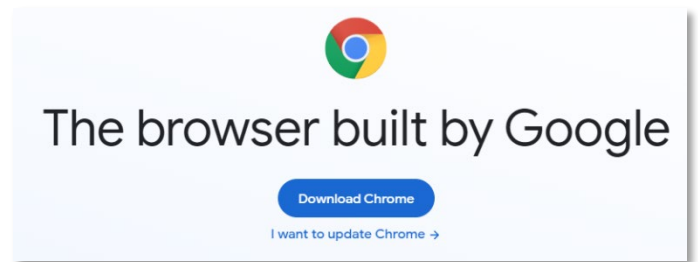# Tech tips for using prism

Use this document for tips and instructions to access prism.

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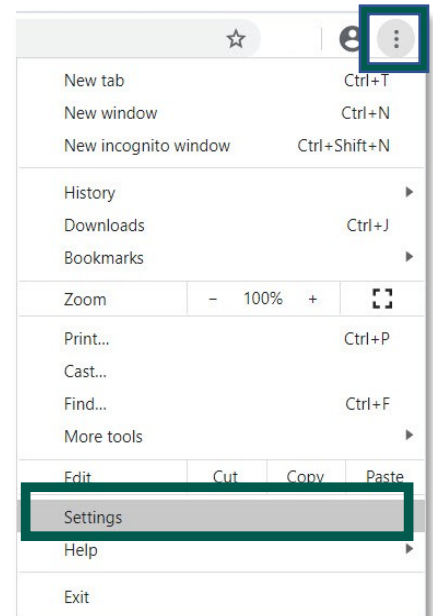
To use prism, you must use Google Chrome or Microsoft Edge. Internet Explorer will not work. We recommend you use Google Chrome. If you do not currently have the Google Chrome web browser, you can download it from the internet by visiting *google.com/chrome* or you may need to contact your help desk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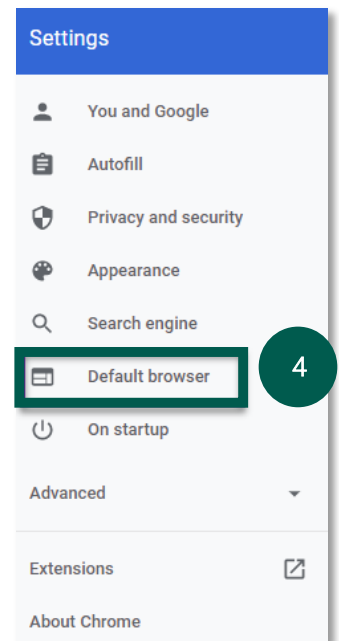
## Setting Google Chrome as your default browser
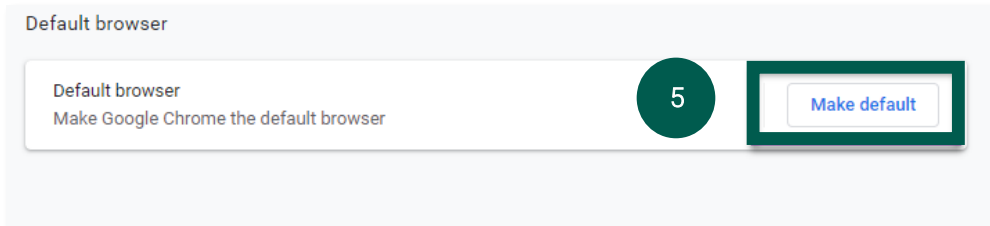
To set Google Chrome as your default browser, do the following:

