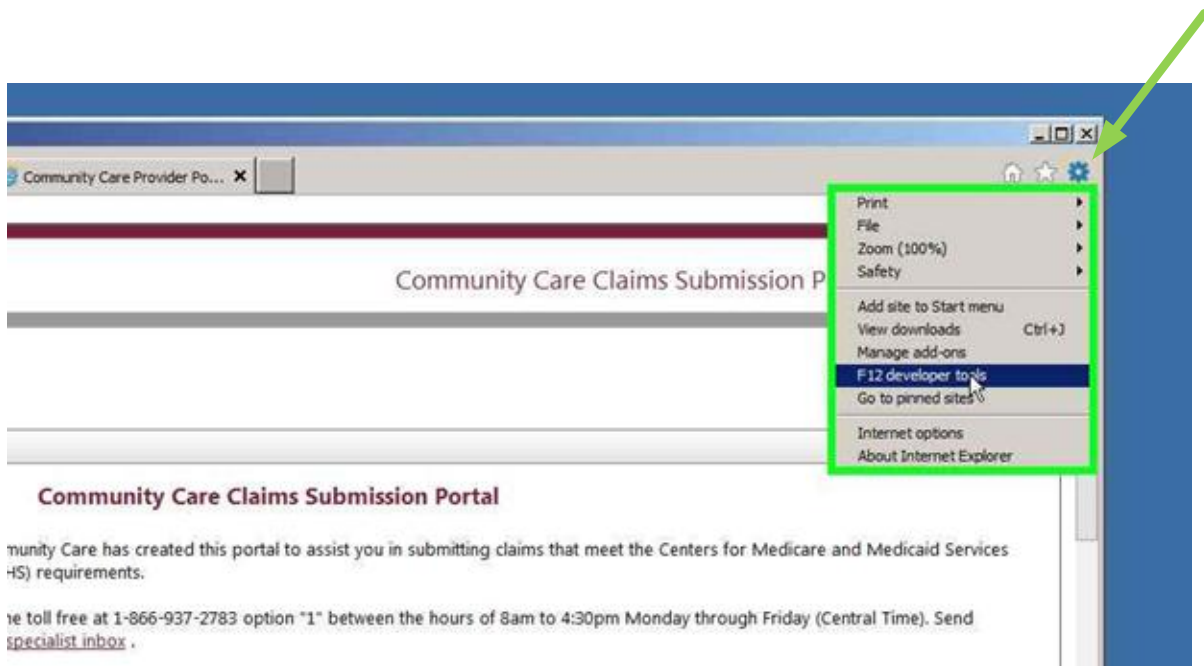


# How to Change Internet Explorer to Run as an Earlier Version

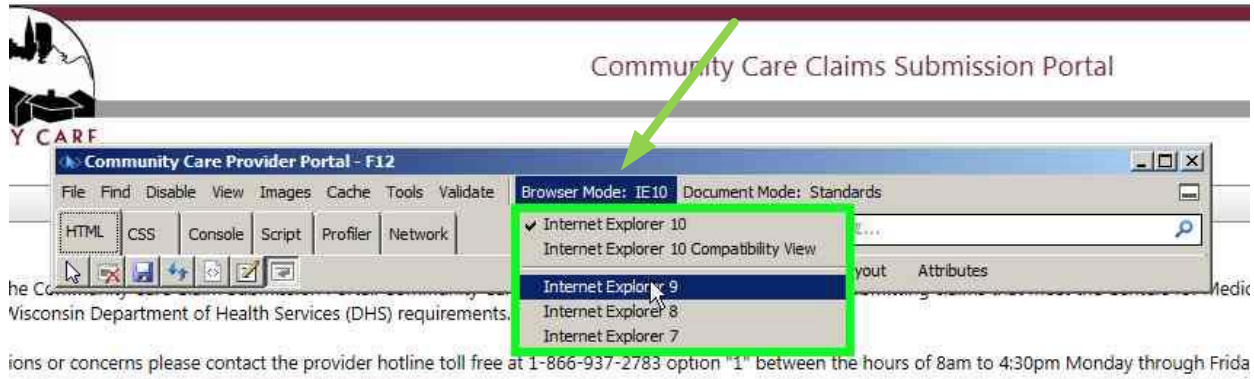
Our testing has indicated that one way to avoid issues with using Community Care’s Claims Submission Portal and **Internet Explorer 10** (IE 10) is to have IE 10 behave like a previous version. Please follow the procedure outlined below to make this change.

**NOTE:** This change needs to be made each time you launch IE 10 to use the Claims Submission Portal as it will revert back to the default setting of “Internet Explorer 10.”

1. Go to the Claims Submission Portal home page (<https://claimsportal.communitycareinc.org:444>).
2. Click on the Tools icon (see the green arrow below pointing to the blue gear icon) to access the Tools menu. Select the menu option “F12 developer tools.” Alternatively, when you are on the Claims Submission Portal home page press the F12 key on your keyboard.



3. In the window that appears, click on the Browser Mode button in the middle of the menu bar (green arrow). A drop down menu will appear. From that menu select “Internet Explorer 9.” See picture below.



4. Login to the Claims Submission Portal as normal.