MyHealthPEI Resource Guide: Technical Requirements and Troubleshooting

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8 Technical Requirements

The latest version of each of the following browsers is supported, plus the 2 previous versions. If the current version of your operating system is unable to support the latest browsers, you will need to update your software. The browsers currently supported are listed below:

- Chrome
- Safari
- Firefox (The Firefox app is not currently supported on iOS / Android)
- Microsoft Edge (the Microsoft Edge app is not currently supported on iOS / Android)

8.1 Technical Tips and Tricks

Below you will find a few helpful tips and tricks to keep in mind when navigating through MyHealthPEI:

- Connecting medical and fitness devices is supported for a number of third-party providers. You can find instructions on how to connect your devices, and a list of eligible devices, in section 5.3 of the My Settings Resource Guide.

- The recommendation for navigation is to click on links and tabs contained within MyHealthPEI versus using the back arrow in the browser. For example, to go back to the main dashboard screen within MyHealthPEI, please select the **Home** icon on the left-hand navigation bar rather than pressing the back icon on your internet browser.
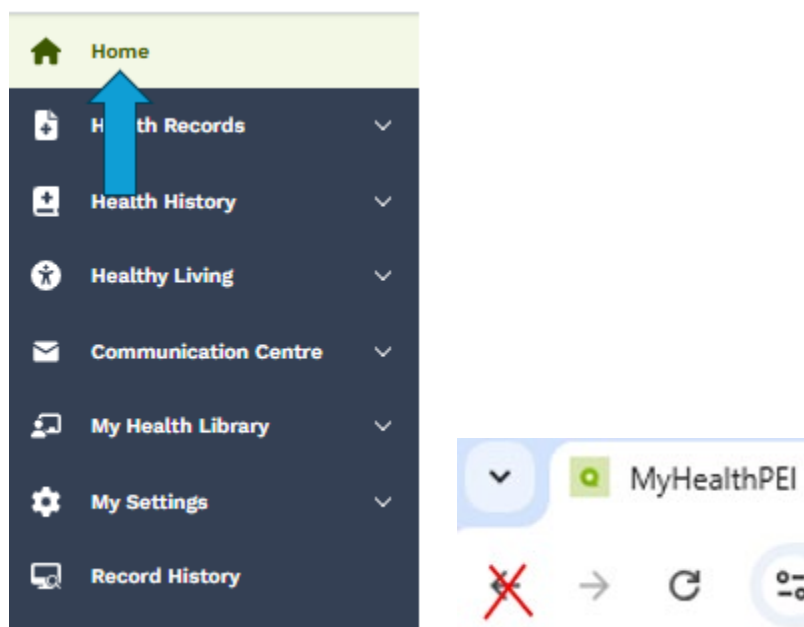
- To ensure privacy and security, you should always sign out of MyHealthPEI before you browse another site, close your browser or leave your computer. To do this, please click on the **Sign Out** button on the top right-hand corner of your screen.

- For increased privacy and security, you should also clear your internet browser cache and history regularly. Please see section 6.2 in this manual for how to clear your cache and history.

- MyHealthPEI is mobile device responsive and allows you to edit and view your information when using an Android or iOS smartphone.

- Some documents on MyHealthPEI are available as a PDF file (.pdf). In order to open these files, you may need to download Adobe Acrobat Reader. Should you require this program, you can download it for free from Adobe by clicking on this link.

- MyHealthPEI will timeout and automatically log you out after ten (10) minutes of inactivity. You will be given a two-minute warning where you can click to resume your session without being logged out.

Your session will expire within 2 minutes without activity

Click here to stay signed in

8.2 Troubleshooting FAQs

As you are setting up your MyHealthPEI profile and are navigating through the service, you may require assistance to complete certain troubleshooting steps. Please find below some frequently asked questions for technical support issues.

