Configure your Computer for athenaNet

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Before you configure your computer

The process of configuring your computer for athenaNet should take just a few minutes. If you have trouble making any of the necessary changes, contact your IT department for assistance.

Windows users need administrative rights

To get started, you need to verify that you have administrative rights (Windows only). If you do not have administrative rights, work with your IT department to ensure that your computer is configured appropriately.

To verify this:

1. Click Start.
2. Click control panel.
3. Click User accounts.
4. Click Manage User Accounts. If you’re an administrator, it should display on the page pictured below.

Safari version 13 on macOS

Configuring your Mac

1. We recommend disabling Swipe between pages on your Mac.
   a. Click the Apple menu.
   b. Select System Preferences.
   c. Select Trackpad.
   d. Uncheck the box next to Swipe between pages.
2. Enable **Full Keyboard Access**.
   a. Click the *Apple* menu.
   b. Go to *System Preferences*.
   c. Select *Keyboard*.
   d. Choose the *Shortcuts* tab.
   e. Toggle *Full Keyboard Access* to *All controls*.

### Required settings for athenaNet in Safari

Below is a summary of all athenaNet support settings with both a description of the setting and the supported value that should be set in Safari. You should set these settings manually following the instructions in the Configure Safari section.

<table>
<thead>
<tr>
<th>Settings</th>
<th>Reason</th>
<th>Supported Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allow pop-ups</td>
<td>Allow pop-ups to display</td>
<td>On</td>
</tr>
<tr>
<td>Auto-fill forms</td>
<td>Automatically fills form fields with previously entered data</td>
<td>Off</td>
</tr>
<tr>
<td>Save passwords</td>
<td>Allows your browser to save passwords</td>
<td>Off</td>
</tr>
<tr>
<td>Default print margins</td>
<td>Sets the default page margins for printing</td>
<td>0.25&quot;</td>
</tr>
</tbody>
</table>

### Configuring Safari

1. Verify that you are using Safari 13.0.
   a. Open your Safari browser.
b. Click Safari.

2. Allow pop-up windows.
   a. Click Safari.
   b. Select Preferences.
   c. Select the Websites tab at the top of the window.
   d. Select Pop-up windows on the left side.
   e. Select Allow from the When visiting other websites: drop-down menu at the bottom.

3. Disable the autofill feature before using athenaNet. This feature has the potential to autofill information where not intended.
   a. Click Safari in the program menu and select Preferences from the drop-down menu.
   b. Select the Autofill tab at the top of the window.
   c. Uncheck all four boxes next to the autofill options to deselect them. This turns off the autocomplete features.
4. Set your print margins.

   a. Click **File** and select **Print.** Make sure that your default printer is selected.

   b. From the **Paper Size** drop-down list, select **Manage Custom Sizes.**

   c. Click the + sign (bottom left) to create a new paper size.

   d. For the **Non-Printable Area**, set all margins to .25. You can set a name for your custom paper size as well.

   e. Click **OK**.

   **Note:** If you’re unable to create a custom size, contact your IT department for help.
Clearing your cache in Safari

1. Open Safari.
2. Enable the Develop menu. If you already see it, skip to step 6. Otherwise, click Safari.
3. Click Preferences.
4. Click the Advanced tab.
5. Check the Show Develop menu in menu bar box.

6. Click the Develop menu.
7. Click Empty Caches.
Safari (iPad/iPhone) on iOS13

Full athenaNet is accessible on the iPad and iPhone via a link on the login page. Click the link to go to the standard athenaNet login page.

We recommend using the iPad to access mobile Clinicals for out-of-office workflows. To use mobile Clinicals, just log in from the page pictured below. To switch between the two, you will need to log out and log back in using the appropriate login page.

**Note:** The screen captures in this section were taken using an iPad.

1. Verify the version you are using.
   a. Tap **Settings**.
   b. Tap **General**.
   c. Tap **Software update**. We recommend using the latest version of iOS13.

2. Disable the **Open New Tabs in Background** setting.
   a. Tap **Settings**.
   b. Tap **Safari**.
   c. Under the **TABS** section, turn **Open New Tabs in Background** Off.
Configure your Computer for athenaNet

Note: iPhone users tap Open Links and then check in Background.

3. Block cookies.
   a. Tap Settings.
   b. Tap Safari.
   c. Under the PRIVACY & SECURITY section, set Block All Cookies to Off.

