

Health Enterprise Security Enhancements Require Internet Browser Upgrade

To improve security of the Alaska Medicaid Health Enterprise (HE), all users will be required to upgrade to the following versions of available Internet browsers **no later than April 21, 2017**.

The Health Enterprise login process will soon be upgraded to a two-page login. After that upgrade, you will no longer be able to access Health Enterprise information without using one of the below internet browser versions.

The following Internet browsers will be supported:

Internet Explorer 11 (IE11)*

- <https://technet.microsoft.com/en-us/microsoft-edge/dn262703.aspx>
- To determine your current version of Internet Explorer:
 - Open Internet Explorer
 - Click or tap on the gear icon
 - Click or tap the About Internet Explorer menu item

** IE11 is backwards compatible with all supported Microsoft operating systems.*

Google Chrome 53 or later

- <https://www.google.com/chrome/browser/desktop/index.html>
- To determine your current version of Chrome:
 - Open Google Chrome
 - Click the Menu icon near the top right corner of the Chrome window (just below the X button that closes the window)
 - Click the Help button first to access the About Google Chrome

Firefox 49 or later (traditionally Macintosh users in lieu of Safari)

- <https://www.mozilla.org/en-US/firefox/products/?v=a>
- To determine your version of Firefox:
 - Open Firefox
 - From the menu bar, click Help and then
 - Select About Mozilla Firefox

Conduent will have personnel available to assist providers experiencing difficulties with the upgrade. To assist providers in performing the required upgrades to Internet Explorer 11, Chrome or Firefox, the following phone numbers are available for any questions. If the agent is assisting another provider and not able to answer your call, please leave a message or call one of the other extensions.

907-644-6835

907-644-8118

907-644-8144

907-644-4685

907-644-9884