COMPUTER COMPATIBILITY

For optimum performance of the HeW systems, the following are recommended:

✓ High speed Internet / Broadband

✓ Windows Vista or Windows 7 operating system

✓ Monitor resolution set to 1280 X 1024 to limit scrolling
  
  o Depending on your operating system, you can right-click on your computer desktop and select Screen Resolution or within your Control Panel you can select Display > Adjust Resolution.

✓ Internet Explorer 32-bit versions 7 through 10
  
  o The HeW systems are currently only supported using Microsoft Internet Explorer (IE). Other browsers, i.e. Mozilla Firefox, Google Chrome, Opera, Safari, should not be used.
  
  o Please note that your Internet Options screen might vary from the pictures below depending on your IE version. Please contact our Support Center for assistance.
Internet Explorer Setup

Please perform the following on each computer that will be accessing the HeW systems.

- Open up an Internet Explorer web browser
- Under TOOLS, select INTERNET OPTIONS (Internet Options is also accessible under Control Panel)

CLEAR COOKIES AND TEMPORARY INTERNET FILES

*Doing this routinely will assist your computer and the HeW systems to run more efficiently.

*If the “Delete browsing history on exit” is checked, then Internet Explorer may not always keep your Compatibility View Settings web sites. For IE10 and higher, the HeW web sites must be on the Compatibility View Settings list for our menu dropdowns to display.
2. Checkmark just these three choices and select the **Delete** button.

3. Uncheck the “Delete browsing history on exit” box. Select the **Settings** button.
4

Select “Every time I visit the webpage”
and
Set your disk space to 50 (or any number 250 or less)
and
Select the OK button

ENABLE DOWNLOADING REPORTS & REMITTANCES

*Set the HeW web sites as trusted sites

These steps are completed under the Security tab.
1
Select "Trusted Sites" and
Select the Sites button

2
Uncheck the "Require server verification..." box and
Add these websites
*.hewedi.com
*.hewedi.net
Re-check the "Require server verification..." box and
Select the Close button

Uncheck, and then add websites, re-check again, then close.
3

Select the **Custom level...** button
ALLOW HEW POP-UP WINDOWS

*Such as “Claims were successfully sent”*
1. Select the **Settings** button under Pop-up Blocker

(If you cannot select the settings button, please click on the **Turn on Pop-up Blocker** box)

2. Add these two sites
   
   *.hewed.com
   
   *.hewed.net

   and

   Select the **Close** button
**This step is mandatory in order to download your 835/ERA files.**

**3**

Select the Advanced tab

and

Make sure the “Do not save encrypted pages to disk” is unchecked.

**4**

Select the Apply button

and

Select the OK button

(If the Apply button is grayed out, you will need to open a new IE web browser before the settings takes place.)

- If you are using IE9 and under Stop Here!
- For IE10 and higher or Windows 8 operating system continue onto the next page.

***Troubleshooting hints are on page 17.***
IE VERSIONS 10 OR HIGHER COMPATIBILITY VIEW SETTINGS –

If you are running version 10 or higher of Internet Explorer, some screens may show ‘half-sized’ or not fully load, dropdowns may not render, and/or certain fields/buttons/tables will not function correctly without adjusting the Compatibility View Settings. (If you do not see your IE menu bar, right click on the IE header and select the “Menu bar” option.). If you are not using IE 10 or higher, then please do not complete this step.

(Windows 8 users please also see page 12.)

1. Select **Tools**
   and
   **Select Compatibility View Settings**
2

Add these three HeW URLs to your Compatibility View list:

- hewedi.com
- hewedi.net
- custhelp.com

(You do not need to alter the check boxes at the bottom of this screen. They can be checked or unchecked.)

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DISABLE AUTOMATIC IE UPDATES

Under Help > About within an IE10 or higher web browser, you may wish to uncheck the box that states “Install new versions automatically”. If you keep it checked, please be aware that with any updates to IE that you may have to reapply the settings and selections in this manual.
WINDOWS 8 – USEFUL INFORMATION

Windows 8 (Win8) Users - HeW will only support accessing the HeW Systems from the Desktop and not from the tile screen.

