Configuring Internet Explorer® Version 11 Settings
May 24, 2022

No longer supported after June 15, 2022, when it is retired by Microsoft

CGMwebPRACTICE™

Fully Web-Based Practice Management Suite

Table of Contents

ABOUT THIS DOCUMENT

These instructions apply to Internet Explorer (IE) version 11. It is important you complete _all_ of the following instructions to make sure IE has been set up properly. The quickest method to configure IE is to do so automatically using CGM webPRACTICE, but if your permission settings do not allow it, manual instructions have also been included below.

CONFIGURING IE AUTOMATICALLY USING CGM WEBPRACTICE

On the **CGM webPRACTICE** Launch page, click **Configure IE**.
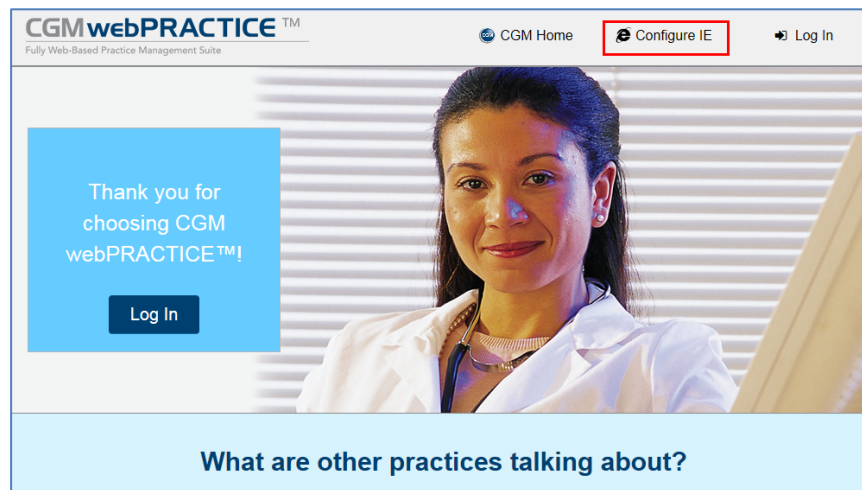
When the Configure IE function is complete, you will need to perform the step to _Add CGM website to Favorites_ to complete the process.

Notes:
- You must be a local administrator on your computer and have **User Access Control** disabled to complete this task using CGM webPRACTICE. Verify this with your IT Department prior to using this function.
- You will still be required to add the _CGM webPRACTICE Launch Page_ to your **Favorites** in Internet Explorer after using the Configure IE tool.
- Be aware that the following configuration settings will not show up properly "visually" as being performed by the tool but the settings are performed in the background and stored in the Windows Registry as required for use with CGM webPRACTICE.
  - _Compatibility View Settings – "Websites you've added to Compatibility View:"_ - the website for CGM webPRACTICE has been added.
  - _Security, Trusted Sites Settings – "Require server verification (https:) for all sites in this zone"_ this check box is _not_ selected.
  - _Privacy - "Turn on Pop-up Blocker"_ – this check box is _not_ selected.

CONFIGURING IE MANUALLY

On the **CGM webPRACTICE** Launch page, verify the **Menu bar** is displayed. If the **Menu bar** is not displayed, right-click in the empty space on the command bar, to the right of the tab and select **Menu bar.**
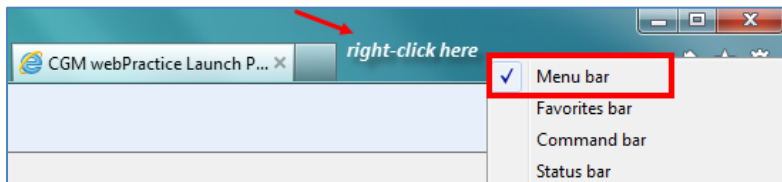
Add CGM webPRACTICE Website to Favorites

IE 11 fails to retain Compatibility View settings between sessions so you must add the CGM webPRACTICE website to your Favorites to preserve the settings between sessions.