8.2.1 How do I clear browsing history and cache?

8.2.1.1 Chrome

On the top right-hand corner of your internet browser, click on the icon with the three dots (**Customize and control Google Chrome**), and select **Delete Browsing Data**.
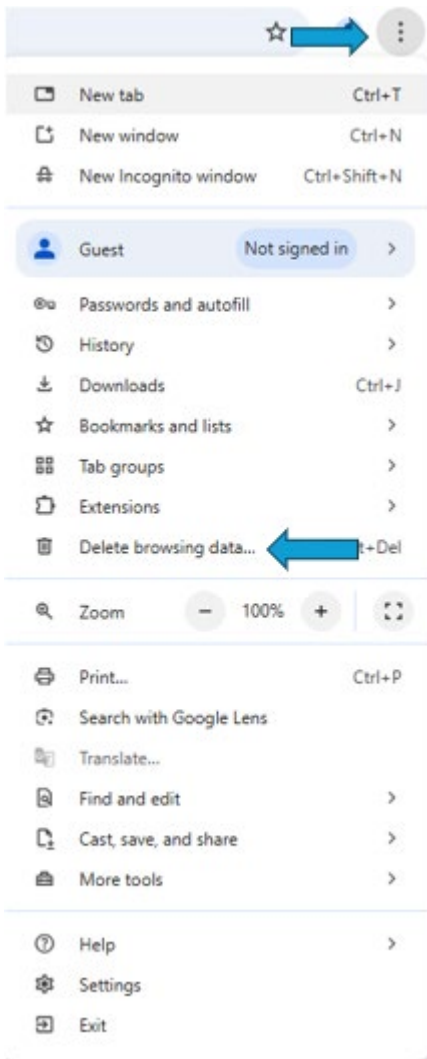
A new window will open, where you will have the option to delete several types of data. Select what you would like to delete and click the **Delete** button.

Delete browsing data

| Basic | Advanced |

Time range Last hour ▾

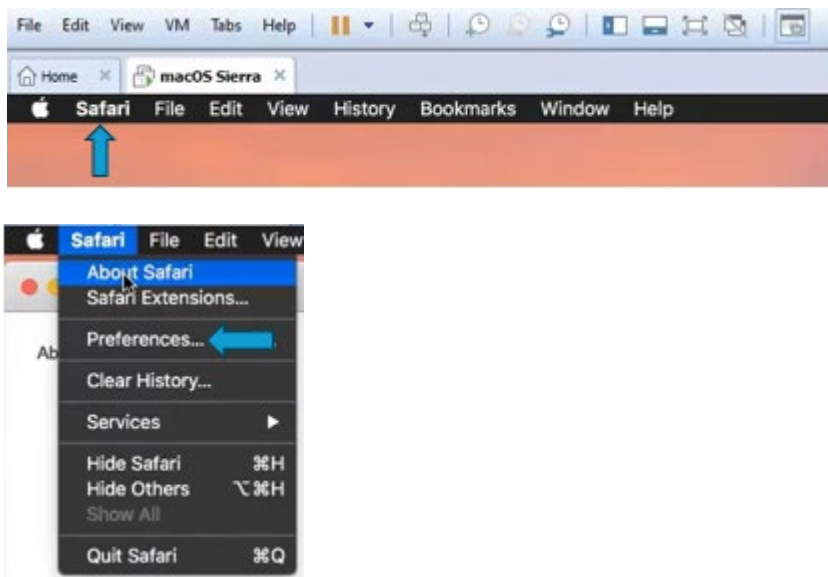☑ Browsing history
Deletes history, including in the search box

☐ Cookies and other site data
Signs you out of most sites

☑ Cached images and files
Frees up less than 1 MB. Some sites may load more slowly on your next visit.

Cancel   Delete data

8.2.1.2 Safari

On the top left-hand corner of your internet browser, click on **Safari** and select **Preferences**.