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

Default browser

Default browser
Make Google Chrome the default browser

5

Make default

Settings

You and Google

Autofill

Privacy and security

Appearance

Search engine

Default browser    4

On startup

Advanced

Extensions

About Chrome

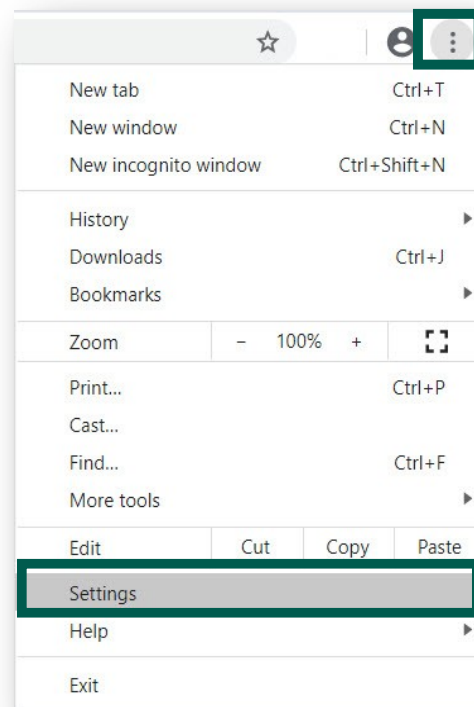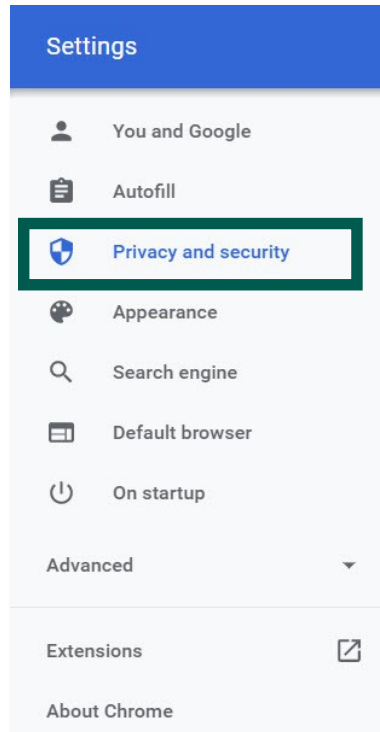# Allowing Pop-ups

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.

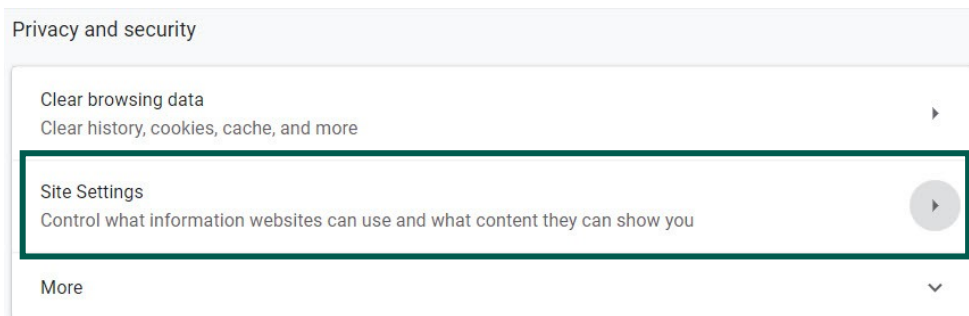To allow pop-ups in Google Chrome, do the following:

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.

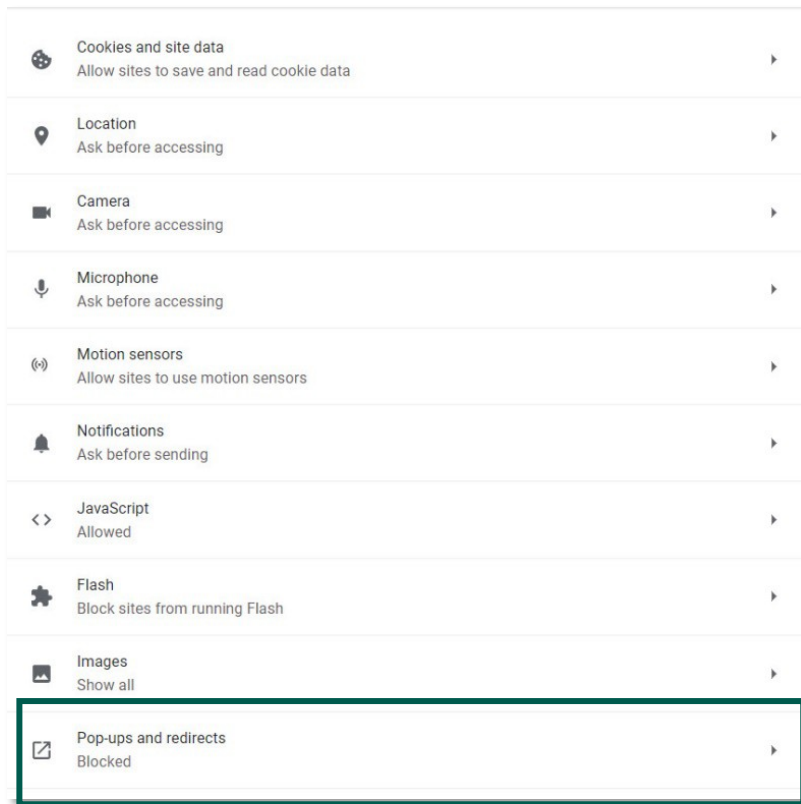| | | |
|---|---|---|
| New tab | | Ctrl+T |
| New window | | Ctrl+N |
| New incognito window | | Ctrl+Shift+N |
| History | | ▶ |
| Downloads | | Ctrl+J |
| Bookmarks | | ▶ |
| Zoom | – 100% + | ⛶ |
| Print... | | Ctrl+P |
| Cast... | | |
| Find... | | Ctrl+F |
| More tools | | ▶ |
| Edit | Cut | Copy | Paste |
| Settings | | |
| Help | | ▶ |
| Exit | | |