Click **Favorites** in the **Menu bar** and then **Add to favorites** or you can click the Favorites icon [★].
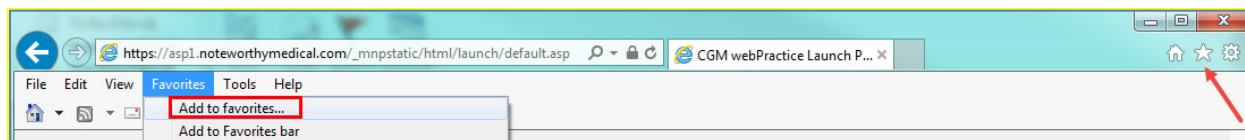
Confirm the **Name** field in the **Add a Favorite** dialog box contains **CGM webPRACTICE Launch Page** and click **Add**.
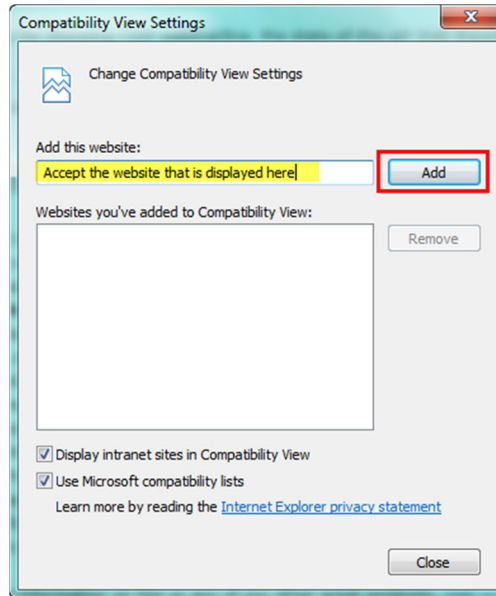
Enable Compatibility View

It is necessary to enable **Compatibility View** for IE version 11 to prevent display issues while working in CGM webPRACTICE. Click **Tools** in the **Menu bar** and then **Compatibility View settings**.
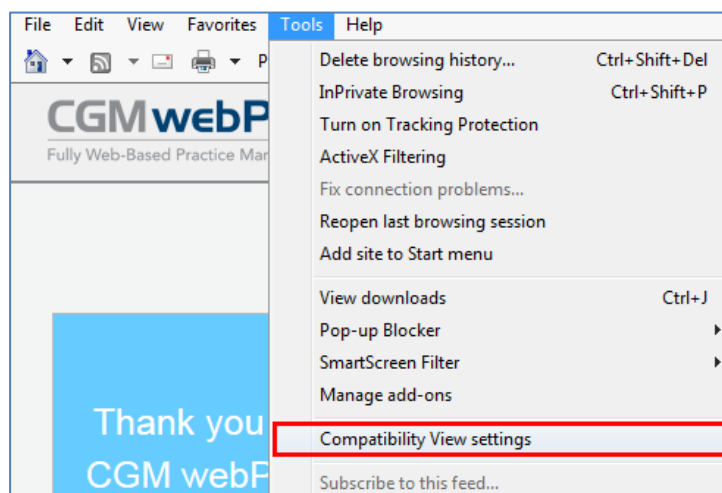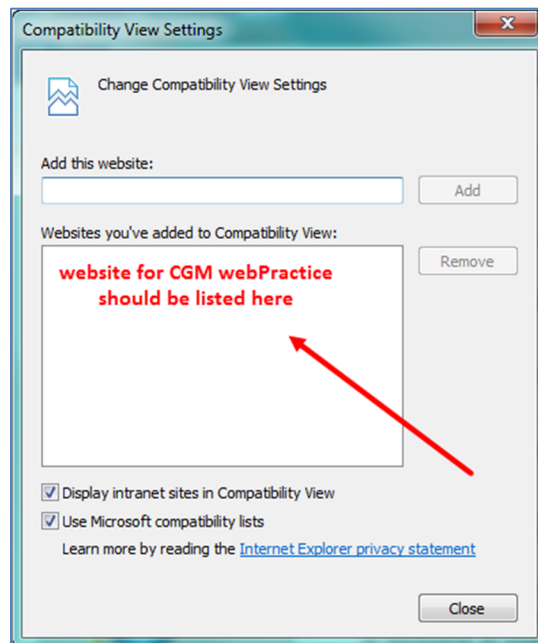
Enable Compatibility View (cont.)

In the **Compatibility View Settings** dialog box the website for CGM webPRACTICE will be displayed in the **Add this website:** box. Click **Add**.

Confirm the website is listed in the **Websites you've added to Compatibility View:** box and click **Close**.

