

Panorama Bulletin

June 10, 2015

Information Bulletin 0039

Quick Reference: Resolving Client-in-context issues

Issue:

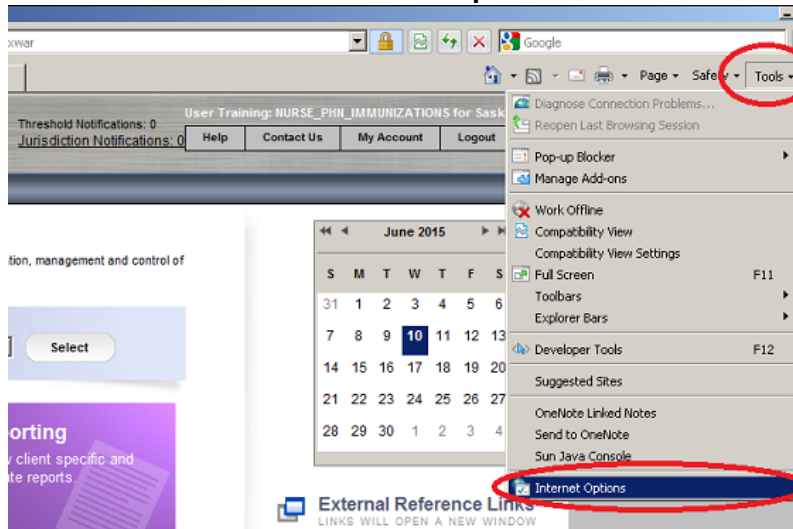
Users occasionally report a situation where the client in context appears to switch as people navigate down the left-hand navigation links.

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.

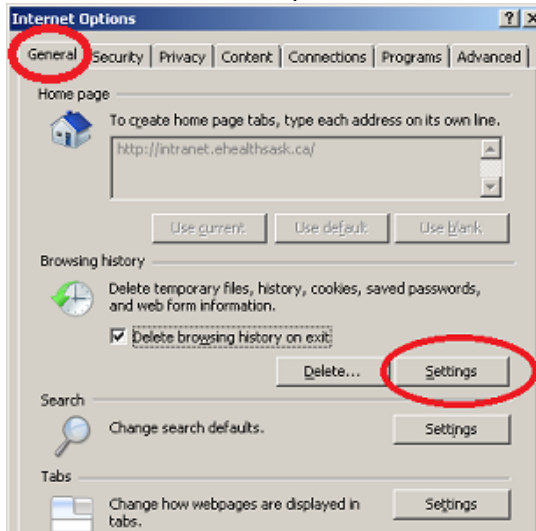
Action Required:

Please confirm the following Internet Explorer browser setting:

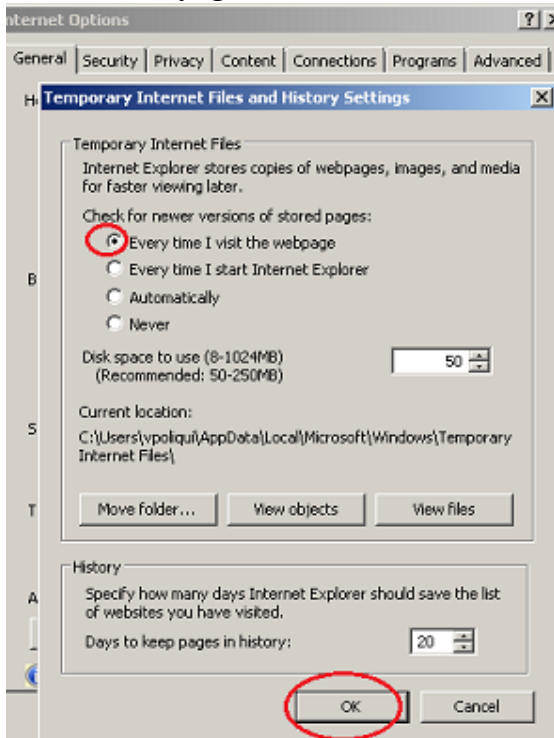
- 1) Click on **Tools** and select **Internet Options**



