

Health PAS-OnLine Issues with Google Chrome

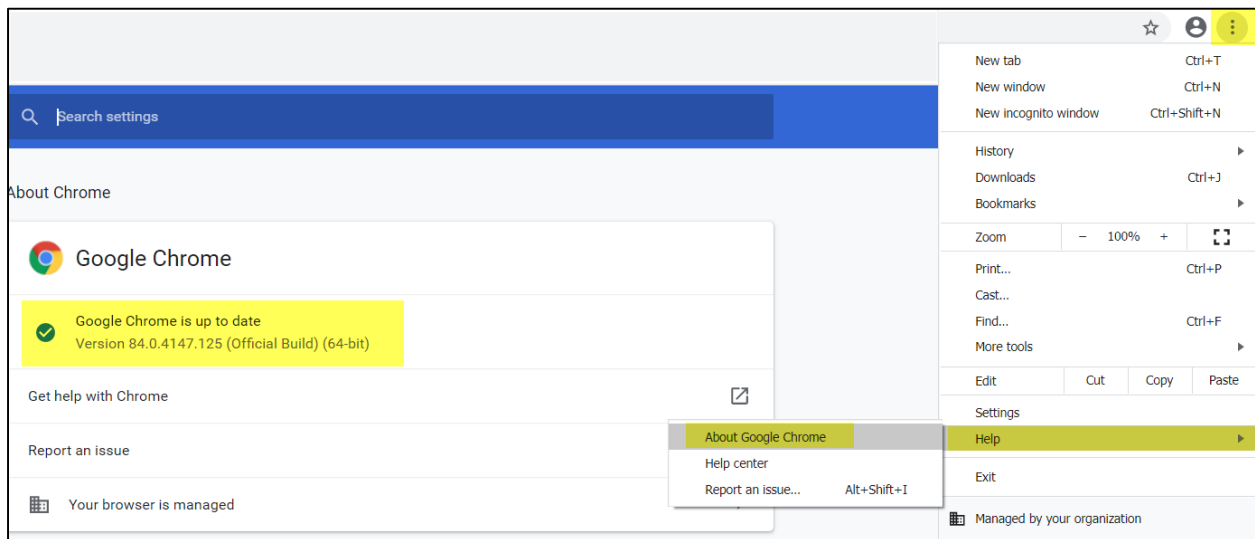
Trading partners are experiencing an issue accessing the Health PAS-OnLine web portal when utilizing the Google Chrome web browser. The error message “Please close the browser to complete sign out” is populating on the screen. This is related to a Google Chrome update that is preventing cookies from clearing properly resulting in the Health PAS-OnLine sign out page displaying in the address bar (https://www.wvmmis.com/_layouts/15/signout.aspx) instead of the Home screen. Below are directions on how to update the Google Chrome version along with the option to set Google Chrome to automatically clear cookie data each time the web browser is closed resolving the cookies issue.

Note: Depending on security settings, a computer administrator may need to activate the feature. Contact your computer administrator or IT department if receiving a permissions message when attempting to make these updates.

Directions on how to access the most recent Google Chrome version

Go to the 'About Google Chrome' setting. This will prompt Google Chrome to automatically check for updates and load the newest version. The up-to-date version will display on the screen. It is necessary to close **ALL** Google Chrome browsers to activate the new settings.

Below is a screenshot of how to navigate to update to the newest version of Google Chrome.