Caching

To provide faster loading times on webpages, Internet Explorer caches or stores webpages on your hard drive. For CGM webPRACTICE to run properly, it is critical that caching be turned off.

> ***NOTE**: CGM webPRACTICE will not run properly if stored pages from the hard drive are used.

Turning off Caching

Click the **Tools** button 🔧 to display the **Tools** menu.
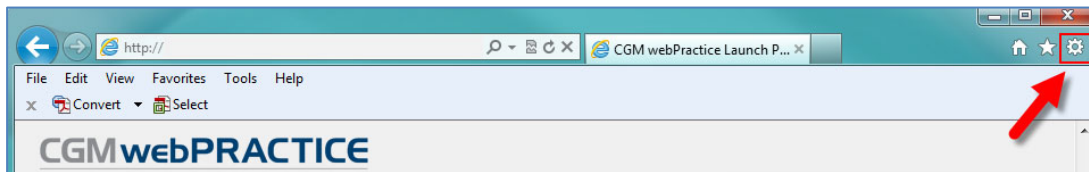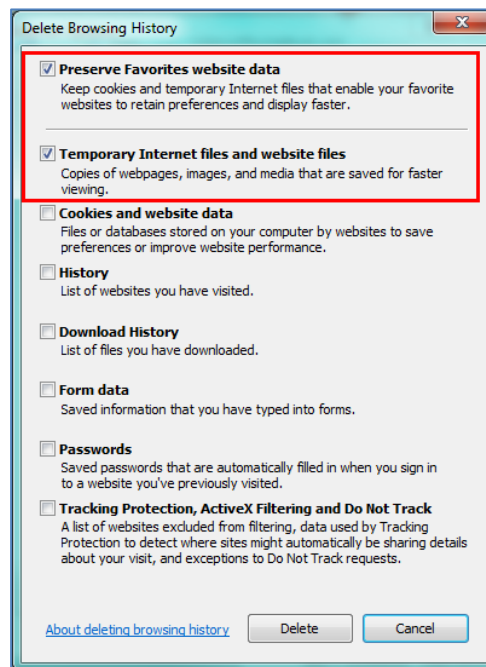

Click **Internet Options**.
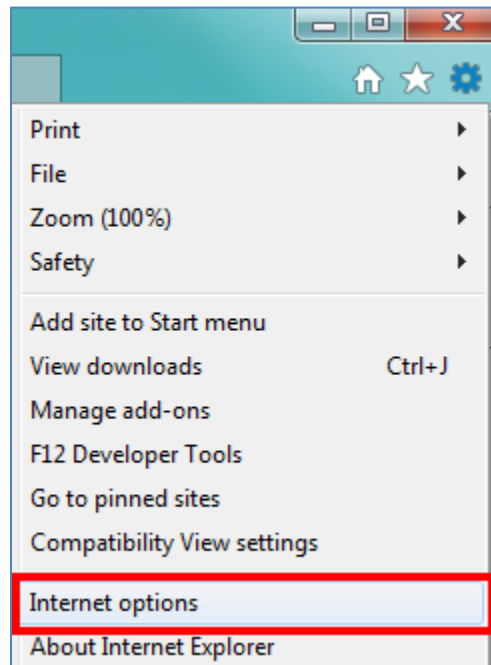
Caching (cont.)