4. Enable JavaScript.
   a. Tap Settings.
   b. Tap Safari.
   c. Tap Advanced.
   d. Set JavaScript to On.
5. Disable pop-up blocking.
   a. Tap Settings.
   b. Tap Safari.
   c. Set Block Pop-ups to Off.

6. For older iPads, we recommend using locking rotation. This function is optional and may not be available.
   a. Tap Settings.
   b. Tap General.
   c. Use Side Switch should be set to Lock Rotation (this allows you to use the switch on the side of the iPad next to the volume buttons to lock rotation of the screen).

7. athenahealth strongly recommends that you close all applications other than Safari when using athenaNet on your iPad or iPhone.
   a. Double-click the round home button on your device. This will show all the applications that are running.
   b. Swipe upwards on each application to close it. Leave Safari open.
Chrome

1. Verify that you are using the latest version of Chrome.
   a. Open your Chrome browser.
   b. Click the Chrome menu button on the browser toolbar.
   c. Click on Help.
   d. Click About Google Chrome. Chrome will determine if an update is available and perform the update if necessary.

2. Verify that you are not logged into Chrome with your Google Account.
   a. Open your Chrome browser.
   b. Click the Chrome menu button on the browser toolbar.
   c. Sign in to Chrome button will appear if you are not logged into Chrome. You can now properly configure Chrome for use with athenaNet. If not, continue to step 4.
   d. Disconnect your Google Account button will appear if you are currently logged in with your Google account. Click this button to sign out of Chrome. A second window will appear.
   e. Click Disconnect account.
   f. You should now see the Sign in to Chrome button. You can now properly configure Chrome’s settings for use with athenaNet.

Required settings for athenaNet in Chrome

Below is a summary of all athenaNet support settings with both a description of the setting and the supported value that should be set in Chrome. If you are using a PC, you should set these settings automatically by downloading athenaNet Device Manager and running the configure browser functionality available on the login screen or the Configure Browser admin page. More information is available in the Automatically Configure Chrome section. Otherwise, you can set these settings manually following the instructions in the Manually Configure Chrome section.

<table>
<thead>
<tr>
<th>Settings</th>
<th>Reason</th>
<th>Supported Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto-fill forms</td>
<td>Automatically fills form fields with previously entered data</td>
<td>Off</td>
</tr>
<tr>
<td>Save passwords</td>
<td>Allows your browser to save passwords</td>
<td>Off</td>
</tr>
<tr>
<td>Allow pop-ups for the following sites:</td>
<td>Allow pop-ups</td>
<td>On</td>
</tr>
<tr>
<td>• https://[*.]athenahealth.com</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• <a href="https://secure.athenahealthpayment.com">https://secure.athenahealthpayment.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• https://[*.]csod.com</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• https://[*.]webex.com</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Default print margins</td>
<td>Sets the default page margins for printing</td>
<td>0.25&quot;</td>
</tr>
</tbody>
</table>

About athenaNet Device Manager

athenaNet Device Manager (ADM) is an application that runs on your computer and manages the modules that athenaNet functionality needs to integrate with your computer.

When ADM is downloaded and running, ADM allows you to automatically configure the browser’s settings for use with athenaNet and to clear the browser’s cache.

**Note:** ADM only works with Chrome on the PC and with Internet Explorer 10 or greater.

1. Download ADM from the athenaNet login screen.
   **Note:** Depending upon your practice’s settings, you may need to work with your IT department to download ADM.

![AthenaNet Login Screen]

b. Click the Configure browser link. A new tab will open.

c. In the athenaNet Device Manager section, click the download installer link next to the Version field in the athenaNet Device Manager section.

![AthenaNet Device Manager]

d. Double-click the file that appears in your downloads bar.

![File Download]

e. Complete the installation wizard.

2. Once you do so, ADM is installed. When ADM is properly installed and running on your computer, you should see the following in the athenaNet Device Manager section:

![AthenaNet Device Manager Installed]

Note: If you do not see this status or are having additional issues, see the Using ADM documentation for troubleshooting steps.

Automatically configure Chrome using ADM

1. Display the athenaNet login screen.

![AthenaNet Login Screen]

2. Click the Configure browser link. A new tab will open.

3. Confirm you see the following in the athenaNet Device Manager section.
4. Click the Update Settings button.

5. Click OK.

6. Your browser is now properly configured for athenaNet. If you want to confirm that your settings have been properly set, click the Configure browser link on the athenaNet login screen.

