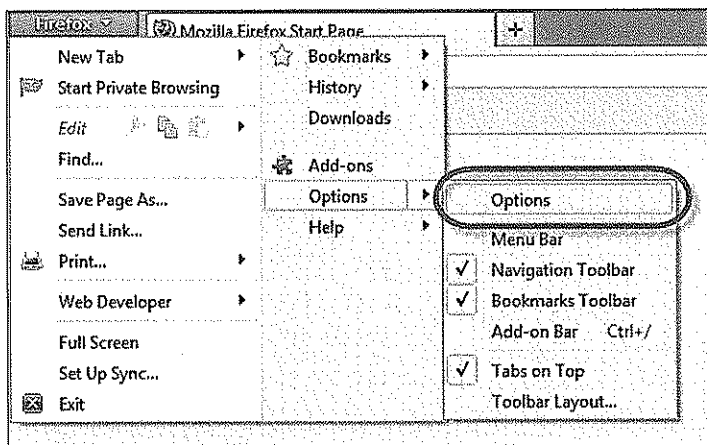
1. In Microsoft Internet Explorer, follow the menu path **Tools > Internet Options**.
2. In the **Internet Options** window, click on the **Advanced** tab
3. Scroll down to the Security section
4. Make sure there is a checkmark in the **Do not save encrypted pages to disk** checkbox
5. Click [OK]



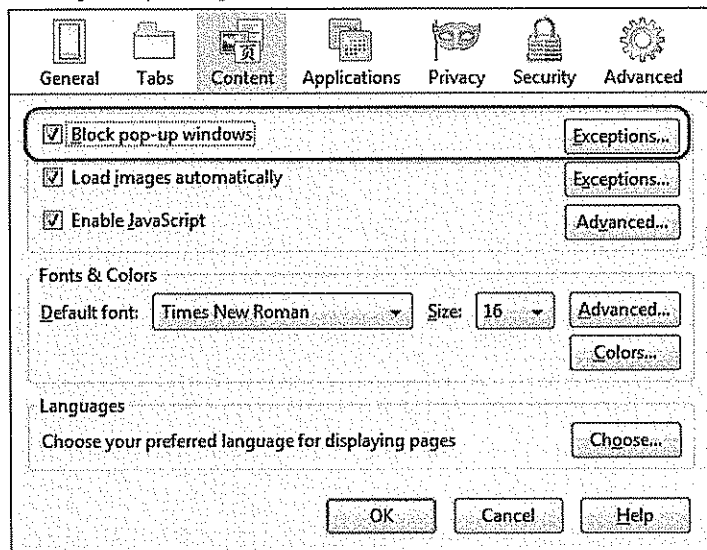
## Firefox Configuration (for Mac users only)

### Allow Pop-up Windows for Pennsylvania Websites

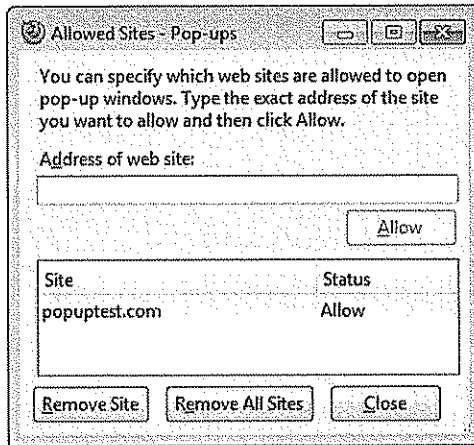
1. At the top of the Firefox window, follow the menu path **Firefox > Options > Options**



2. Select the **Content** panel
3. Click [Exceptions]



The **Allowed Sites – Pop-ups** window is displayed.



4. Type **\*.state.pa.us** in the **Address of website** (Be sure to include the asterisks in front)
5. Click [Allow] to add the website to the exceptions list
6. Click [Close]
7. Click [OK]

## Additional Details for iPad Users

For users that access PELICAN EI from an iPad using Apple's Safari browser, here are the steps to allow pop-up windows.

**Note:** *PELICAN EI/HCSIS does not support Apple's Safari internet browser. Although some pages may display and function correctly, please be aware that you may experience unexpected results.*

1. Open the **Settings** menu on your **Home** screen.
2. Tap the **Safari** tab on the **Settings** page. The Safari preferences screen loads.
3. Scroll down the page to the **Security** section.
4. Slide the **Block Pop-Ups** switch to the "Off" position.



5. Press the [Home] button to return to your **Home** screen.