

Community users who plan to access Alberta Netcare with Internet Explorer 11 must adjust the compatibility settings in order to successfully reach the Alberta Netcare Portal login page.

(URLs: <https://access.albertanetcare.ca> or <https://plb.albertanetcare.ca>)

If you have not changed this setting you may see a blank page instead of the Citrix page, and as a result be unable to enter your Username and Passcode from your RSA SecurID token. The following information will help you adjust the compatibility settings in your IE 11 browser.

- 1 Open an Internet Explorer browser window and click on the **Tools**  button. From the menu select “**Compatibility View settings**”.
- 2 In the Compatibility View Settings window, type **albertanetcare.ca** in the field under “Add this website:”
- 3 Then click on the **Add** button. This will move the site address to the “Websites you’ve added to Compatibility View” list.
- 4 Click the **Close** button to exit the Compatibility View Settings window. You will now be able to access the Alberta Netcare login page as you normally would.

If you have any questions or concerns please contact eHealth Netcare Support Services at 1-855-643-8649 or ehealthsupport@cji.com