7. You should see a green success message in the Browser Setting section.

**Manually configure Chrome**

1. Disable autofill and save password functionality.
   a. Click the Chrome menu button on the browser toolbar.
   b. Select Settings.
   c. Click Show advanced settings and find the Passwords and forms section.
   d. Deselect the Enable Autofill to fill out web forms in a single click and the Offer to save your web passwords check boxes.

2. Remove saved athenaNet passwords.
   a. Click the Chrome menu button on the browser toolbar.
   b. Select Settings.
c. Click **Show advanced settings**.
d. Click **Manage Passwords** under **Passwords and forms**.

e. Under **Saved passwords**, hover over the site whose password you'd like to remove.
f. Click the X that appears on the right.
g. Click **Done**.

3. Allow pop-ups. Many features in athenaNet open in pop-up windows, so it is important to disable pop-up blockers in Chrome. To do so:

   a. Click the Chrome menu button on the browser toolbar.
b. Select **Settings**.
c. Click **Show advanced settings**.
d. Click **Content settings** under **privacy**.
e. Under popups click **Manage exceptions**.

   f. Allow pop-ups for the following sites:
      - https://[*].athenahealth.com
      - https://[*].athena.io
      - https://[*].secure.athenahealthpayment.com
      - https://[*].csod.com
      - https://[*].webex.com
      - https://[*].kenexa.com
      - https://[*].walkme.com
   g. Click **Done**.
h. Click **Done** again.

4. Set your print margins in Chrome.
   a. Open your chrome browser.
   b. Hit **Ctrl+P**.
   c. In the **Margins** dropdown select **Custom**.
   d. Chrome defaults to margins of .4”.
      Use the margin lines in the print preview to set all margins to .25”.

   ![Chrome Print Preview](image)

   **Note:** Chrome sets print margins by printer. If you use multiple printers, you should set the print margins for every printer that you use.
Automatically clear your cache in Chrome using ADM

1. Display the athenaNet login screen.

2. Click the Configure Browser link. A new tab will open.
3. Confirm you see the following in the athenaNet Device Manager section:

   ![athenaNet Device Manager](image)

   **Note:** If you see a download installer link, see the athenaNet Device Manager section for more information. If you do not see this link and are instead having other issues, see the Using athenaNet Device Manager for troubleshooting steps.

4. Click Clear Cache.

5. Click OK.

Manually clear your cache in Chrome

1. Open your Chrome browser.
2. Click the Chrome menu button on the browser toolbar.
3. Click Settings.
4. Click Show advanced settings.
5. Under Privacy, click Clear browsing data.
6. In the Obliterate the following items from: drop-down list, specify the beginning of time.
7. Make sure that Cookies and other site and plug-in data and Cached images and files are both checked.
8. Click **Clear browsing data**.
Internet Explorer (IE)

1. Before configuring, verify that you are using a supported Windows Operating System (OS). You can use [this link](#) or go to windows.microsoft.com and search **Which windows operating system am I running** to determine which version of Windows you have on your computer. athenahealth supports, Windows 7, Windows 8, and Windows 10. See the [athenaNet Technical Requirements](#) for up-to-date technical specifications.
   a. If you are using Windows XP, we recommend that you upgrade as soon as possible to ensure that you are compliant with HIPAA.
   b. If you use Windows 8, as of August 2014, we do not support Metro Mode.

2. Next, verify that you are using a supported browser version. As of June 2015, we support IE10 and IE11. We will be discontinuing support for IE10 in June, 2016. See the [athenaNet Technical Requirements](#) for up-to-date technical specifications.
   a. To access this information, click the gear in the upper right-hand corner and select **About Internet Explorer**. This option is also available under the help menu. A pop-up window will open showing the version of IE you are using.

![About Internet Explorer](image.png)

3. While you are verifying that you’re using a supported browser, verify that you are using the 32-bit version of Internet Explorer (IE) and not the 64-bit version. If you are using the 64-bit version, it should say “64-bit Edition” the right of the version number. If you are using the 64-bit version, you should switch to the 32-bit version.

   You should be able to find a shortcut to the 32-bit version in your start menu, but you can also try the following navigation path.
   a. Click **Start menu** and select **Computer**.
   b. Click **Local Disk (hard drive)**.
   c. Click **Program files (x86)**.
   d. Select the **Internet Explorer** folder and Click **iExplore**.