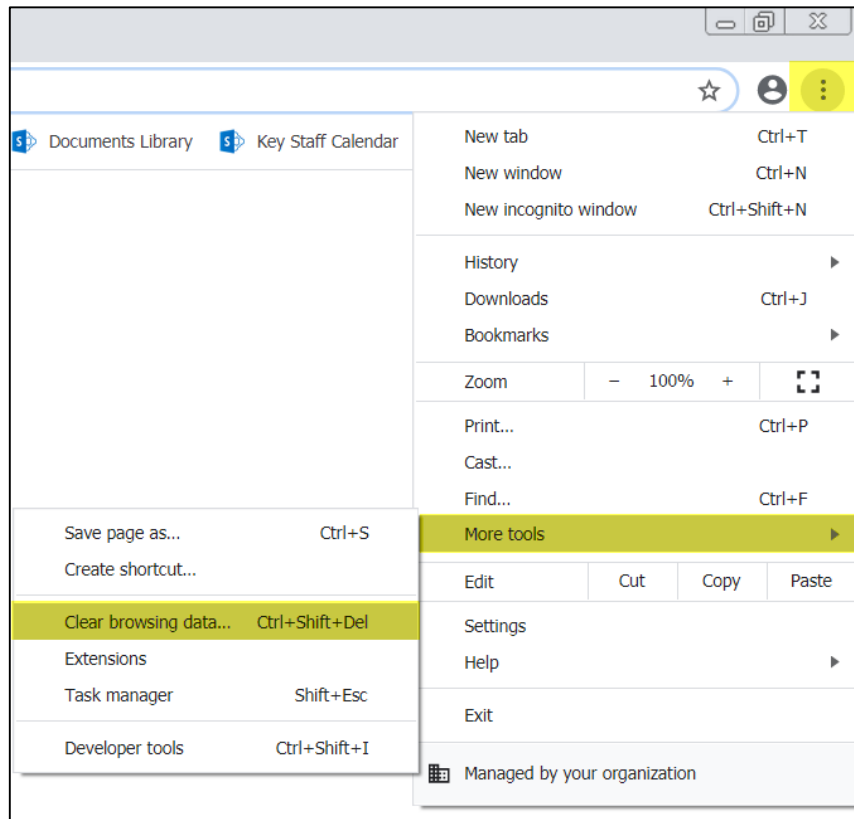


Directions on how to activate the “Clear cookies and site data when you quit Chrome” feature.

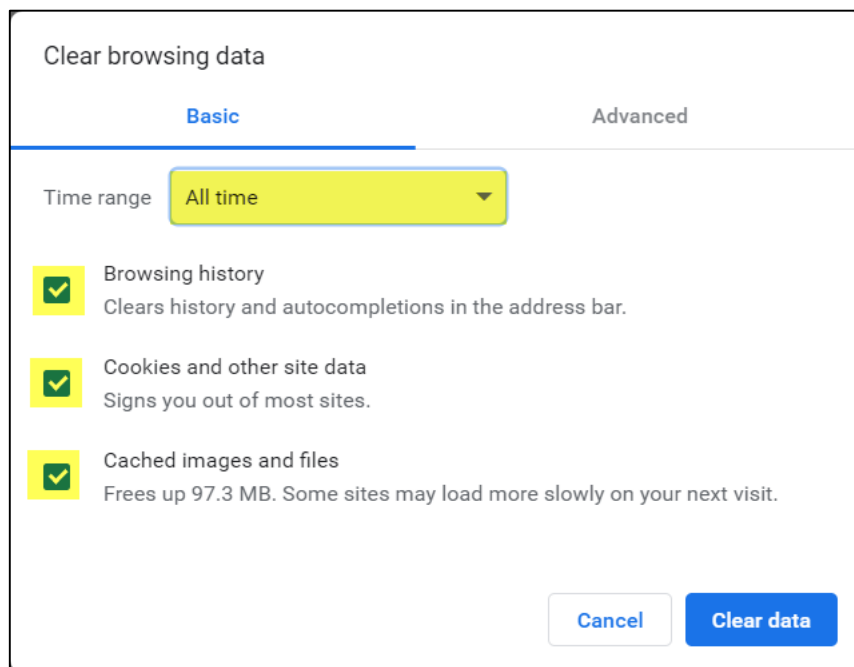
Google Chrome has the option to automatically clear cookies each time the web browser is closed by activating the “Clear cookies and site data when you quit Chrome” feature. To completely clear cookies, **ALL** Google Chrome browsers must be closed. For example, if the Health PAS-OnLine web portal times out then it may be necessary to close **ALL** open Google Chrome browsers to completely clear cookies before accessing the web portal again.

If you have any questions or concerns with turning on this feature, please speak with your IT Department or reach out to the EDI Helpdesk at edihelpdesk@dx.com or 888-483-0793.