- 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



- 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

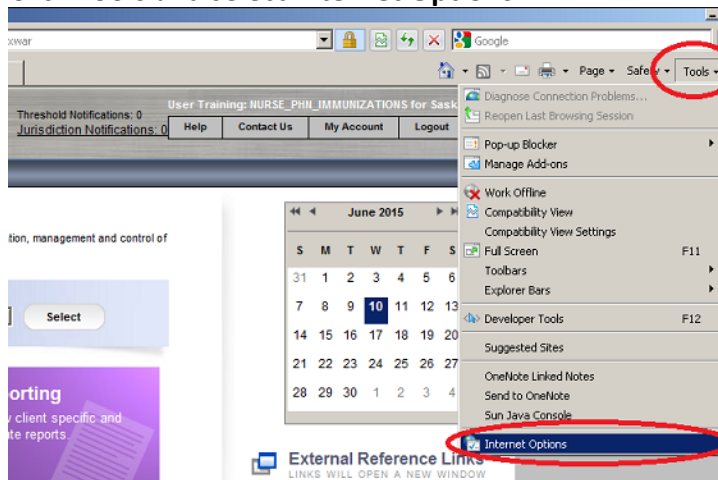
Background Information – Browser Configuration:

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

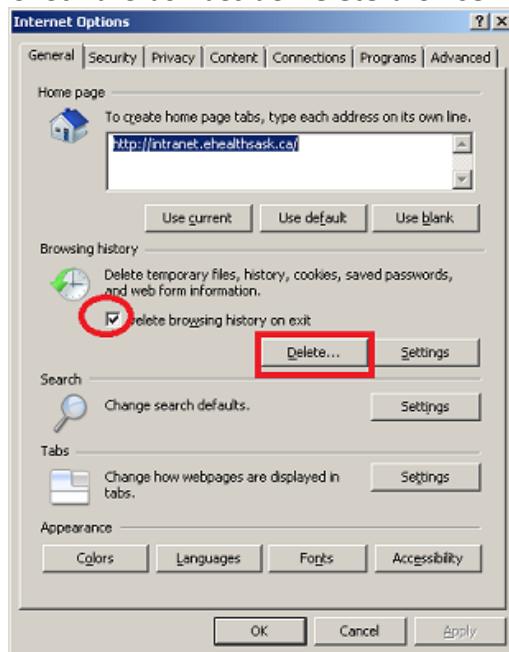
Please also consider ensuring:

Cache is cleared as shown below

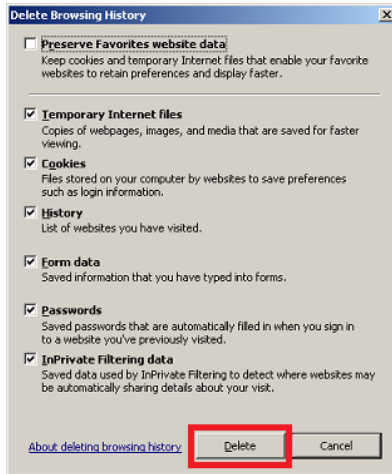
1. Open Internet Explorer
2. Click **Tools** and select **Internet Options**



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



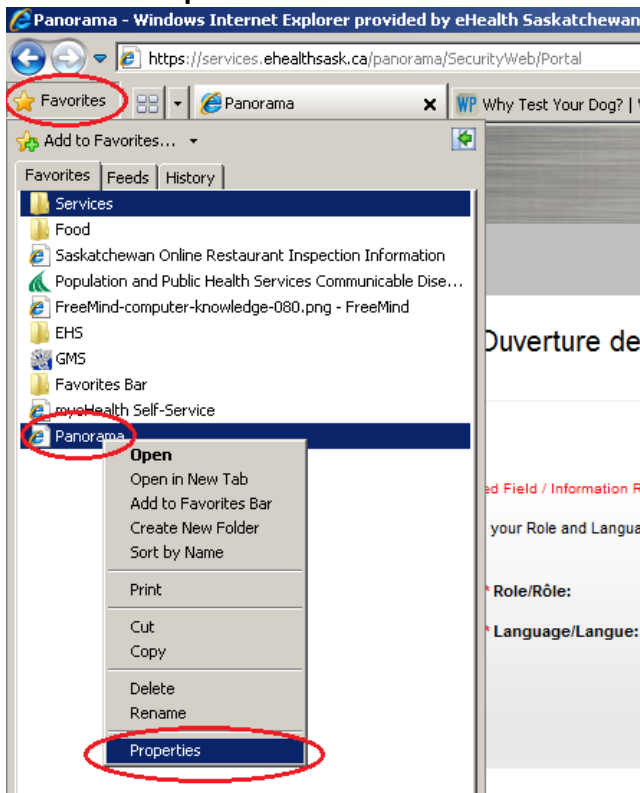
4. On the **Delete Browser History** window that pops up **check/uncheck** the check boxes to look like the image below, and then click the **Delete** button.
 - a. A window will popup **“Please wait while the browser history is deleted.”** Once the history is deleted close the out of the setting screen,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