Click the **General** tab if it is not already displayed. In the **Browsing history** section click **Delete**.
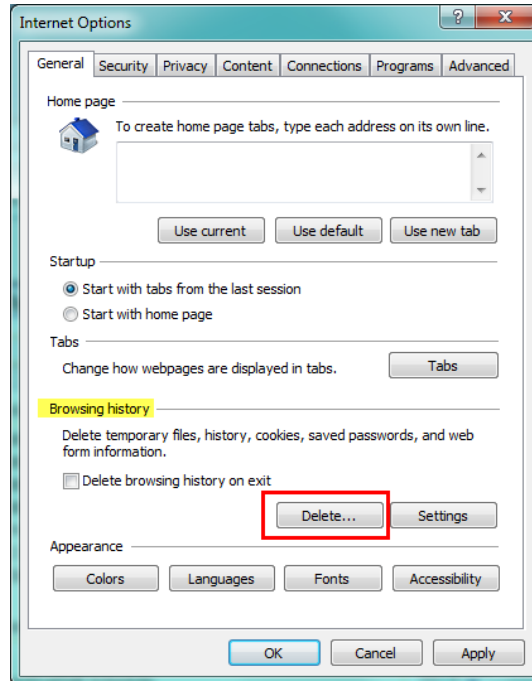
In the **Delete Browsing History** dialog box, select the **Preserve Favorites website data** and the **Temporary Internet Files and website files** check boxes and click **Delete**.
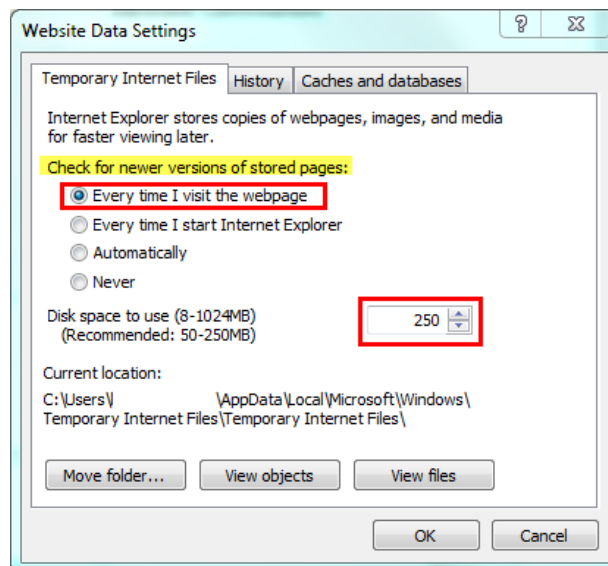
Caching (cont.)

In the **Browsing history** section, click **Settings**.
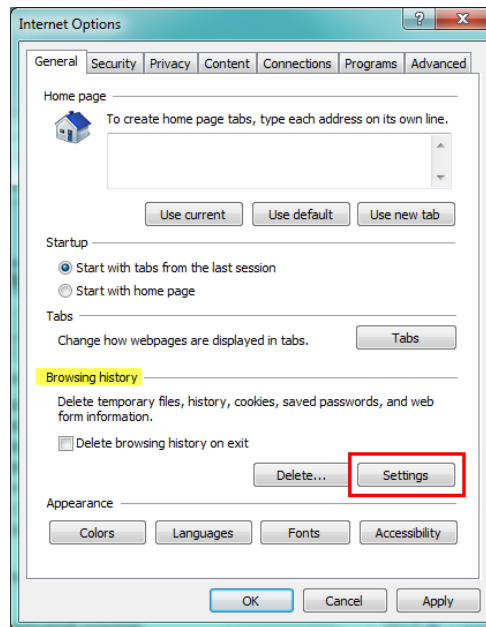
On the **Temporary Internet Files** tab, for the **Check for newer versions of stored pages** option, select **Every time I visit the webpage**. In the **Disk space to use** box, select **250** and click **OK**.

Security Settings

Select the **Security** tab. (If you just completed the *Caching* section, the **Internet Options** dialog box should still be open, otherwise perform Steps 1 and 2 under the *Caching* section and then select the **Security** tab.) Click **Trusted sites** and then click **Sites**.
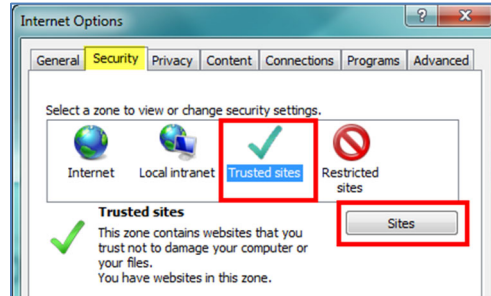
Trusted Sites Settings

In the **Add this website to the zone:** box, type: http://*YourServerName* or *address.* This URL will be provided by either CompuGroup Medical US or your IT Department. Click **Add**.

Verify that the following sites are also set up as trusted sites.

http://*.cgmus.com	
https://*.cgmus.com	
http://*.codecorrect.com	(for CGM webCODER™)
https://*manageedocs.com	(for CGM PinPoint™)
https://*.eblvd.com	

Security Settings (cont.)

