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# 6.0 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)

## 6.1 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 <u>My Settings</u> <u>Resource Guide</u>.
- 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

# 6.2 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.

### 6.2.1 How do I clear browsing history and cache?

#### 6.2.1.1 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**.

	\$	$\Rightarrow$	:
	New tab	Ct	rl+T
Ct	New window	Ctr	I+N
₽	New Incognito window	Ctrl+Shif	t+N
•	Guest Not si	igned in	>
®u	Passwords and autofill		>
0	History		>
¥	Downloads	Ct	rl+J
☆	Bookmarks and lists		>
80	Tab groups		>
Ð	Extensions		>
亩	Delete browsing data	t+	Del
1 1	Delete browsing data Zoom - 100%	+	Del
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1 9 8 0	Delete browsing data Zoom – 100% Print Search with Google Lens	(+) Ct	rl+P
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0 4 6 0 1 4	Delete browsing data Zoom – 100% Print Search with Google Lens Translate Find and edit Cast, save, and share More tools	¢	·Del :: rl+P > >
	Delete browsing data Zoom – 100% Print Search with Google Lens Translate Find and edit Cast, save, and share More tools Help	Ct	-Del ::: rl+P > > >
0 0 0 0 0 0 0 0 0 0 0	Delete browsing data Zoom – 100% Print Search with Google Lens Translate Find and edit Cast, save, and share More tools Help Settings	(+)	-Del () rl+P > > >

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 data

Cancel

Dele	ete browsing data	
	Basic	Advanced
Time	e range Last hour	•
<b>~</b>	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 s visit.	ites may load more slowly on your next

•

### 6.2.1.2 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.



#### 6.2.1.3 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.

<	History	
1 1	View History Sidebar Clear Recent History	
	Recently Closed Tabs Recently Closed Windows	> >

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**.

Clear Recent History	×
Time range to clear: Last Hour	~
History	
<u>B</u> rowsing & Download History □ Active Logins □ Form & Search History	⊻ <u>C</u> ookies ⊻ C <u>a</u> che
Data	
Site Preferences	Offline Website Data     Clear Now     Cancel

#### 6.2.1.4 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**.

New tab	Ctrl+T	8
New window	Ctrl+N	
New InPrivate window	Ctrl+Shift+N	l.
Zoom —	100% +	2
Favorites	Ctrl+Shift+C	0
Collections	Ctrl+Shift+Y	
History	Ctrl+H	
Shopping		
Downloads	Ctrl+J	
Apps		,
Extensions		
Browser essentials		
Print	Ctrl+P	0
Screenshot	Ctrl+Shift+S	1
Find on page	Ctrl+F	8
More tools		•
Settings		
Help and feedback		,
	New tab New window New InPrivate window Zoom — Favorites Collections History Shopping Downloads Apps Extensions Browser essentials Print Screenshot Find on page More tools Settings Help and feedback	New tab     Ctrl+T       New window     Ctrl+Shift+N       New InPrivate window     Ctrl+Shift+N       Zoom     —     100%     +       Favorites     Ctrl+Shift+Q       Collections     Ctrl+Shift+Q       Collections     Ctrl+Shift+Q       Browsping     Ctrl+J       Downloads     Ctrl+J       Apps     Extensions       Browser essentials     Ctrl+Shift+S       Find on page     Ctrl+Shift+S       More tools     Settings       Help and feedback     Help and feedback

A menu will appear on the left-hand side fo the screen. Click on the line called Privacy, search, and services.

### Settings

Q	Search settings
8	Profiles
0	Privacy, search, and services
0	Appearance
	Sidebar
	Start, home, and new tabs
¢	Share, copy and paste
5	Cookies and site permissions
6	Default browser
$\underline{\downarrow}$	Downloads
쯍	Family safety
fA_	Languages
0	Printers
	System and performance
0	Reset settings
	Phone and other devices
Ŕ	Accessibility
9	About Microsoft Edge

Under Delete Browing Data, click **Choose what to clear**.

Delete browsing data	
This includes history, passwords, cookies, and more. Only data from this profile will be deleted. Manage ye	our data
Clear browsing data now	Choose what to clear
Choose what to clear every time you close the browser	>

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**.