Once there, you can easily pin this application to your task bar by clicking the icon, holding the left mouse button down and dragging it near the start menu before releasing.
Configuring your PC

1. Update your screen resolution – athenaNet supports screen resolutions of 1024 x 768 or higher.
   a. Right click on your desktop.
   b. Select **Screen resolution**.
   c. Ensure that your **Resolution** is set to an option higher than 1024x768.

   ![Screen Resolution](image)

2. Disable IE toolbars - Make sure that no IE toolbars are installed, such as Google, Yahoo, Bing, or MSN. These toolbars can interfere with athenaNet functionality. If they are installed, there are two ways to remove them:
   a. Removing the Application.
      i. Click the **Start menu** in the lower left corner of your screen.
      ii. Select **Control Panel**.
      iii. Click **Add or Remove Programs**.
      iv. Find the toolbars in the list you want to remove and click the **Change/Remove** button to un-install them.
   b. Disable the toolbar in IE.
      i. Open Internet Explorer.
      ii. Click **Tools**. If the menu doesn’t appear, click the **alt** key to reveal it.
      iii. Select **Manage Add-ons**.
      iv. Select **Toolbars and Extensions** and disable the toolbars from here.

   ![Manage Add-ons](image)
### Required settings for athenaNet in Internet Explorer

Below is a summary of all athenaNet support settings with both a description of the setting and the supported value that should be set in Internet Explorer. You should set these settings by following the instructions available in the Configure Internet Explorer section. For the specific registry keys that are set for each setting, see here.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
<th>Supported Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Require manual configuration with ActiveX Technology</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Block pop-ups</td>
<td>Blocks pop-ups from appearing.</td>
<td>Off</td>
</tr>
<tr>
<td>Allow pop-ups for the following sites:</td>
<td>Allows athenaNet, WebEx, Community, the Learning Portal, and our Secure Payment site to access computer files.</td>
<td>On</td>
</tr>
<tr>
<td>• https://[*.]athenahealth.com</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• https://[*.]athena.io</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• https://[*.]secure.athenahealthpayment.com</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• https://[*.]csod.com</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• https://[*.]webex.com</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• https://[*.]kenexa.com</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• https://[*.]walkme.com</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trusted sites security level</td>
<td>Sets the security level of sites that are listed in Protected Sites.</td>
<td>Low</td>
</tr>
<tr>
<td>Allow cookies from the following:</td>
<td>Allows your browser to remember previous visits to athenaNet and the Learning Portal.</td>
<td>On</td>
</tr>
<tr>
<td>• *.athenahealth.com</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• *.csod.com</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allow Internet Explorer to enter compatibility mode</td>
<td>Allows your browser to render pages in an older version of Internet Explorer if needed.</td>
<td>Off</td>
</tr>
<tr>
<td>Compatibility mode sites</td>
<td>Allows listed sites to render in compatibility mode if needed.</td>
<td>Any other value than athenahealth.com</td>
</tr>
<tr>
<td>Save encrypted pages</td>
<td>Save encrypted pages to the Temporary Internet Files cache.</td>
<td>On</td>
</tr>
<tr>
<td>Enable TLS 1.2</td>
<td>Enables the use of the TLS 1.2 encryption protocol, which provides secure communication over the Internet.</td>
<td>On</td>
</tr>
<tr>
<td><strong>Automatic configuration with ActiveX Technology</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Underline hyperlinks</td>
<td>Underline all hyperlinks</td>
<td>On</td>
</tr>
<tr>
<td>Cache update frequency</td>
<td>Determines how often your browser checks for new versions of a page.</td>
<td>Once per session</td>
</tr>
<tr>
<td>Auto-fill forms</td>
<td>Automatically fills form fields with previously entered data.</td>
<td>Off</td>
</tr>
<tr>
<td>Show JavaScript error dialogs</td>
<td>Displays dialog box when there is a JavaScript error on the page.</td>
<td>Off</td>
</tr>
<tr>
<td>Show error pane</td>
<td>Displays the Developer Tools pane when there is an error on the page.</td>
<td>Off</td>
</tr>
<tr>
<td>Ask to remember passwords</td>
<td>Asks for permission to save passwords each time one is entered.</td>
<td>Off</td>
</tr>
<tr>
<td>Auto-fill passwords</td>
<td>Automatically fills password fields with a previously entered password.</td>
<td>Off</td>
</tr>
<tr>
<td>Show JavaScript debugger</td>
<td>Displays the JavaScript Debugger when there is a JavaScript error on the page.</td>
<td>Off</td>
</tr>
<tr>
<td>Default homepage</td>
<td>Sets the default homepage when you open your browser.</td>
<td><a href="http://athenanet.athenahealth.com">http://athenanet.athenahealth.com</a></td>
</tr>
<tr>
<td>Automatically check for updates</td>
<td>Automatically checks for browser updates.</td>
<td>On</td>
</tr>
<tr>
<td>Print page backgrounds</td>
<td>Includes page backgrounds when printing.</td>
<td>On</td>
</tr>
</tbody>
</table>
Open links in new window | Opens hyperlinks in a new browser window. | On
Open .xls files in Excel | Opens .xls files in Microsoft Excel. | On
Default print margins | Sets the default page margins for printing. | 0.25"
Default page header/footer | Set a header and footer to print with each page. | None
Check for newer cached pages | Automatically checks for more recently cached pages. | Automatically
Cache passwords | Set passwords to cache on login. | Off
Save temporary internet files | Save content in the Temporary Internet Files cache. | Off
Allow file downloads | Allows you to download files from your browser. | On
Ask to download files | Asks for permission each time you download a file from the browser. | On
Scale printed pages in Adobe Reader | Scales the content of a PDF when printed from Adobe Reader. | Actual