Clear the **Require server verification (https:) for all sites in this zone** check box and click **Close**.
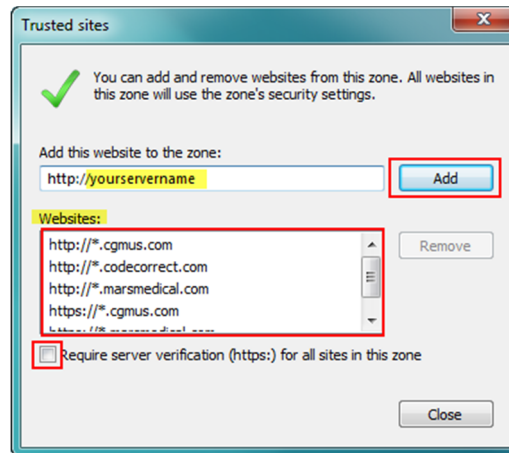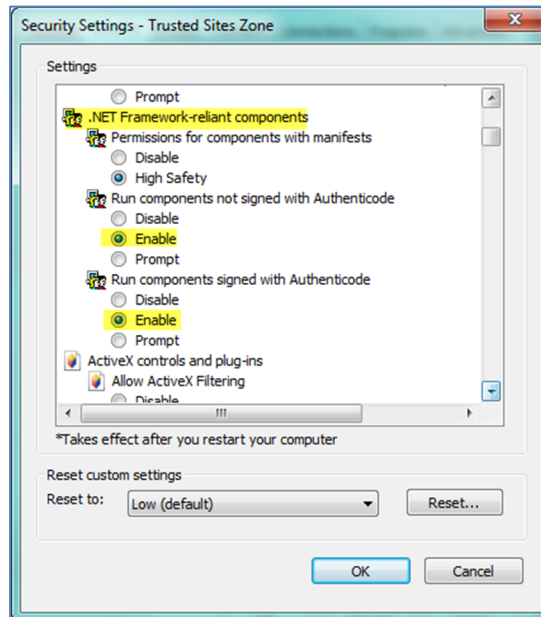

