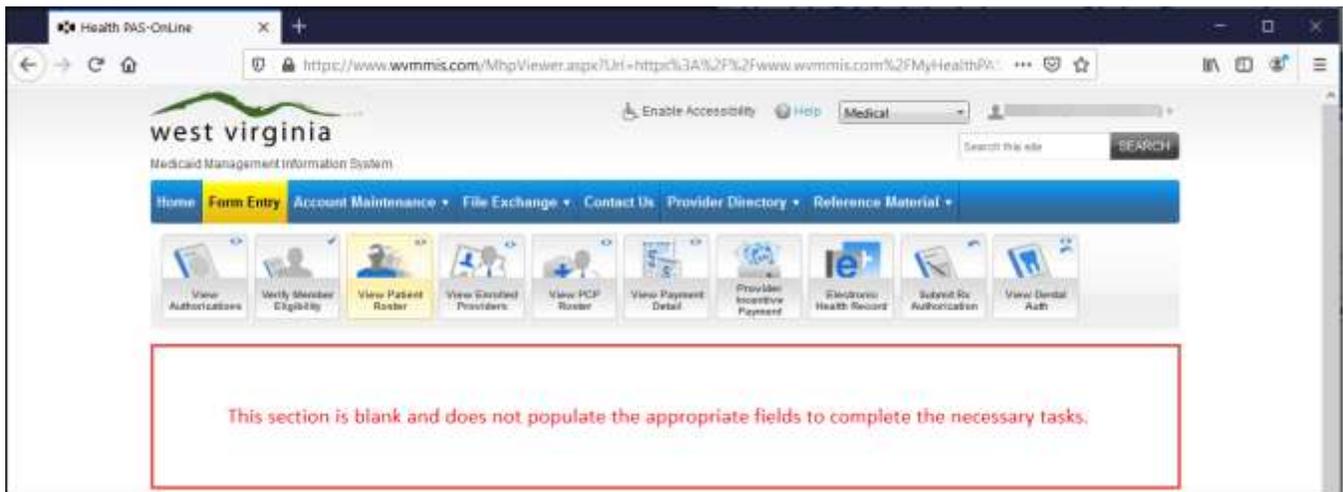# Blank Screen Resolution for All Web Browsers

Below is a resolution for the blue navigational toolbar tabs returning the blank screen results. This resolution will resolve the issue for all web browsers (EDGE, Chrome, IE11, Firefox, etc.).
NOTE: For this process to work, you must first sign into your web portal account.

Below are steps with corresponding screenshots. This will resolve blank screen issues populating when attempting to access the Form Entry tabs, the File Exchange tab, etc.
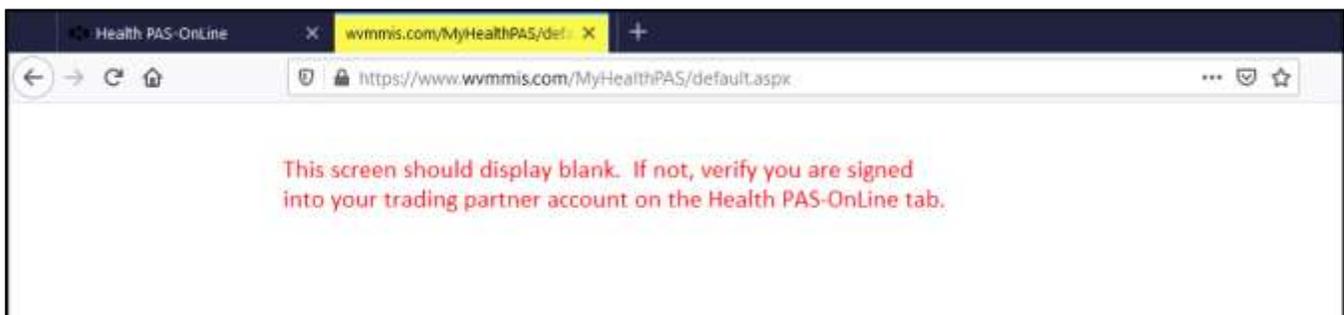
Issue: Blue navigation toolbar tabs display blank screens.

Step 1: Sign into your web portal account.

Step 2: Right-click the following link: https://www.wvmmis.com/myhealthpas/ then click "Open link in a new tab". A new tab will populate in the web browser. The screen will display blank.

➢ **Note:** If you are not signed into your trading partner account, this screen will request you to sign in however this tab will not allow you to sign in. 'Sign In' must be completed from the original tab labeled 'Health PAS-Online'.

Step 3: Right-click the following link: https://www.wvmmis.com/TPA/ then click "Open link in a new tab". A new tab will populate in the web browser. The screen will display blank.

  ➢ **Note:** If you are not signed into your trading partner account, this screen will request you to sign in however this tab will not allow you to sign in. 'Sign In' must be completed from the original tab labeled 'Health PAS-Online'.
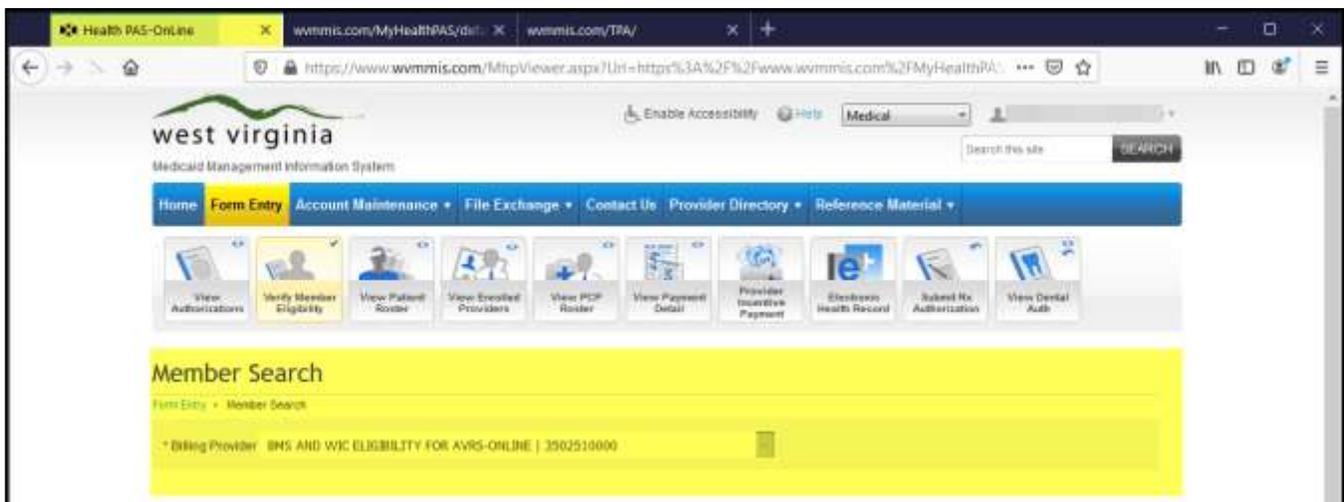

Step 4: Click on the web browser tab labeled 'Health PAS-OnLine' where you signed into your Health PAS-OnLine web portal account. Click on the navigational toolbar tab to refresh the display screen then click on the appropriate tab.

Resolution: The tabs will now display as expected.

This is a temporary fix and will soon be implemented in the background so trading partners will not need to complete these steps.

Please contact the EDI Helpdesk at 1-888-483-0793 (option 6 after entering your NPI) if you have any questions or concerns with this information.