

ONE-E-APP SETTINGS INSTRUCTIONS FOR THE INTERNET EXPLORER (IE) BROWSER

TO: MHLA Eligibility Leads

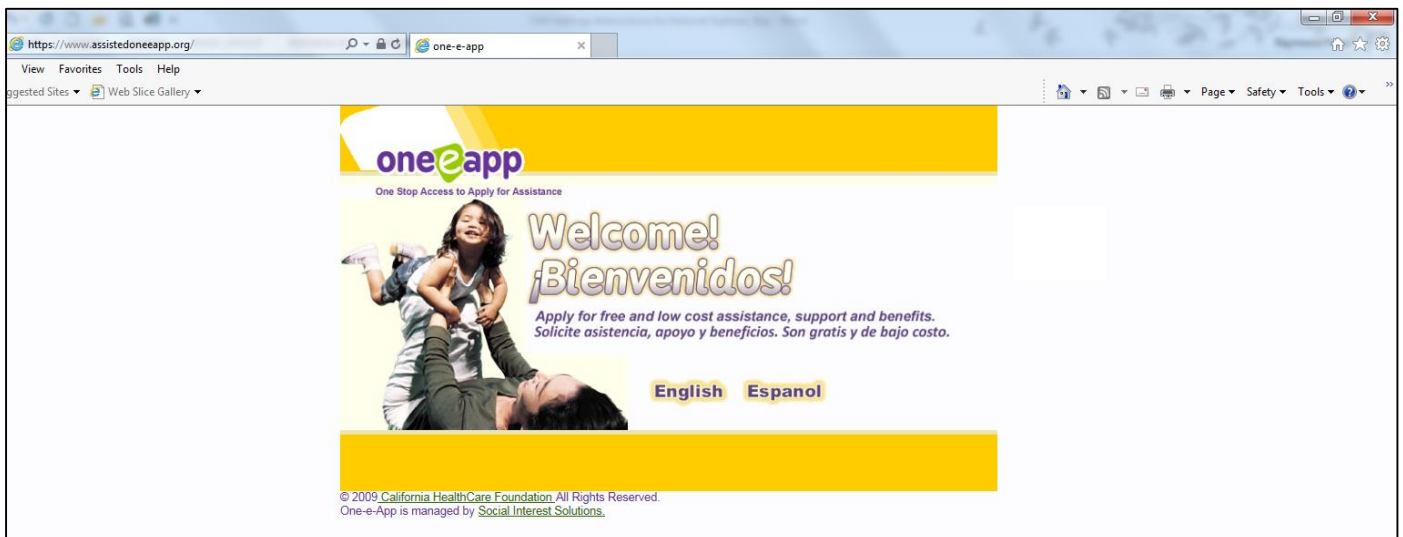
Issue: The slow-loading of screens reported by some users.

Fix: **Turn-off** your Internet Explorer Browser settings in your organization's computers for operating One-e-App. One-e-App now requires that the Internet Explorer settings be **TURNED-OFF**. Below is a technical guide, ONE-E-APP SETTINGS INSTRUCTIONS FOR THE INTERNET EXPLORER (IE) BROWSER that provides a step-by-step guide to turn-off the settings in your browser.

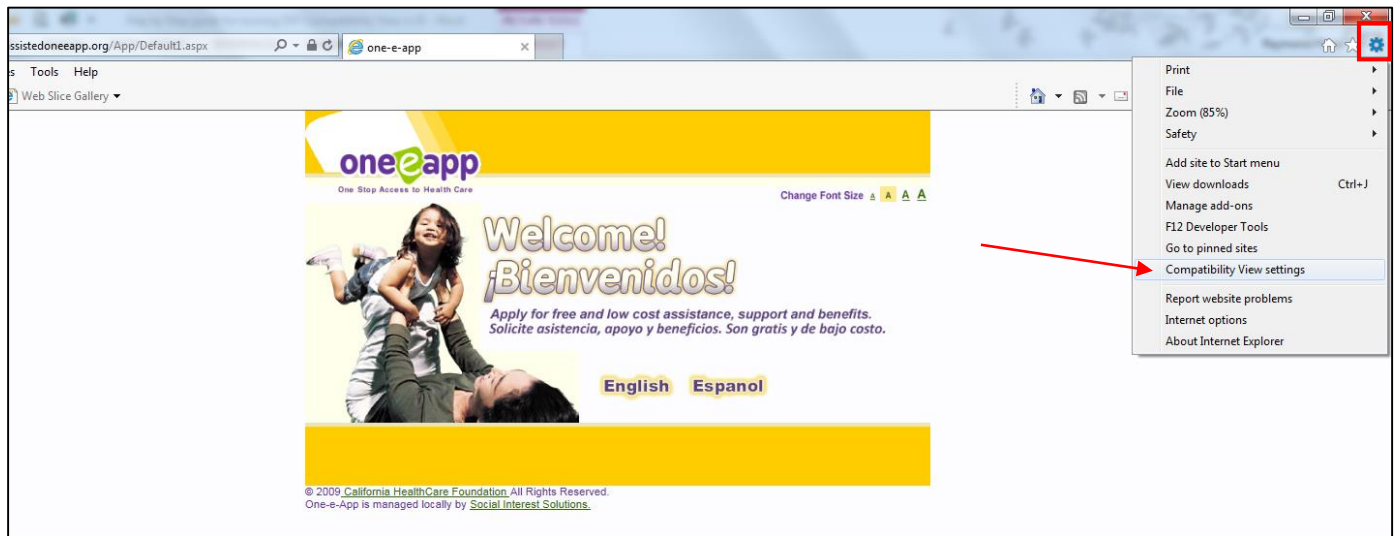
IMPORTANT: One-e-App system should only be operated using the Internet Explorer Browser. Using any other browser may result in decreased performance of the One-e-App system (e.g., slow screen loading).