In the **Security level for this zone** section, click **Custom Level**.
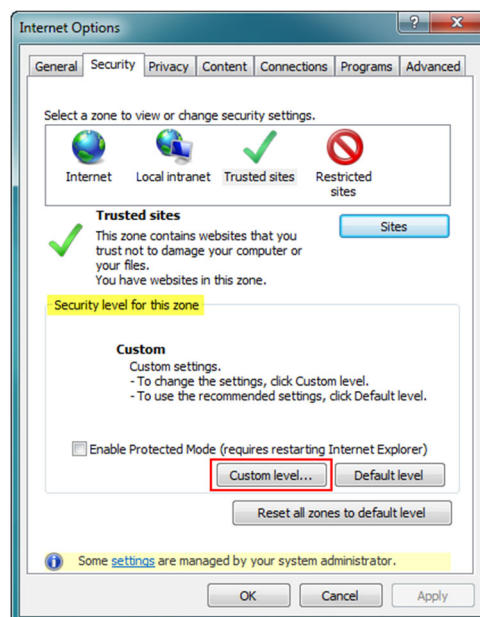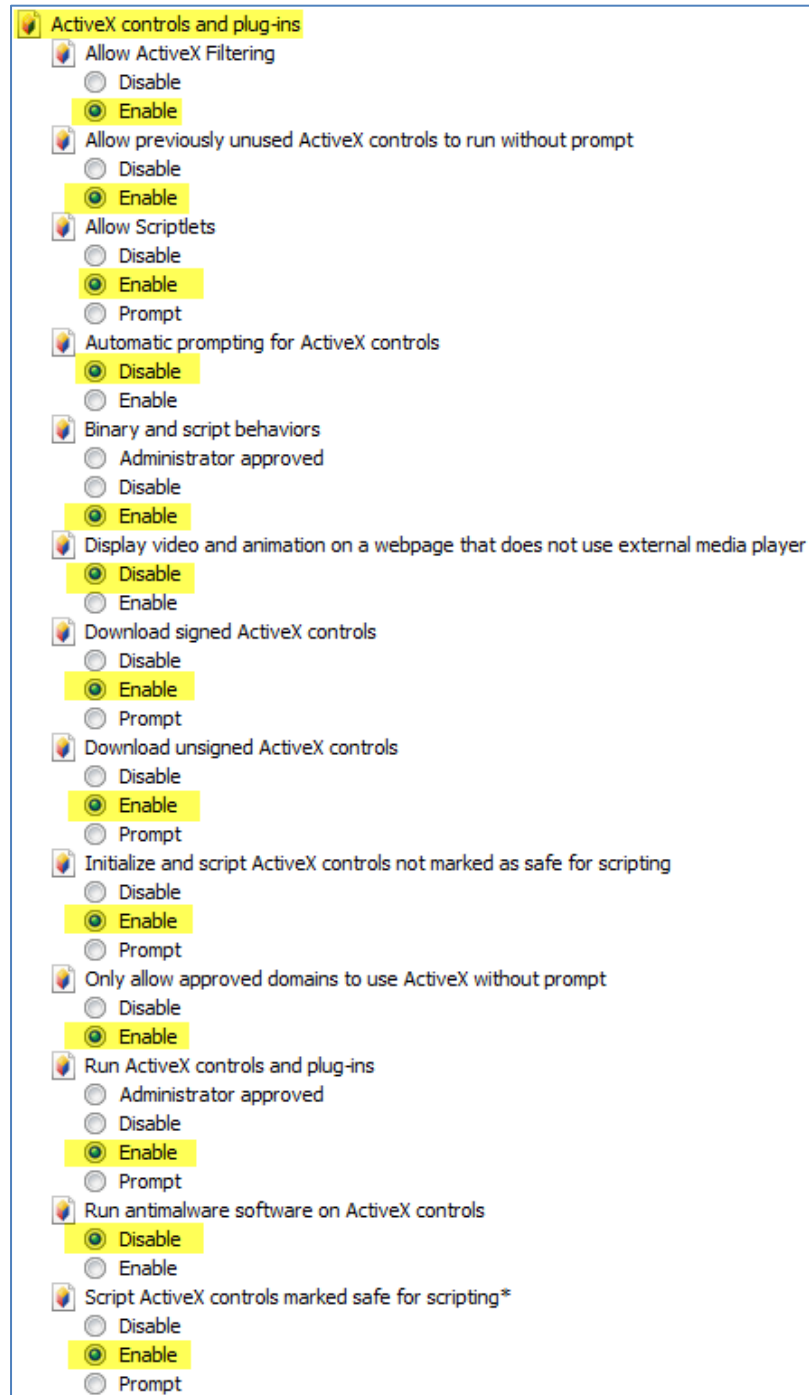
Security Settings (cont.)