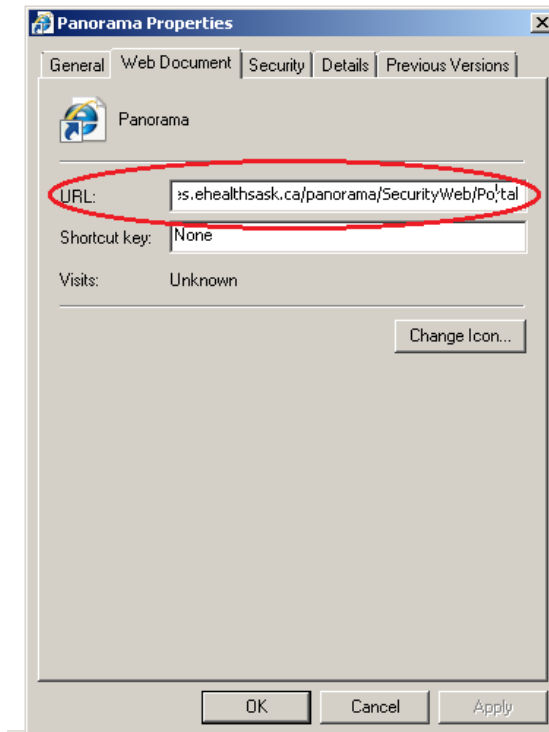
Favorites setting

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 select **Properties**.



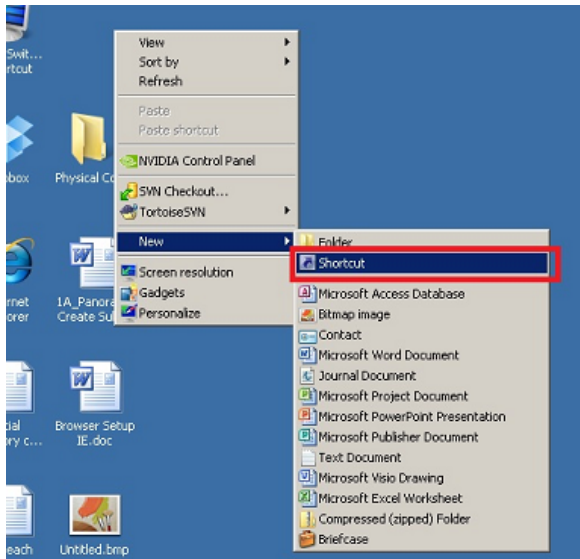
2. Ensure the URL is set to:
<https://services.ehealthsask.ca/panorama/SecurityWeb/Portal>