Click on the **Privacy** button and then **Manage Website Data**. A list of the sites with cached data will appear and you can select some sites and click **Remove**, or you can select **Remove All** if you want to clear your cached information and / or browser history completely.
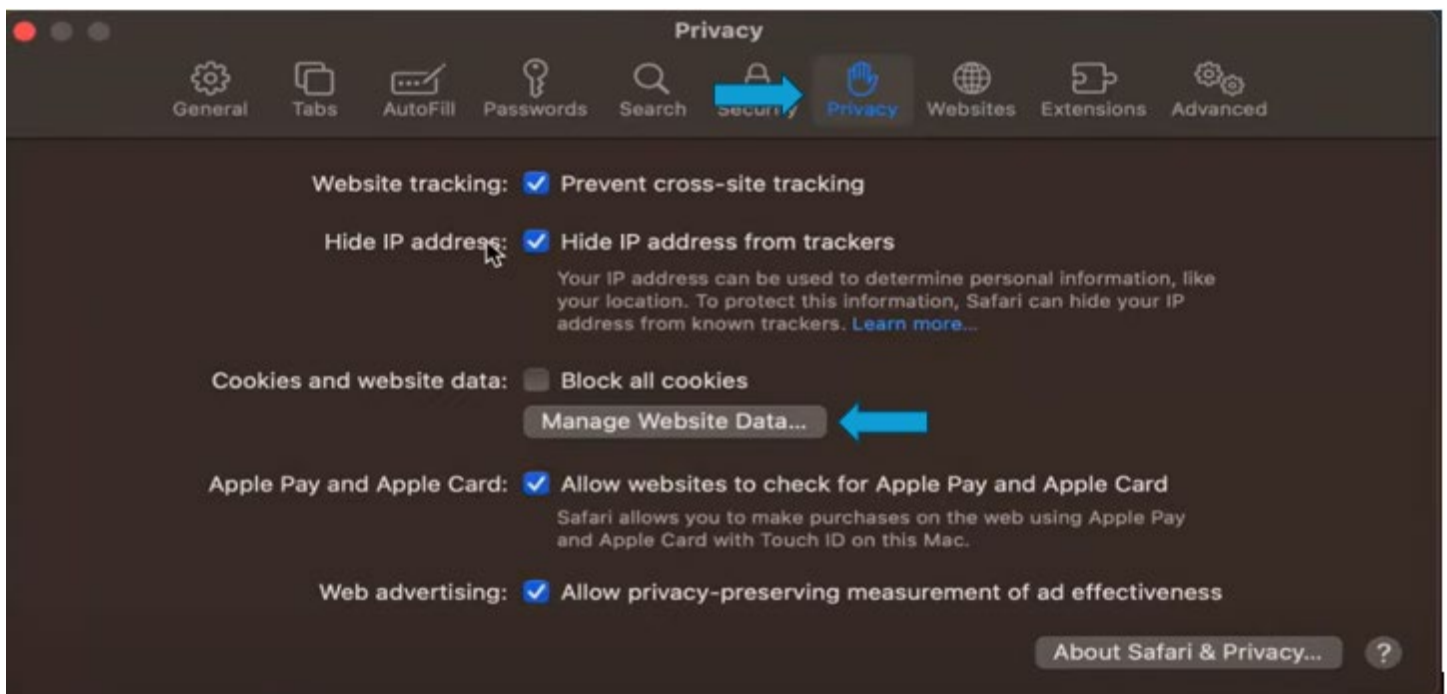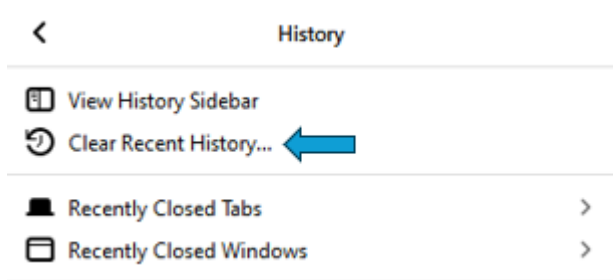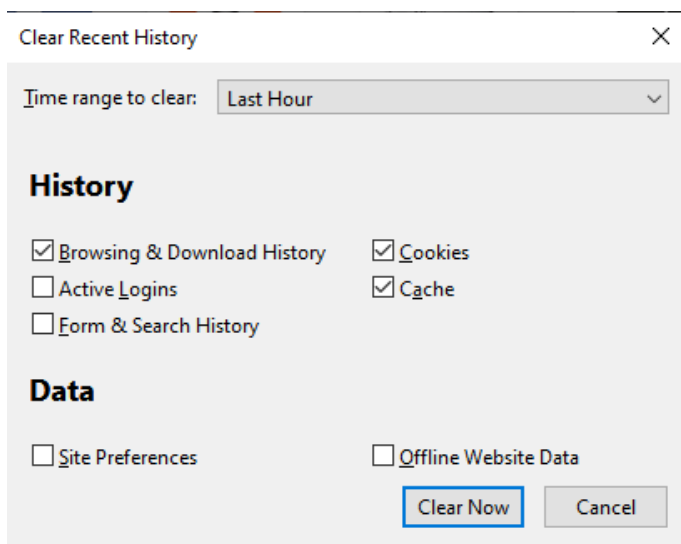