When the **Security Settings – Trusted Sites Zone** dialog box displays, scroll down to the **.NET Framework-reliant components** settings. Change the settings to match those shown in the image below.
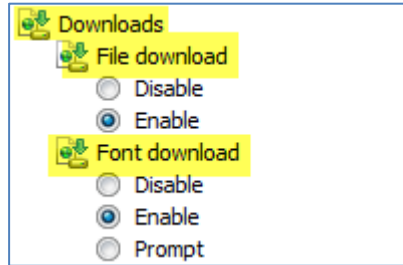
Security Settings (cont.)

ActiveX Settings

Scroll down to the **ActiveX controls and plug-ins** section. Change the settings to match those shown in the image below.

Security Settings (cont.)

Downloads Settings

Scroll down to the **Downloads** section. Verify the following highlighted settings are set to **Enable**.

Miscellaneous Settings

Scroll down to the **Miscellaneous** settings. Change the settings to match those shown in the image below. If a setting option has not been highlighted it can be left at the default setting.
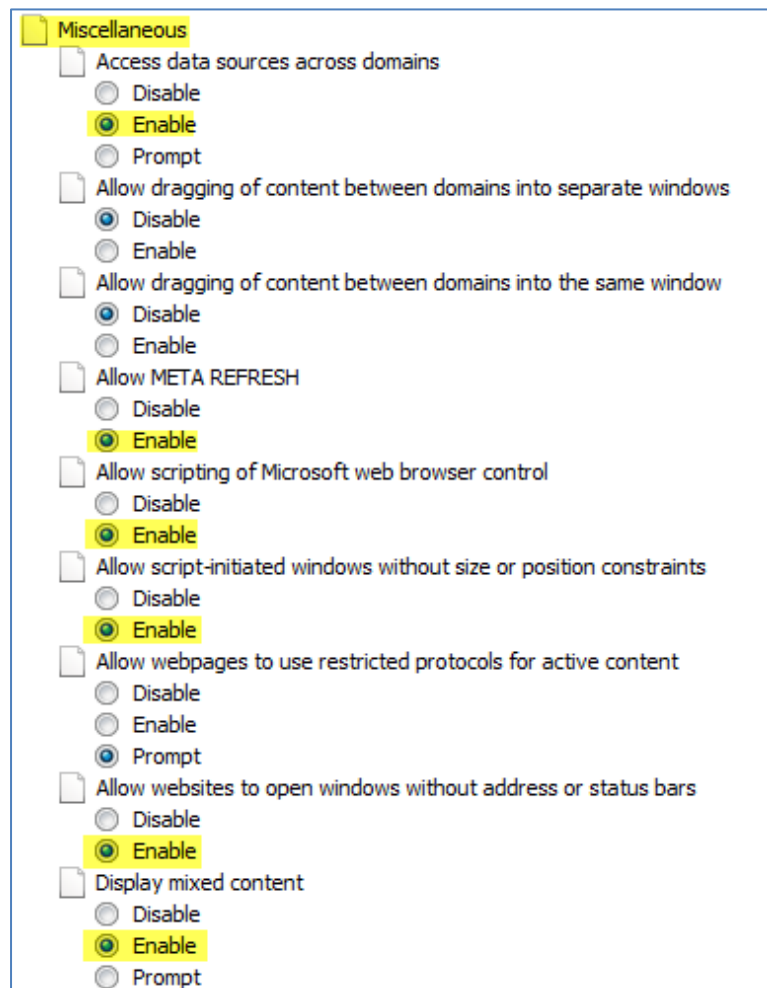
Security Settings (cont.)

Miscellaneous Settings (cont.)

Security Settings (cont.)

Scripting Settings

Scroll down to the **Scripting** settings. Change the settings to match those shown in the image below. If a setting option has not been highlighted it can be left at the default setting.
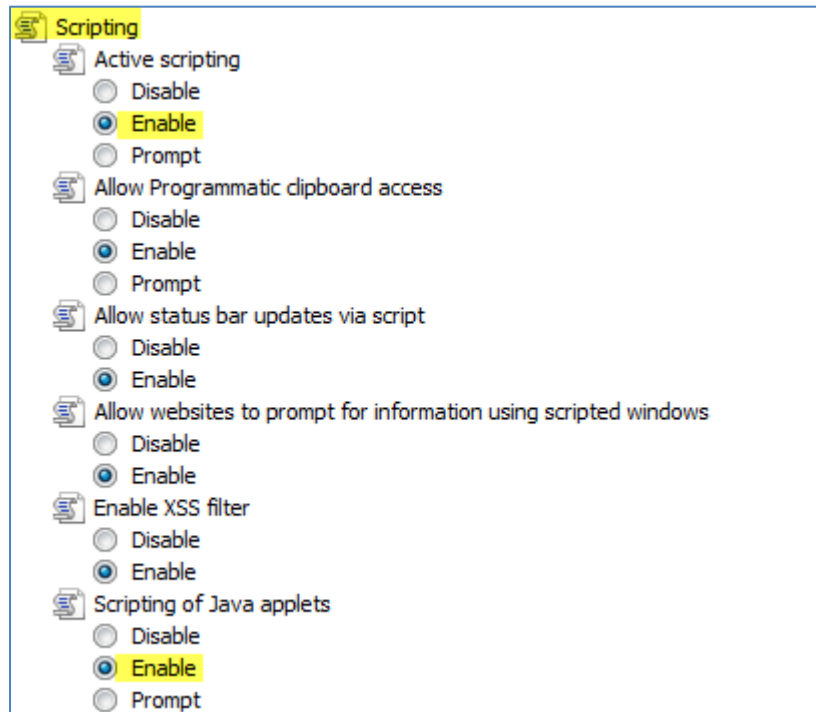

On the **Security Settings – Trusted Sites Zone** dialog box, click **OK**.

When you receive the warning message, "*Are you sure you want to change the settings for this zone?*" click **Yes**.

Note: These changes will not take effect until Internet Explorer has been restarted, which you will be instructed to do later in this document.