I) COMPATIBILITY VIEW SETTINGS - TURN OFF

Step 1 – Open your IE browser and open the One-e-App website (<https://www.assistedoneeapp.org>).

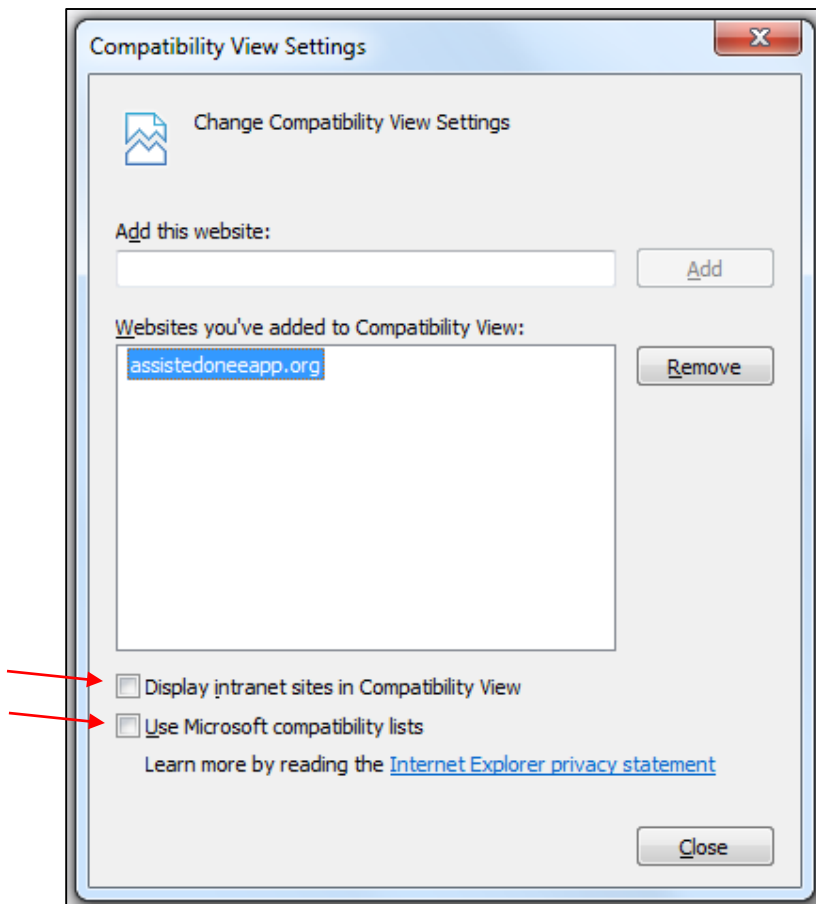


Step 2 – On the right hand top side, you will see a 'gear' icon (Settings). Go the icon and select Compatibility View settings.



Step 3 – If the website is added to the list of Compatibility View, select the website and Remove it. Also uncheck the 2 boxes at bottom.

If the website is not added in the list, still uncheck the two check boxes. This means you have turned OFF the Compatibility View settings. Close.