8.2.1.3 Firefox

On the top right-hand corner of your internet browser, click on the icon with the three lines (**View history, saved bookmarks and more**) and select **History**.
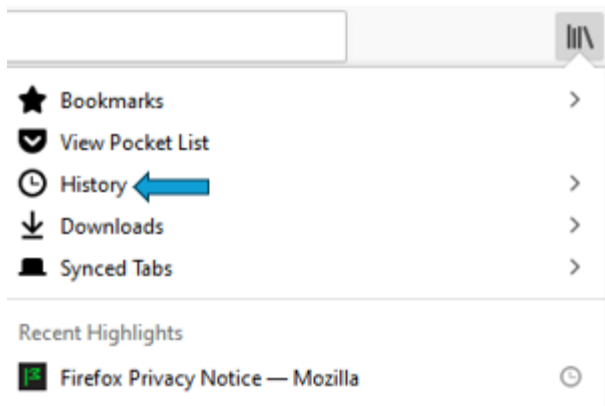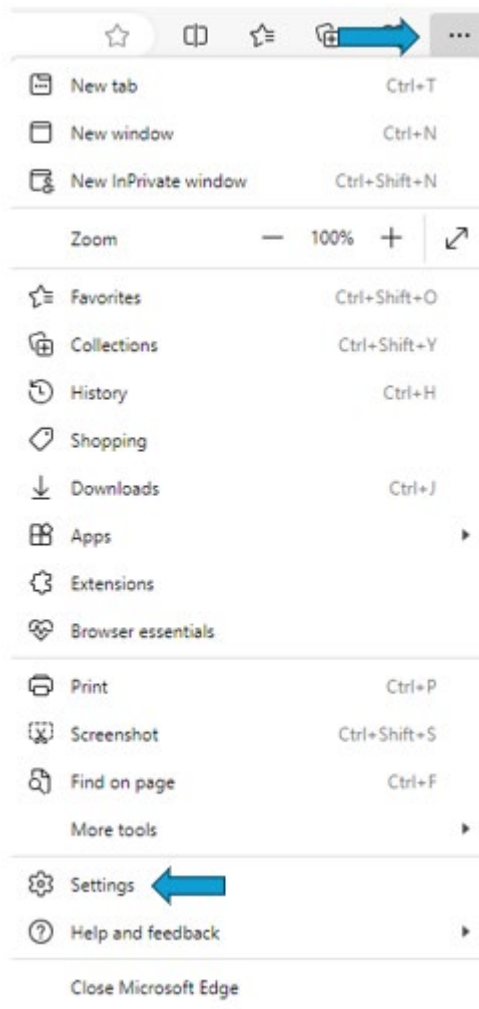
Select **Clear Recent History**.

