





# Avoid Technical Difficulties

## Ensure that your device is up to date:

- ✓ **Install all pending updates**
- ✓ **Ensure that your device is secure and malware-free**
- ✓ **Make sure that your device is capable of running a compatible browser**

## Ensure that you are using an updated compatible browser:

- ✓ **Internet Explorer**  
*(Preferred browser for our portal)*   
Version 9 or higher
- ✓ **Firefox**   
Most current version
- ✓ **Safari**   
Most current version
- ✓ **Chrome**   
Most current version

## Prevent issues by doing following:

- ✓ **Do not use shared email accounts**  
Although the secure correspondence can only be accessed after logging in to the portal, avoid using shared email accounts to ensure no one can reset your password or delete message notifications. Each account created has to have a unique email address associated with it.
- ✓ **Avoid using the electronic forms or registering using your smart phone:**  
Some functionality of the forms may be lost when using smart phone browsers.
- ✓ **Be cautious while using public computers and Wi-Fi connections:**  
Do not use auto-save for your login credentials. Clear your browser history. Note that non-secure internet connection can leave you vulnerable to data theft and refrain from viewing sensitive data using public Wi-Fi connections.

**Report issues with site functionality- your feedback is very much appreciated!**

**For assistance with registration process or logging in please call (509) 633-6244  
or email [portalsupport@cmccares.org](mailto:portalsupport@cmccares.org).**