

# INFOBulletin

Keeping health care providers informed of payment, policy or program changes

**To:** Physician Services

**Published By:** Claims Services Branch

**Date Issued:** January 21, 2014

**Bulletin #:** 4623

**Re:** Medical Claims Electronic Data Transfer Internet Explorer Version 10 & 11 Problems

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Please be advised that the MC EDT web page is experiencing problems with Internet Explorer (IE) versions 10 and 11 due to recent updates from Microsoft. The recent IE 10 and 11 updates may impact your ability to upload and/or download.

The ministry recommends that you download and install, free of charge, either Google Chrome or Mozilla Firefox and use one of these browsers for MC EDT.

To download Google Chrome, click on the following link:

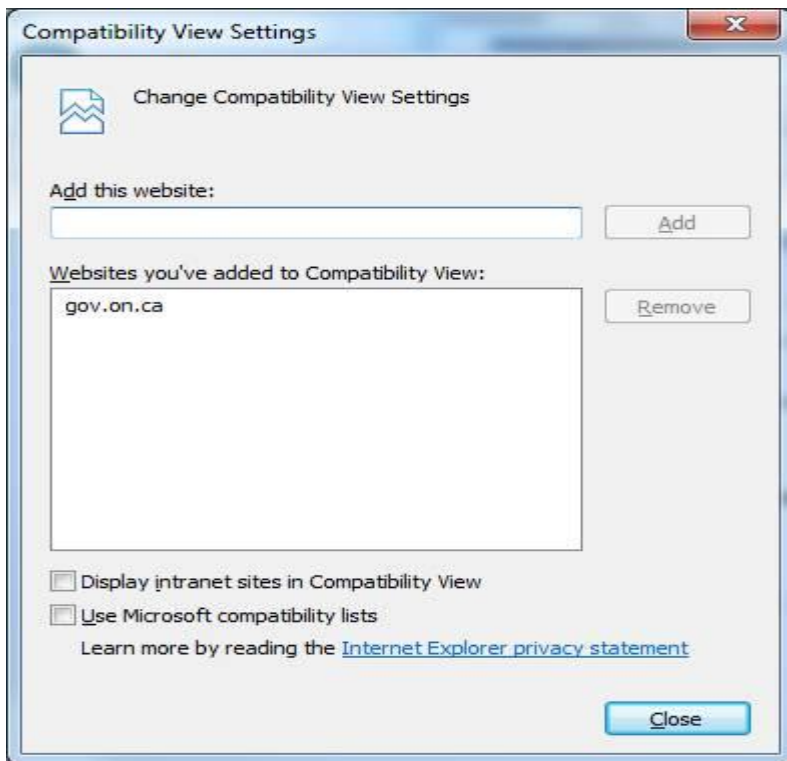
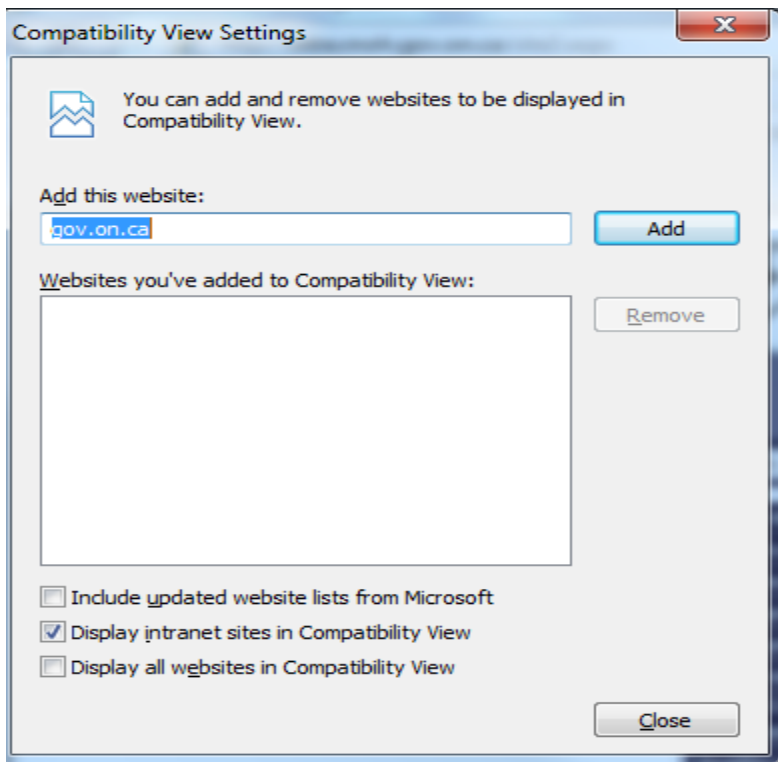
<https://www.google.com/intl/en/chrome/browser/>

To download Mozilla Firefox, click on the following link:

<http://www.mozilla.org/en-US/firefox/new/>

Alternately you can adjust the Compatibility Settings in IE 10 or 11 as follows:

- Launch IE version 10 or 11
- Press the Alt key to bring up the top menu
- Click on Tools
- Click on Compatibility View Settings
- In the field 'Add this website' key in ' gov.on.ca'
- Click add
- Click close



If you have any questions please contact the Service Support Contact Centre at 1 800 262-6524