A popup will open that allows you to delete various types of data, including your cache and browsing history. Choose what you want to delete and click **Clear Now**.
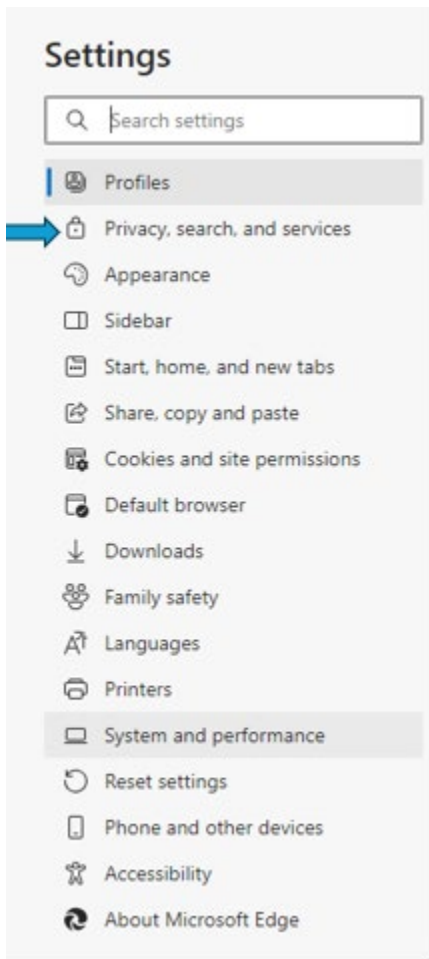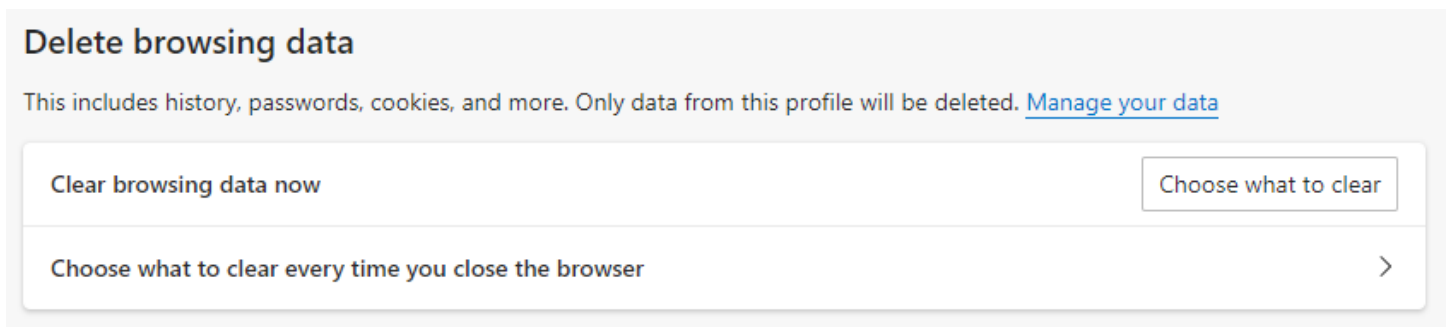

8.2.1.4 Microsoft Edge

On the top right-hand corner of your internet browser, click on the icon with the three dots (**Settings and more**), and select **Settings**.

A menu will appear on the left-hand side fo the screen. Click on the line called **Privacy, search, and services.**
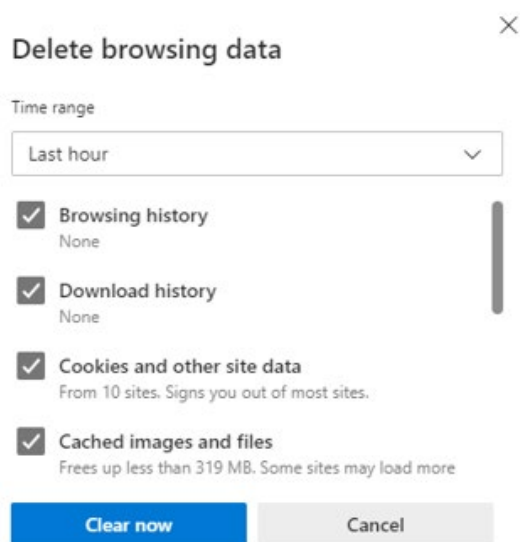
Under Delete Browing Data, click **Choose what to clear**.