Configure Internet Explorer

You can automatically configure all settings for Internet Explorer by downloading athenaNet Device Manager and running the configure browser functionality available on the login screen or the Configure Browser admin page. More information is available in the Configure Internet Explorer Using athenaNet Device Manager section.

Otherwise, you can follow the old configuration steps which requires you to set some settings manually and the remaining settings can be set automatically using ActiveX technology. These instructions can be found in the Configure Internet Explorer Using ActiveX Technology section.

Configure Internet Explorer using ADM

See the athenaNet Device Manager section for more information about athenaNet Device Manager (ADM).

**Note:** ADM only works with Internet Explorer 10 or greater.

1. Display the athenaNet login screen.

2. Click the Configure browser link. A new tab will open.

3. Confirm you see the following in the athenaNet Device Manager section.

   ![athenaNet Device Manager](image)

   **Note:** If you see a download installer link, see the About athenaNet Device Manager section for more information. If you do not see this link and are instead having other issues, see the Using ADM documentation for troubleshooting steps.
4. Uncheck any optional settings that you do not want to set.
5. Click the **Update Settings** button.

6. Click **OK**.
7. You should see a green success message in the Browser Settings section.

Configure Internet Explorer using ActiveX Technology

**Manually Configure Internet Explorer**

In order to configure Internet Explorer using ActiveX technology, you first have to manually configure six settings.

1. Disable pop-up blockers - Many features in athenaNet open in pop-up windows, so it’s important to disable pop-up blockers on your computer in IE. To do so:
   a. Click **Tools**. If the menu doesn’t appear click the alt key to reveal it.
   b. Click **Pop-up Blocker** and select **Turn off Pop-up Blocker**. This allows all the athenaNet pop-up windows to function properly.
   c. Close out of all IE pages you have open, including athenaNet to make sure that settings are applied.

2. To ensure that athenaNet features work correctly, you need to add athenahealth URLs to your trusted sites and set the security level for trusted sites to **Low**.
   a. Open Internet Explorer.
   b. Click **Tools**. If the menu doesn’t appear click the alt key to reveal it.
   c. Select Internet Options.
   d. Click the **Security** Tab.
   e. Click the **Trusted Sites** icon.
   f. Click the **Sites** button. This opens a new window.
   g. Ensure that the **Require server verification (https:) for all sites in this zone** check box is not selected.
   h. See the Networks Recommendations section of the athenaNet Technical Requirements documentation for network recommendations.
      - *.athenahealth.com
      - *.athena.io
      - success.athenahealth.com (Release Center / Suggestion Board)
      - https://col.eum-appdynamics.com
      - https://secure.athenahealthpayment.com (CCP)
   
   **Note:** If you receive a warning saying the https prefix is needed, uncheck the **Require server verification (https:) for all sites in this zone** check box.
i. Click the Close button to save your additions. This brings you back to the Security tab of the Internet Options dialog box.

j. Drag the slider on the left down to Low.

k. Click the Apply button.

l. Click OK.