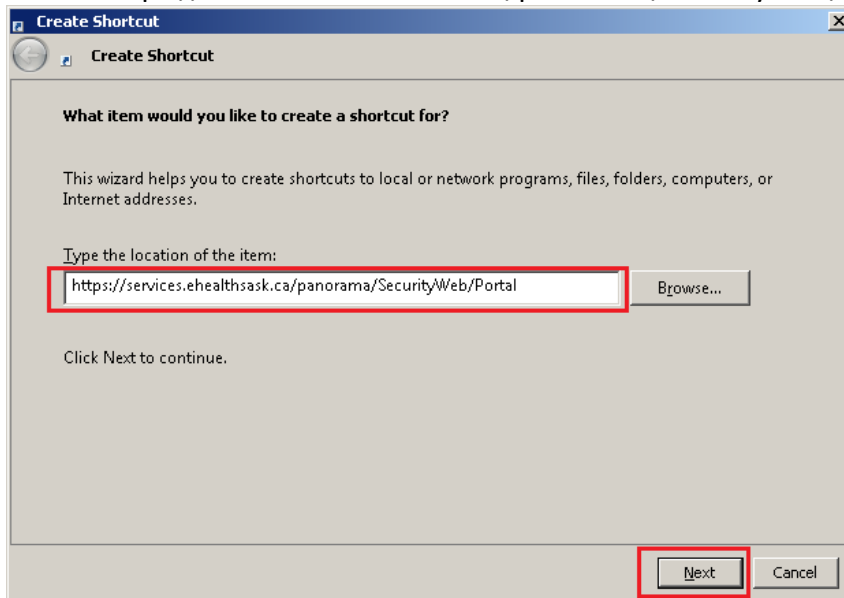
3. Click the **Ok** button and the Favorites shortcut is ready to use

Create Desktop Shortcut - Internet Explorer

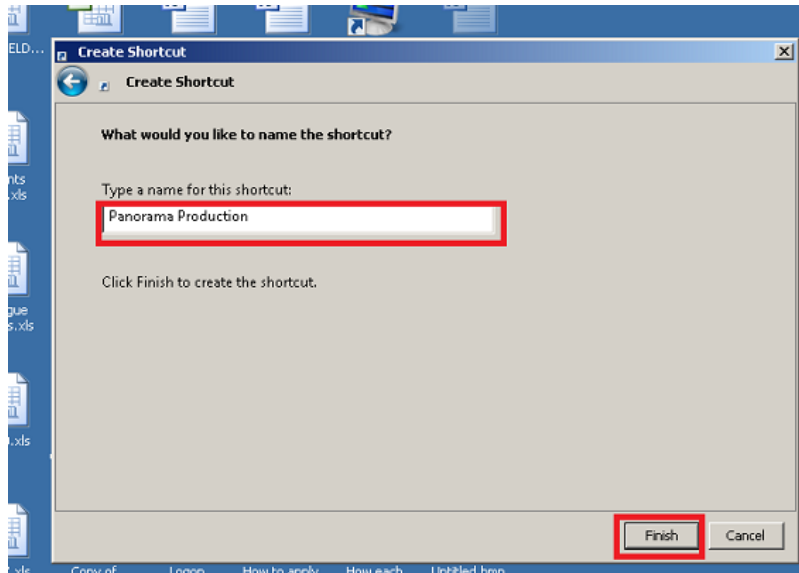
1. **Right click** on the desktop and select **New / Shortcut**



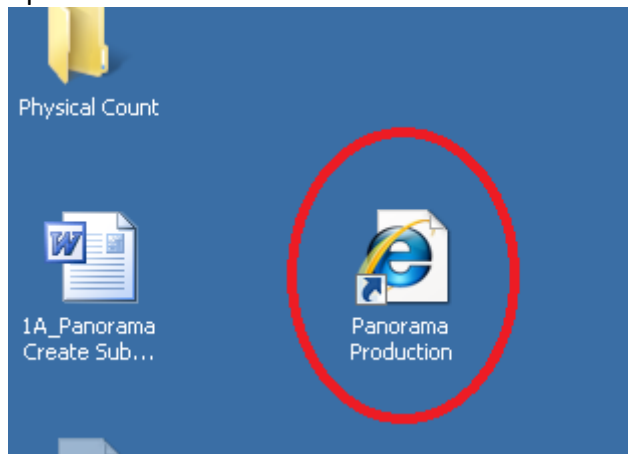
2. In the window that opens type one of the URLs below depending on what environment you are creating a shortcut for and click the **Next** button
 - For Production type in:
<https://services.ehealthsask.ca/panorama/SecurityWeb/Portal>



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:
<https://services.ehealthsask.ca/panorama/SecurityWeb/Portal>
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.

Contact

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