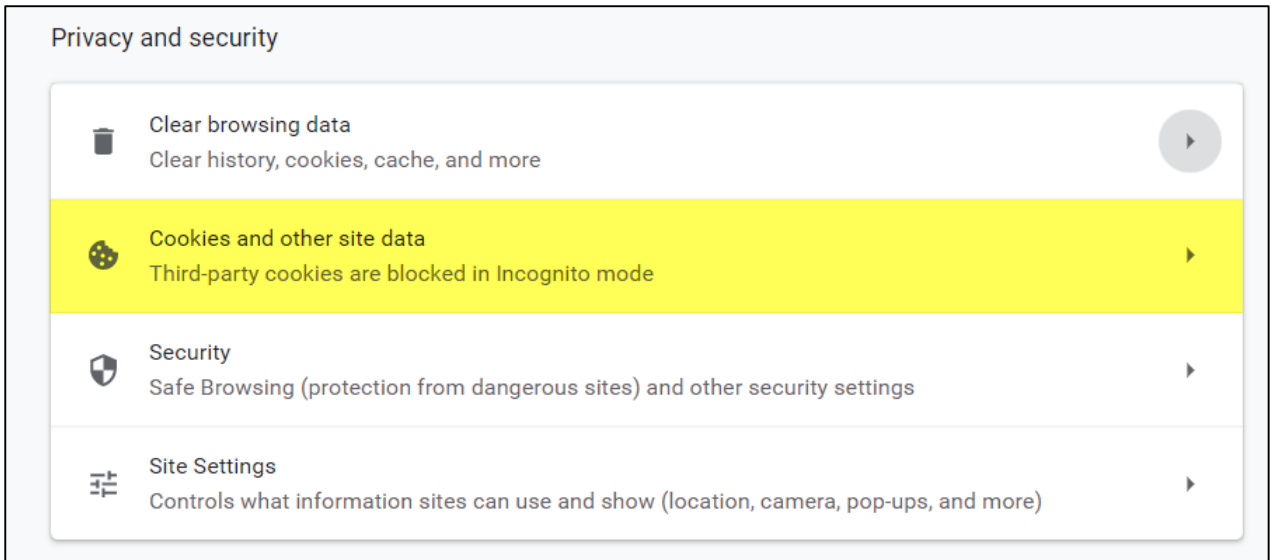
Turn this feature on by selecting the 'Customize and control Google Chrome' tab located in the upper right-hand corner. In the available dropdown, navigate to the 'More Tools' options then select the 'Clear browsing data...' tab.



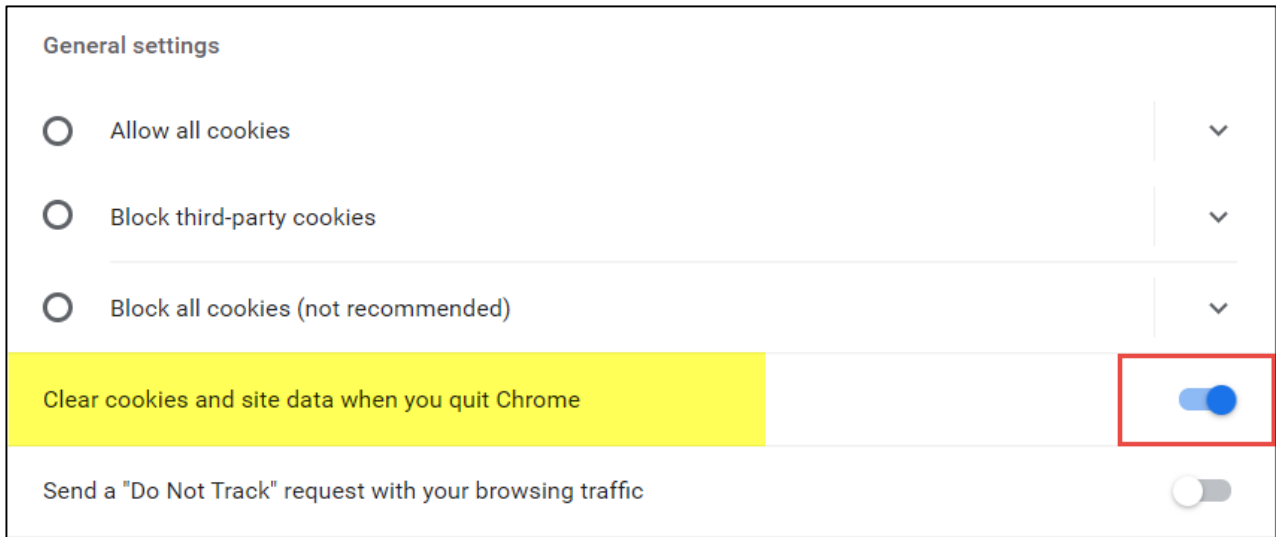
A window will populate to 'Clear browsing data'. Below is a screenshot of the how to clear the browsing history, cookies data and cached files.



Once the data is cleared the window will disappear. Google Settings will display on the screen. Navigate to the 'Privacy and security' section. Click on the 'Cookies and other site data' option.



Turn on the 'Clear cookies and site data when you quit Chrome' feature. The slide button will turn blue indicating the feature has been activated.



Close **ALL** Google Chrome browsers to activate the new settings. Now cookies will automatically clear each time the Google Chrome browser is closed resolving the Google Chrome cookies that is preventing trading partners from access the Health PAS-OnLine web portal.