Privacy Settings

Select the **Privacy** tab. In the **Settings** section, click **Advanced**.
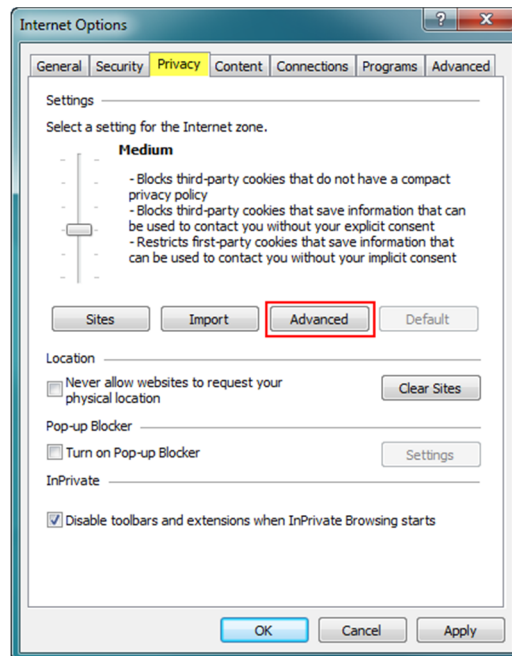
Select the **Override automatic cookie handling** check box.
For both the **First-party and Third-party Cookies**, select **Accept**.
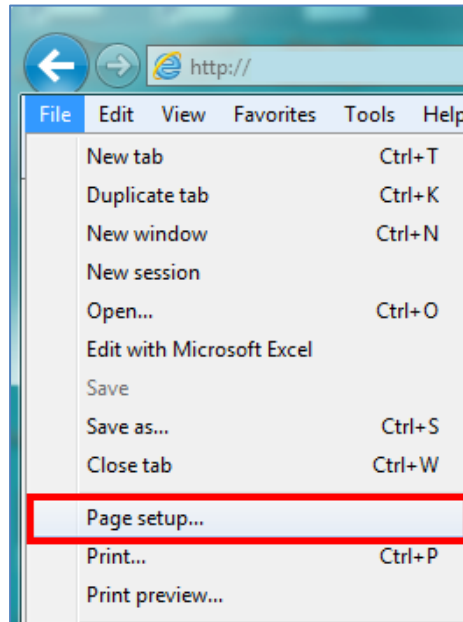Select the **Always allow session cookies** check box. Click **OK**.

On **the Internet Options** dialog box, click **OK**.

To make the changes effective, you will need to close IE by closing the **CGM webPRACTICE**
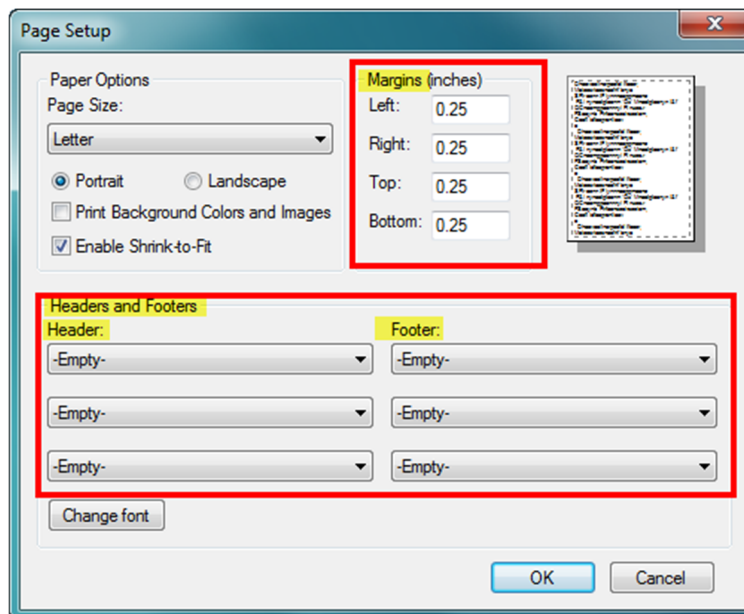Launch page.

PRINTING SETTINGS

Open the **CGM webPRACTICE** Homepage and click **File** in the **Menu bar** and then **Page Setup**.

In the **Margins** section, in the **Left, Right, Top, and Bottom** boxes, type **.25**.
For each of the **Header** and **Footer** list boxes, select **Empty** and then click **OK**.

Configuring IE for CGM webPRACTICE is complete.

Click **Log In** and log in as usual.