A popup will open that allows you to delete various types of data, including your cache, browsing and download history. Choose what you want to delete and click **Clear now**.
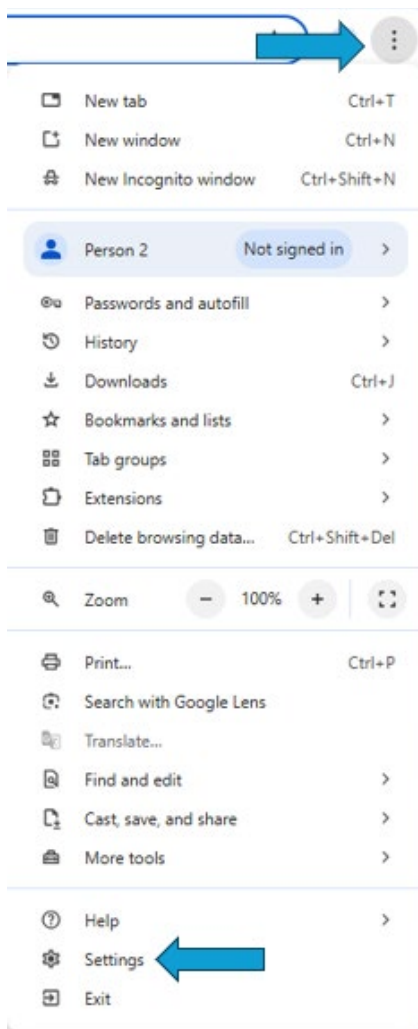
8.2.2 How do I check what browser version I am currently using?

8.2.2.1 Chrome

On the top right-hand corner of your internet browser, click on the icon with the three dots (**Customize and control Google Chrome**), and select **Settings**.

New tab   Ctrl+T
New window   Ctrl+N
New Incognito window   Ctrl+Shift+N

Person 2   Not signed in   >

Passwords and autofill   >
History   >
Downloads   Ctrl+J
Bookmarks and lists   >
Tab groups   >
Extensions   >
Delete browsing data...   Ctrl+Shift+Del

Zoom   —   100%   +   ⛶

Print...   Ctrl+P
Search with Google Lens
Translate...
Find and edit   >
Cast, save, and share   >
More tools   >

Help   >
Settings
Exit

From the Settings Screen, click on **About Chrome** and you will see the version you are using along with whether that version is up to date.
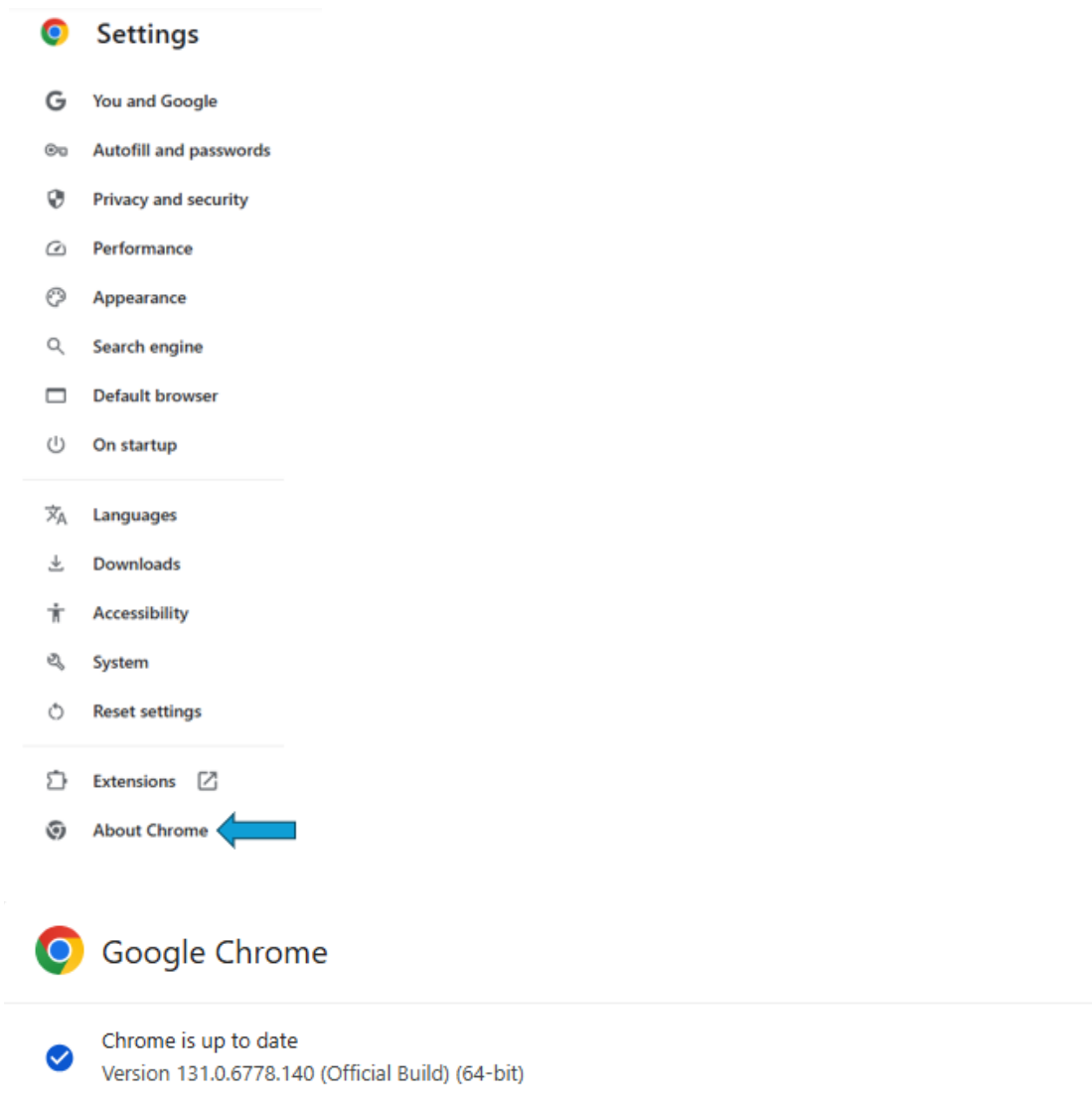
8.2.2.2 Safari