### Delete browsing data

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Last hour		~
Browsin None	g history	
Downlo None	ad history	
Cookies	and other site sites. Signs you ou	data It of most sites.
Cached Frees up	images and file less than 319 MB.	es Some sites may load more
Clear	now	Cancel

### 6.2.2 How do I check what browser version I am currently using?

### 6.2.2.1 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**.

	Newton	-
-	New tab	Ctrl+1
Ľ	New window	Ctrl+N
₽	New Incognito window	Ctrl+Shift+N
	Person 2 Not sign	ned in >
®u	Passwords and autofill	>
1	History	>
*	Downloads	Ctrl+J
☆	Bookmarks and lists	>
88	Tab groups	>
Ð	Extensions	>
Û	Delete browsing data Ct	rl+Shift+De
1 0	Delete browsing data Ct Zoom – 100%	rl+Shift+De
1 0 0	Delete browsing data Ct Zoom – 100% Print	rl+Shift+De
0 0 0 0 0	Delete browsing data Ct Zoom – 100% Print Search with Google Lens	rl+Shift+De + :: Ctrl+F
	Delete browsing data Cr Zoom – 100% Print Search with Google Lens Translate	rl+Shift+De + Ctrl+F
1 0 0 0 0 0	Delete browsing data Ct Zoom – 100% Print Search with Google Lens Translate Find and edit	rl+Shift+De + C: Ctrl+F
	Delete browsing data Cf Zoom – 100% Print Search with Google Lens Translate Find and edit Cast, save, and share	rl+Shift+De + Ctrl+F Ctrl+F
	Delete browsing data Cf Zoom – 100% Print Search with Google Lens Translate Find and edit Cast, save, and share More tools	rl+Shift+De + Ctrl+F Ctrl+F
1 0 0 0 0 0 0	Delete browsing data Cf Zoom – 100% Print Search with Google Lens Translate Find and edit Cast, save, and share More tools Help	rl+Shift+De + Ctrl+F Ctrl+F
	Delete browsing data Cr Zoom – 100% Print Search with Google Lens Translate Find and edit Cast, save, and share More tools Help Settings	rl+Shift+De + Ctrl+F Ctrl+F

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.



#### 6.2.2.2 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.



### 6.2.2.3 Firefox

On the top right-hand corner of your internet browser, click on the icon with the three lines (**Open menu**), and select **Help**.

2		lii\		
C	Sign in to Sync			
0	Content Blocking		Sta	andard
Ģ	New Window		(	Ctrl+N
8	New Private Wind	ow	Ctrl+S	hift+P
Ģ	Restore Previous S	Session		
	Zoom -	1009	<b>6 +</b>	rs.
	Edit	Ж	Ъ	Ê
۱I/	Library			>
-0	Logins and Passw	ords		
÷	Add-ons		Ctrl+S	hift+A
¢	Options			
	Customize			
	Open File		(	Ctrl+O
	Save Page As			Ctrl+S
8	Print			
Q	Find in This Page.			Ctrl+F
	More			>
	Web Developer			>
1	Help			>
Ċ	Exit		Ctrl+S	hift+Q

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.

<	Help
	Firefox Help
	Firefox Tour
	Keyboard Shortcuts
	Troubleshooting Information
	Submit Feedback
	Restart with Add-ons Disabled
	Report Deceptive Site
	About Firefox
	Firefox Browser

91.0.2 (64-bit) <u>What's new</u> <u>Firefox Help</u> <u>Submit Feedback</u>

#### 6.2.2.4 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**.

	🖒 ወ 🖆	
	New tab	Ctrl+T
٥	New window	Ctrl+N
G	New InPrivate window	Ctrl+Shift+N
	Zoom —	100% + 🖉
ť≡	Favorites	Ctrl+Shift+O
⊕	Collections	Ctrl+Shift+Y
5	History	Ctrl+H
0	Shopping	
$\underline{\downarrow}$	Downloads	Ctrl+J
B	Apps	•
3	Extensions	
\$	Browser essentials	
0	Print	Ctrl+P
(X)	Screenshot	Ctrl+Shift+S
හ	Find on page	Ctrl+F
	More tools	•
ණ	Settings	
1	Help and feedback	,
	Close Microsoft Edge	
Ô	Managed by your organizat	tion

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.

# Settings

Profiles Privacy, search, and services Appearance Sidebar 🔄 Start, home, and new tabs 🖄 Share, copy and paste Cookies and site permissions Default browser ↓ Downloads 😤 Family safety AT Languages Printers System and performance C Reset settings Phone and other devices ℜ Accessibility About Microsoft Edge

### About

C

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.