

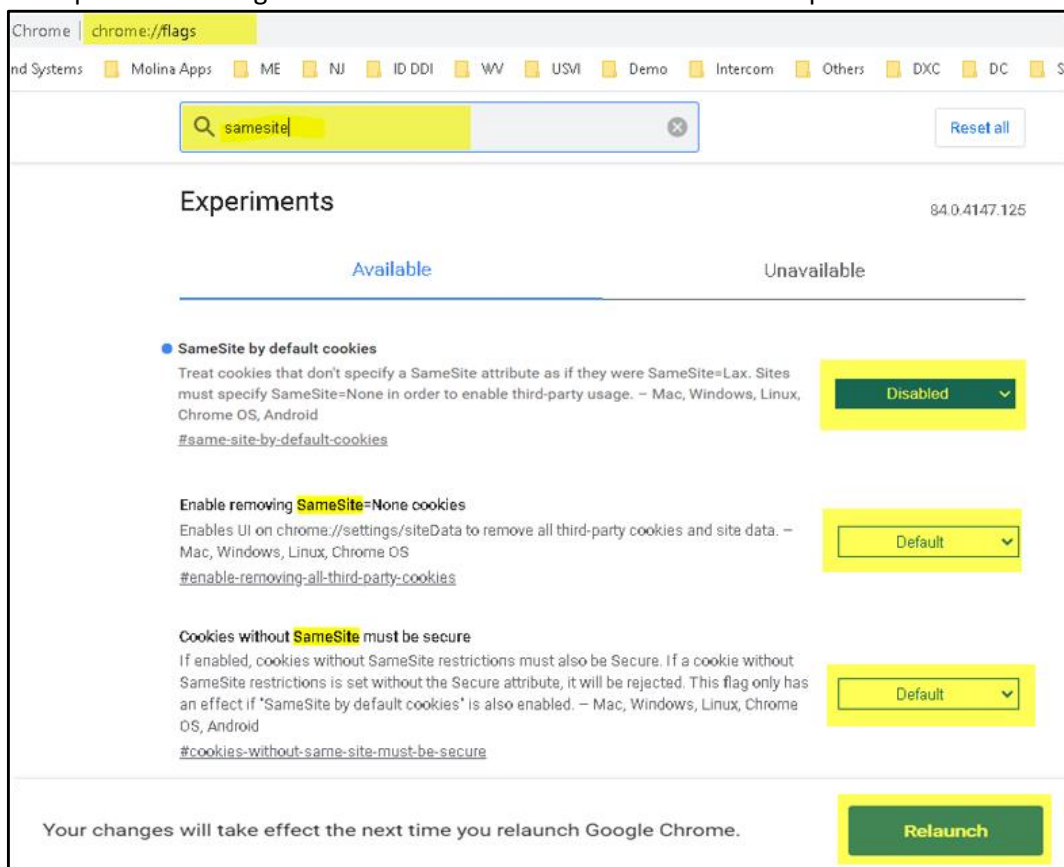
## Resolve Web Browser Issues Accessing Health Pas-OnLine

Trading Partners are experiencing issues when attempting to access the Health PAS-OnLine web portal from multiple web browsers. The issue is related to multiple browser updates related to cookies. Our team is working diligently to resolve this issue however testing must be completed before deploying the resolution to the Health PAS-OnLine web portal. Below is a workaround to resolve the issue for Google Chrome and Microsoft EDGE web browsers. You may also try using Firefox as this web browser does not appear to be having the same issues as other browsers however that may change if the web browser is updated.

Please reach out to the EDI Helpdesk at (888) 483-0793 or [edihelpdesk@dxc.com](mailto:edihelpdesk@dxc.com) if assistance is needed completing the below workaround. The workaround only needs completed once for each browser.

### Steps to fix issue in chrome browser

1. Open a new Google Chrome web browser window
2. Open the url window type "<chrome://flags/>"
3. In the Search window type "samesite"
4. For the three features displayed, change the setting to "Disabled".
5. Click the "Relaunch" tab to change Google Chrome settings.
6. Close "ALL" Google Chrome browsers to implement the changes.
7. Open a new Google Chrome web browser then access the web portal.



## Steps to fix issue in edge browser

1. Open a new Microsoft EDGE web browser window
2. Open the url window type “<edge://flags/>”
3. In the Search window type “samesite”
4. For the three features displayed, change the setting to “Disabled”.
5. Click the “Restart” tab to change EDGE settings.
6. Close “ALL” EDGE browsers to implement the changes.
7. Open a new EDGE web browser then access the web portal.