On the top left-hand corner of your internet browser, click on **Safari** on the top left-hand corner of the browser and select **About Safari**.
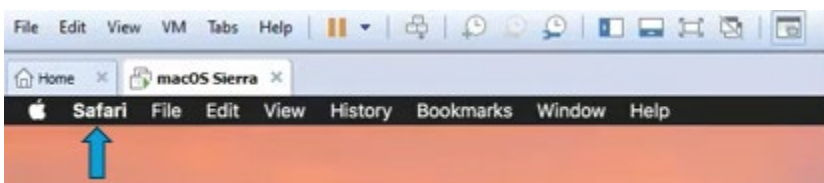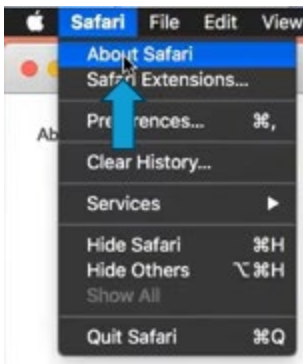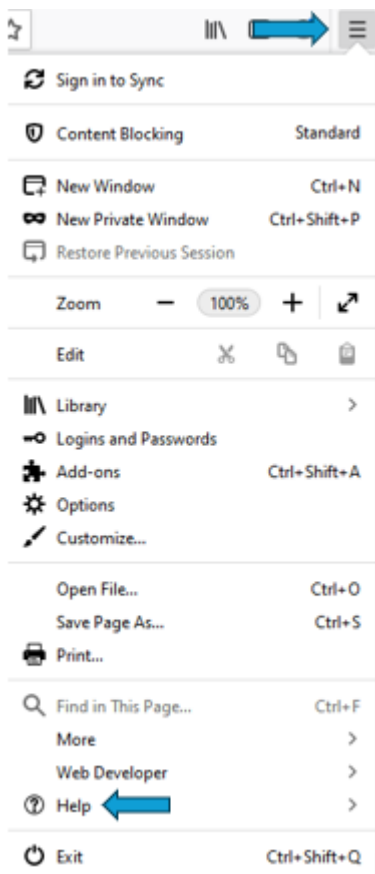
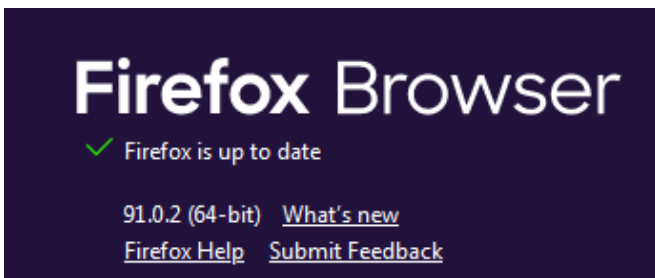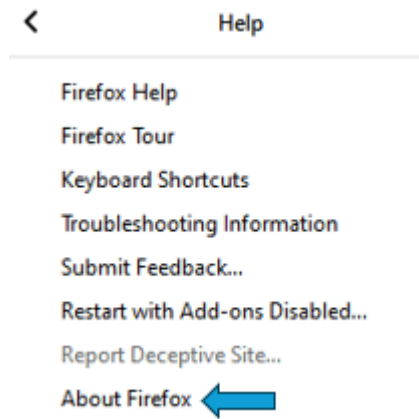A popup will appear in the centre of your screen with the version information.