2

3

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.
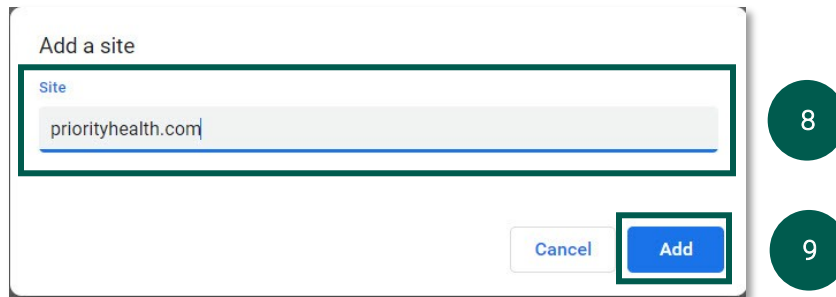
prism tech tips

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



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

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8. Enter *priorityhealth.com* in the Site field.



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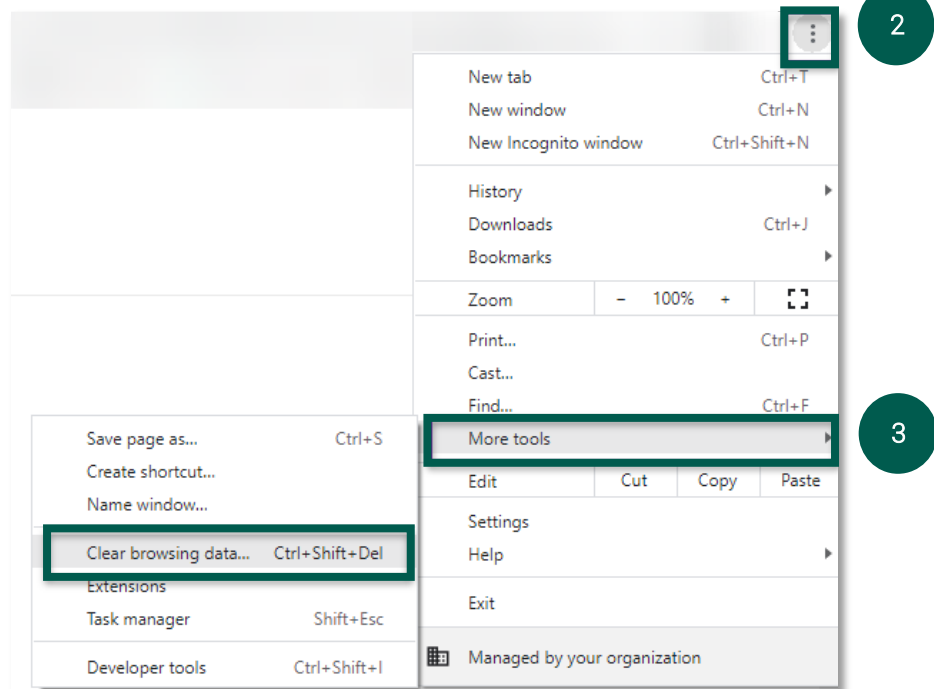
10. Close the Google Chrome Settings browser tab to exit.

## 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 corner.
3. Click More tools.
4. Click Clear browsing data. The Clear Browsing Data dialog box will appear.

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.

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