



A Public Entity

INLAND EMPIRE HEALTH PLAN



To: All IPAs, Hospitals and IEHP Providers
From: IEHP – Provider Relations
Date: January 27, 2016
Subject: **Operating System and Internet Browser Security**

As of January 12, 2016, Microsoft will no longer offer support for Internet Explorer 8, 9 and 10. As IEHP prepares to launch the new Provider Portal effective March 2016, we are committed to providing a web portal that promotes user friendly experience and ease, while maintaining data security. **The new IEHP Provider Portal will not support Internet Explorer (I.E.) versions 7, 8, 9 or 10;** therefore, it is important that you upgrade to an appropriate browser when accessing the new portal. **If your office is currently using I.E. 7, 8, 9 or 10 please use the table below to determine which acceptable browser is compatible with your operating system:**

Operating System	Preferred Internet Browser
<ul style="list-style-type: none">• XP• Vista	<ul style="list-style-type: none">• Google Chrome• Mozilla Firefox
<ul style="list-style-type: none">• Windows 7• Windows 8.1• Windows 10	<ul style="list-style-type: none">• Google Chrome• Internet Explorer 11• Mozilla Firefox• Edge (<i>works with Windows 10 only</i>)
<ul style="list-style-type: none">• Mac – Apple OS X	<ul style="list-style-type: none">• Google Chrome• Safari• Mozilla Firefox

Additional information can be found on our IEHP Provider Portal page at the following link.

- <https://ww3.iehp.org/en/providers/provider-portal/>

The links below offer helpful tips on checking which browser you are using and how to upgrade to the most up to date versions.

- <https://whatbrowser.org/>
- <http://browsehappyp.com/>

Please consult with your office’s technical support before downloading and installing any applications to ensure there are no conflicts with existing programs on your office’s computers. If you have any questions, please contact the IEHP Provider Relations Team at (909) 890-2054.