8.2.2.3 Firefox

On the top right-hand corner of your internet browser, click on the icon with the three lines (**Open menu**), and select **Help**.
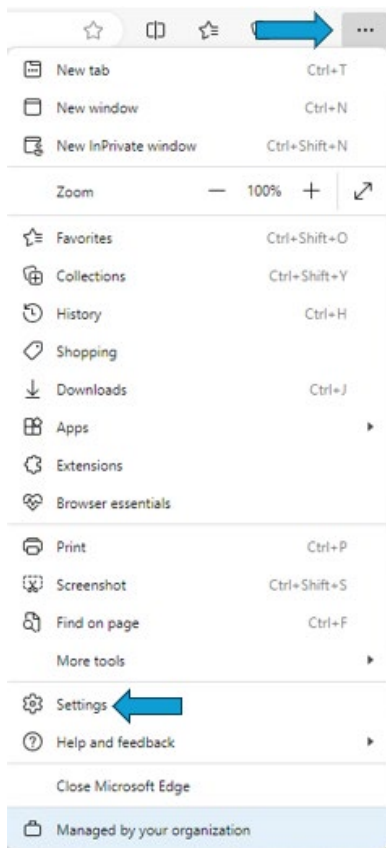
From the Help screen, click on **About Firefox** and you will see the version you are using along with whether that version is up to date.
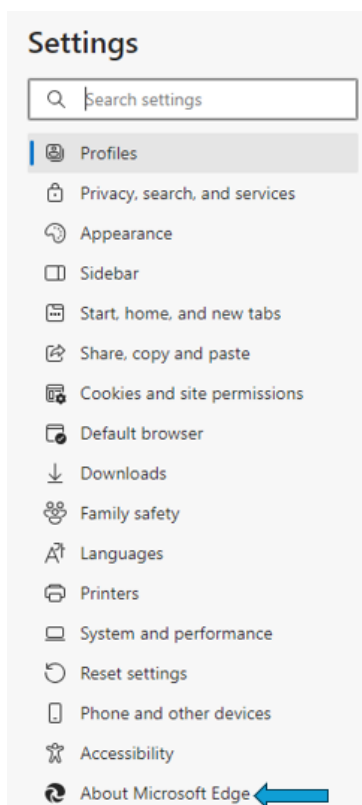

8.2.2.4 Microsoft Edge

On the top right-hand corner of your internet browser, click on the icon with the three dots (**Settings and More**), and select **Settings**.

From the Settings Screen, click on **About Microsoft Edge** and you will see the version you are using along with whether that version is up to date.

About

Microsoft Edge for Business
Learn more about Microsoft Edge for Business
Version 131.0.2903.99 (Official build) (64-bit)

✓ **Microsoft Edge is up to date.**