





Panorama Bulletin

June 10, 2015

Information Bulletin 0039

<u>Quick Reference</u>: Resolving Client-in-context issues

lssue:

Users occasionally report a situation where the client in context appears to switch as people navigate down the left-hand navigation links.

When an incorrect client appears to be in context repeated clicks on any left-hand navigation link align the display to the correct client in context.

Action Required:

Please confirm the following Internet Explorer browser setting:



1) Click on **Tools** and select **Internet Options**







2) On the window that opens and in the General tab click the Settings button



3) Ensure the **Check for newer versions of stored webpages** is set to **Every time I visit the webpage** and click the **Ok** button

nten	net Options	? ×
Gen	eral Security Privacy Content Connections Programs Advan	ced
н	Temporary Internet Files and History Settings	×
в	Temporary Internet Files Internet Explorer stores copies of webpages, images, and media for faster viewing later. Check for newer versions of stored pages: Every time I visit the webpage Every time I start Internet Explorer Automatically Never Disk space to use (8-1024MB) (Recommended: 50-250MB) 50 +	•
5	Current location: C:\Users\vpoliqui\AppData\Local\Microsoft\Windows\Temporary Internet Files\	
т	Move folder View objects View files	
	History	-
A	Specify how many days Internet Explorer should save the list of websites you have visited.	
_	Days to keep pages in history: 20	
(\frown	-

- 4) Click the Ok button on the main window to close out of Internet options
- 5) Close the browser
- 6) You can now open the browser and logon to Panorama and the clients should no longer appear to switch







Background Information – Browser Configuration:

There are a number of browser settings that are recommended or required to support the effective use of Panorama.

Please also consider ensuring:

Cache is cleared as shown below

- 1. Open Internet Explorer
- 2. Click Tools and select Internet Options



3. Check the box beside **Delete browser history on exit** and click the **Delete** button

General Security Privacy Content Connections Programs Advanced						
Home page						
To create home page tabs, type each address on its own line.						
http://intranet.ehealthsask.ca/						
×						
Use <u>c</u> urrent Use <u>b</u> lank Use <u>b</u> lank						
Browsing history						
Delete temporary files, history, cookies, saved passwords, and web form information.						
Relete browsing history on exit						
Delete Settings						
Search						
Change search defaults. Settings						
Tabs						
Change how webpages are displayed in Settings						
tabs.						
Appearance						
Colors Languages Fonts Accessibility						
OK Cancel Apply						







- 4. On the **Delete Browser History** window that pops up **check/uncheck** the check boxes to look like the image below, and then click the **Delete** button.
 - A window will popup "Please wait while the browser history is deleted." Once the history is deleted close the out of the setting screen, close the browser and launch Internet Explorer.

Dele	te Browsing History 🔀					
	Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.					
V	<u>Temporary Internet files</u> Copies of webpages, images, and media that are saved for faster viewing.					
~	Cookies Files stored on your computer by websites to save preferences such as login information.					
V	History List of websites you have visited.					
V	Form data Saved information that you have typed into forms.					
2	Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.					
2	✓ InPrivate Filtering data Saved data used by InPrivate Filtering to detect where websites may be automatically sharing details about your visit.					
A	bout deleting browsing history Delete Cancel					

Favorites setting

If you are using Internet Explorer and have a favorites set ensure the URL is correct

1. Click on Favorites and right click on the shortcut (Panorama in this case) and











2. Ensure the URL is set to: https://services.ehealthsask.ca/panorama/SecurityWeb/Portal

	-						
🗿 Panorama Pr	operties X						
General Web Document Security Details Previous Versions							
Panorama							
URL:	s.ehealthsask.ca/panorama/SecurityWeb/Po ^l tal						
Shortcut key:	None						
Visits:	Unknown						
	Change Icon						
	OK Cancel Apply						

3. Click the **Ok** button and the Favorites shortcut is ready to use

Create Desktop Shortcut - Internet Explorer

1. Right click on the desktop and select New / Shortcut









- 2. In the window that opens type one of the URLs below depending on what environment you are creating a shortcut for and click the **Next** button
 - For Production type in:
 - https://services.ehealthsask.ca/panorama/SecurityWeb/Portal

д Create Shortcut				
\bigcirc	2 Create Shortcut			
	What item would you like to create a shortcut for?			
	This wizard helps you to create shortcuts to local or network programs, files, fo Internet addresses.	lders, computers, or		
	Type the location of the item:			
	https://services.ehealthsask.ca/panorama/SecurityWeb/Portal	B <u>r</u> owse		
	Click Next to continue.			
		Next Cance	el	

- 3. In the window that comes up enter a Name for the shortcut
 - For Production enter: Panorama Production



4. The shortcut will now be on the desktop and you can double left click on it to open Panorama



Other ways to create bookmarks in any of the 3 browsers (Google Chrome, Firefox, Internet Explorer)

Steps to Create a New Bookmark:

Note: Do not create the bookmark until you get to step 3

- 1. Visit the following URL in your browser of choice: <u>https://services.ehealthsask.ca/panorama/SecurityWeb/Portal</u>
- 2. Enter your username and password and click the Secure Logon button which brings you to the Panorama Login screen where you can select your role and language







- 3. Create the Bookmark at this screen using your browser of choice. Review the steps below to create a bookmark.
 - a. *Internet Explorer*: From the bookmarks bar, below the address bar, click the Star icon with a green arrow.
 - b. *Firefox*: Click the Star icon from the top right.
 - c. *Chrome*: Click the Star icon from the address bar near the top right. Enter an appropriate name for the bookmark and click Finished.

<u>Contact</u>

If you have any questions or concerns please contact the eHealth Service Desk at 1-888-316-7446 or email <u>servicedesk@ehealthsask.ca</u>