

# CANS Troubleshooting Computer and Browser Settings

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## *Summary of Reference Guide*

If you have trouble logging into the application or using any of its features, this section might help you diagnose your issue before you need to call the VG Customer Service.

The browser in which you are opening the CANS application can affect how well it functions. The CANS Application works best in Internet Explorer. If you are using another browser you may have trouble with certain features of the application, most notably downloading and printing the CANS.

In addition to this guide, CBHI has an array of reference guides for basic CANS technical questions on the CANS page of its website. To access these guides and other resources visit [www.mass.gov/masshealth/CANS](http://www.mass.gov/masshealth/CANS) and select the link *How to Use the CANS Application of the Virtual Gateway*.

## *Trouble Downloading or Printing*

If you are having trouble downloading or printing a CANS assessment, make sure Internet Explorer on your computer is configured to use Adobe Acrobat Reader to open PDF Files. Version 8.0, 9.0, or 10 of Adobe should work.

Be sure the Pop-Up Blocker is turned OFF. To check, select Pop-Up Blocker from the Tools menu in Internet Explorer.

## **How do I confirm that Internet Explorer is configured to use Adobe Acrobat Reader to open PDF files?**

- Close [Internet Explorer] and [Start Acrobat or Adobe Reader] using your desktop icon or your computer's start programs menu.
- Select [Preferences] from the Edit menu at the top of the window.
- Select [Internet] from the Categories menu on the left.
- Deselect [Display PDF in browser] and select **OK**.

**Note:** The next time you select a link to a PDF file, the browser may prompt you to open or save the file. If you choose to open the file, the browser opens the file in the application that you specified. If you choose to save the file, then the browser downloads the file to your computer's hard disk.

## **Damaged Cookies and Clearing Caches**

If you are having problems accessing the CANS application, sometimes damaged cookies are the problem. Deleting, or 'clearing,' cookies from your computer usually fixes the problem. It is recommended that if you are clearing your cookies, you should also clear your cache. All those files stored in your cache take up space. From time to time, you may want to clear out the files stored in your cache to free up some space on your computer. It may also help your PC run faster.

### **To delete cookies and cache in Internet Explorer 8.0:**

1. Open [**Internet Explorer**].
2. Select the [**Tools**] menu.
3. Select [**Internet Options**]
4. Under Browsing History, select the [**Delete**] button.
5. Under [**Delete Browsing History**], select [**Delete**]
6. In the next dialog box check [**Temporary Internet Files**] and [**Cookies**] and then select [**Delete**].
7. Select [**OK**].

Other versions of Internet Explorer may vary after clicking Internet Options. Use the Help Menu for specific instructions for your browser. The VG is built to be used with Internet Explorer. If you are using Firefox, Safari, or another browser, please use your Help menu to find instructions for deleting temporary internet files and cookies.

## ***Virtual Gateway Customer Service***

Call Virtual Gateway Customer Service

1-800-421-0938

(617-847-6578 - TTY for those with complete or partial loss of hearing)

8:30 am to 5:00 pm Monday through Friday

Bookmark the Children's Behavioral Health Initiative Website:

<http://www.mass.gov/masshealth/cans>