

Tech tips for using prism

Use this document for tips and instructions to access prism.

Web browser requirements

To use prism, you must use Google Chrome or Microsoft Edge. Internet Explorer will not work. We recommend you use Google Chrome. If you do not currently have the Google Chrome web browser, you can download it from the internet by visiting *google.com/chrome* or you may need to contact your help desk and follow their instructions for loading it to your computer.



Setting Google Chrome as your default browser

To set Google Chrome as your default browser, do the following:

- 1. Open Google Chrome
- 2. Click the three dots in the top right corner. A drop-down list will appear.
- 3. Select **Settings** from the drop-down list. The **Settings** page will appear.



- 4. In the left-hand navigation pane of the settings page, click Default browser.
- 5. Select Make default

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Allowing Pop-ups

You must enable pop-ups for *priorityhealth.com* to use prism. Enabling pop-ups should only have to be done one time for each computer accessing prism.

To allow pop-ups in Google Chrome, do the following:

- 1. Open Google Chrome.
- 2. Click the three dots in the top right corner. A drop- down list will appear.
- 3. Select Settings from the drop-down list. The Settings page will appear.



Settings

You and Google

Privacy and security

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Autofill

Appearance Search engine

Default browser

On startup

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4. In the left navigation pain of the **Settings** page, click **Privacy and Security**. The **Privacy and Security** settings options will appear to the right of the navigation pane.



5. From the Privacy and Security page, click the Site Settings option. The Site Settings page will appear.



6. Scroll to the bottom of the **Site Settings** page and click **Pop-ups and redirects**. The **Pop-ups and redirect** page will appear.

٩	Cookies and site data Allow sites to save and read cookie data	۲
0	Location Ask before accessing	•
	Camera Ask before accessing	•
Ŷ	Microphone Ask before accessing	+
((•))	Motion sensors Allow sites to use motion sensors	+
٠	Notifications Ask before sending	+
<>	JavaScript Allowed	+
*	Flash Block sites from running Flash	+
	Images Show all	•
Ø	Pop-ups and redirects Blocked	•

7. Under the Allow section, click the Add button. The Add a site pop-up will appear.

← Pop-ups and redirects	Q Search
Blocked (recommended)	
Block	bbA
No sites added	
Allow	bbA
No sites added	

Enter priorityhealth.com in the Site field. 8.



- 9. Click the Add button. Priorityhealth.com will be added to the list of sites which Google Chrome should allow pop-ups.
- 10. Close the Google Chrome Settings browser tab to exit.

How to clear your cache and cookies

The more information that is saved in the cache, the slower your computer will browse the web. Deleting the cache data helps to increase the loading time of web pages and increases the performance of your computer. Occasionally performing this maintenance step will improve your experience with prism.

To clear your cache, do the following:

- 1. Open Google Chrome.
- 2. Click the three dots in the top-right New tab corner. New window Ctrl+N Ctrl+Shift+N New Incognito window 3. Click More tools. History 4. Click Clear browsing data. The Clear Ctrl+J Downloads Browsing Data dialog box will Bookmarks 53 - 100% Zoom + appear. Print Ctrl+P Cast... Find. Ctrl+F 3 Ctrl+S Save page as... More tools Create shortcut... Edit Cut Сору Paste Name window. Settings Clear browsing data. Ctrl+Shift+Del Help Extension Exit Task manager Shift+Esc Managed by your organization Developer tools Ctrl+Shift+I

- 5. In the dialog box
 - a. Select the Basic tab
 - b. Select All time, in the Time range field
 - c. Check the Cookies and other site data and Cached images and files check boxes (at a minimum),
 - d. Click Clear Data button.
- 6. All open **Google Chrome** windows must be closed and the application relaunched in order to experience the effect of clearing the cache.

	Clear browsing data		×
a	Basic	Advanced	
b	Time range All time	-	
	Browsing history Clears history and autor	completions in the address bar.	
С	 Cookies and other site of Signs you out of most s Cached images and file Frees up 636 MB. Some 	data sites. s e sites may load more slowly on your next visit	
			-
		CANCEL	d