Windows Key

The Windows Key is used very frequently. It is located on the lower left of your keyboard.

Navigating to the Desktop from the tile screen

Win8 may start up with a tile screen (see example picture below). To navigate to your Win8 desktop, please select the “Desktop” tile. You will now be viewing a more familiar screen and can follow the steps in this document to clear cookies and temporary files, set your trusted sites, custom settings and compatibility view settings, as well as log into the HeW Systems.
Navigating to the Desktop from within the tile IE web browser

If you have opened the IE browser from your tile screen, right-click within the browser, select the wrench and then select “View on Desktop” from the drop-down list.

Win8 – Log Off, Switch User, Restart, or Shut Down

From the Desktop – Alt + F4
Then the applicable choice
OR
Press your Windows key on your keyboard and select Sign Out in top right hand corner of the tile screen.
Win8 Key Shortcuts

Searching

Windows Key + Q
Start typing in search field
Select choice

Select Apps to search for Programs
Select Settings for Control Panel selections
Select Files for documents and files

Screen Resolution

Windows Key + Q
Start typing “resolution” in search field
Select settings
Select “Adjust screen resolution”

Control Panel, System, Task Manager, etc.

Windows Key + X
Select choice

This will open up the Desktop if you are in the tile view.
Windows version (must be on Desktop)

Windows Key + C
Select Settings
Select PCInfo
Select “Adjust screen resolution”

IE version

Windows Key + C
Select Settings
Select About

Settings
Desktop
Control Panel
Personalization
PC info
Help

Settings
Internet Explorer
By Microsoft Corporation
Internet Options
About
Help
Permissions
TROUBLESHOOTING

Please reference this section for some troubleshooting hints.

Troubleshooting for Common Questions

HeW Support Center
1.877.565.5457, option 1
6 am – 6 pm Mountain Time
Monday – Friday
(24 hour support online at www.hewedi.com under the Support link.)

• **Issue:** My menu bar dropdowns are missing in the HeW Software.
  **Resolution:** Starting with Internet Explorer (IE) version 10, multiple web sites may not render appropriately without adding those web sites to your IE “Compatibility View Settings”. Please see page 11 of this document for instructions on adding the HeW web sites. (Also note that our software is only compatible with IE and may not function in other web browsers.)

• **Issue:** The HeW Software was working but now it is not.
  **Resolution:**
  * If your IE program received an update (which can happen automatically due to a default check box in IE), then your settings for our software may have been removed. Please walk through this manual instructions to reapply any settings that may have been removed with the IE update.
  * Certain ‘add-on’ softwares can affect web sites including the HeW Software and may need to be disabled. Within IE, you can go to Tools > Manage add-ons > and disable specific add-ons. (Note: some add-ons may be required by your company such as Microsoft or anti-virus add-ons. Please check with your IT department if you are unsure.)

• **Issue:** I am having issues saving ERAs and/or Printing ERAs.
  **Resolution:**
* Certain third-party software installed on your computer may cause issues in these functions. Please talk with your IT department or contact our Support Center.
* Please also see page 10 of this document for an IE setting that may also be causing the issue where IE shows a 'couldn’tdownload' error message.
* You may also need to run the Repair option in your Adobe Reader or Acrobat (or default PDF reader) program. Once that is run, it will require a restart of your computer. The repair option is under “Help” in the Adobe software products.

- **Issue:** My import “Select” button isn’t functioning.
  **Resolution:** You have a Microsoft Silverlight add-on that needs to be updated. Please work with your IT department to update that software (accessible online) or disable the add-on.

- **Issue:** I am trying to Print in Dashboards and receive a window asking if I want to install “SQL Server Reporting Services 2008 R2”. Do I have to do this?
  **Resolution:** Yes, this is an IE requirement. Select the ‘install’ button and your Print dialog window will appear. If it requests a user name and password, please speak with your IT department in your office as it may need administrator approval before it can be installed.