Note: If for any reason you cannot save changes to your Internet Explorer options, contact your IT department.

3. Set your Per Site Privacy Actions to support athenaNet.

   a. Open Internet Explorer.

   b. Click Tools. If the menu doesn't appear click the alt key to reveal it.

   c. Select Internet Options.

   d. Click the Privacy tab.

   e. Click the Sites button. A new window opens.

   f. Type each of the following sites into the address of website field:

      i. athenahealth.com

      ii. csod.com

   g. Click the Allow button.

   h. Click OK.

4. For security purposes, do not save content or encrypted pages to the Temporary Internet Files cache.
Configure your Computer for athenaNet

a. Open Internet Explorer.
b. Click Tools. If the menu doesn’t appear click the alt key to reveal it.
c. Select Internet Options.
d. Click the Advanced tab.
e. Scroll down to the Security section.
f. Deselect the check box next to Do Not Save Encrypted Pages to Disk.
g. Select the check box next to Empty Temporary Internet Files Folder when browser is closed.

h. Click the Apply button at the bottom if you made any changes. Important: Close all IE windows for your changes to take effect.

5. Disable Compatibility Mode for athenaNet.
   a. Open Internet Explorer.
   b. Click Tools. If the menu doesn’t appear click the alt key to reveal it.
   c. Select Compatibility View settings.

   d. Confirm that Display all websites in Compatibility View is unchecked.
   e. If you have added athenaNet to your websites in Compatibility View, remove it.
   f. If athenaNet is setup as an intranet site, uncheck Display intranet sites in Compatibility View.
Note: If you continue to have issues with compatibility mode, you should work with your IT department to ensure that your organization does not have a group level policy that is forcing athenaNet to compatibility mode.

6. Enable TLS 1.2.
   
   a. Open Internet Explorer.
   
   b. Click Tools. If the menu doesn't appear click the alt key to reveal it.
   
   c. Select Internet Options.
   
   d. Click the Advanced tab.
   
   e. Scroll down to the Security section.
   
   f. Check the Use TLS 1.2 check box.
g. Click the **Apply** button.

h. Click **OK**.

**Automatically Configure Internet Explorer**

After you have manually configured the above settings in Internet Explorer, you should then use the Configure Browser tool to automatically configure the remaining settings. The Configure Browser tool uses ActiveX technology.

1. Open the athenaNet login screen ([https://athenanet.athenahealth.com](https://athenanet.athenahealth.com))

2. Click **Configure browser**.

3. Click **click here**.

   **Note:** This page will only appear for users on Internet Explorer 10 or greater. If you are not using one of these Internet Explorer versions, skip this step.
4. Click **OK**. A new window pops up.
5. Click **Configure Browser**. A message appears confirming your browser has been configured.
   
   **Note:** If a script error occurs after clicking the Configure Browser link, your Windows security settings may be set too high. Contact your IT department for help. If you get a script error referencing an .xls script error, click through it, and you should see a message indicating that athenaNet has been configured properly. This is okay; it means your computer may not have Excel, though athenaNet works properly without it.

6. Click **OK**.
   
   **Important:** Close all Internet Explorer windows so that your changes take effect.

### Automatically clear your cache in Internet Explorer with ADM

You can use ADM to automatically clear your cache in Internet Explorer. This feature is only available for users on Internet Explorer 10 or greater.

1. Display the athenaNet login screen.

2. Click the **Configure Browser** link. A new tab will open.
3. Confirm you see the following in the athenaNet Device Manager section:

   **Note:** If you see a **download installer** link, see the athenaNet Device Manager section for more information. If you do not see this link and are instead having other issues, see the athenaNet Device Manager Technical Outline as well as the ADM Troubleshooting and Manual Uninstallation article for troubleshooting steps.

4. Click **Clear Cache**.

5. Click **OK**.
Manually clear your cache in Internet Explorer

1. Open IE.
2. Click **Tools**. If the menu doesn’t appear click the **alt** key to reveal it.
3. Click **Internet Options**.
4. On the **General** tab under browsing history click **Delete**.
5. Check **Temporary Internet files and website files** and **Cookies and website data**.
6. Uncheck **Preserve Favorites website data**.

![Delete Browsing History dialog box]

7. Click **Delete**.