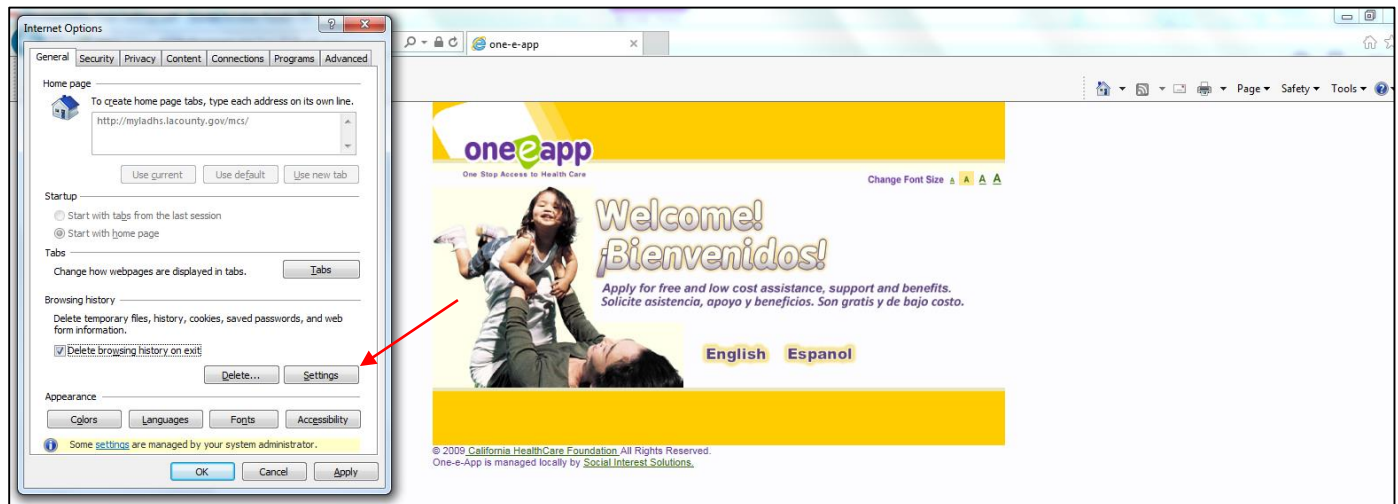


II) INTERNET OPTIONS - WEBSITE DATA SETTING

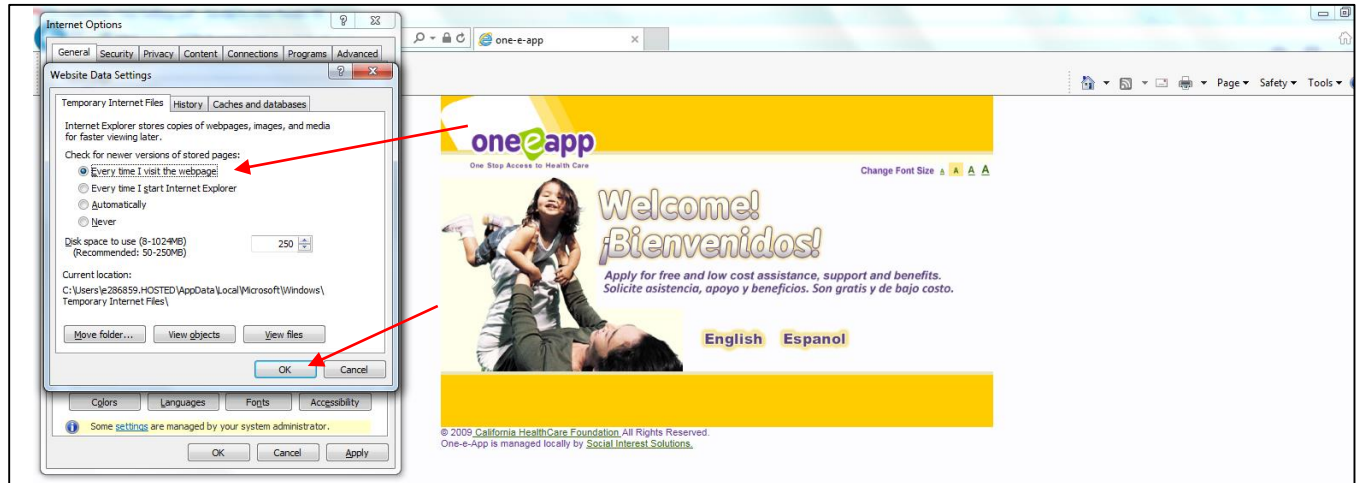
Step 1 – On the right hand top side, you will see a ‘gear’ icon (Settings). Go the icon and select Internet Options.



Step 2 – Look for and select Settings. (Your pop-out may look slightly different than is shown here).



Step 3 - Select 'Every time I visit the webpage.' Click OK.



NOTE: This document is also posted on the MHLA Website - <http://dhs.lacounty.gov/mhla> under “For DHS and Community Partners, OEA Renewal Materials”

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Password: Lacounty1

Please share this information with all One-e-App Users in your organization. If you have any questions about this notification, please contact your Program Advocate.