

Provider Portal Browser Requirements

To ensure proper functionality of the CalREDIE Provider Portal, please follow the steps below to configure your internet browser. If you need assistance with any of these steps, please contact your IT department.

Disclaimer: The images and steps below may be subject to change slightly, should your browser update.

Compatibility

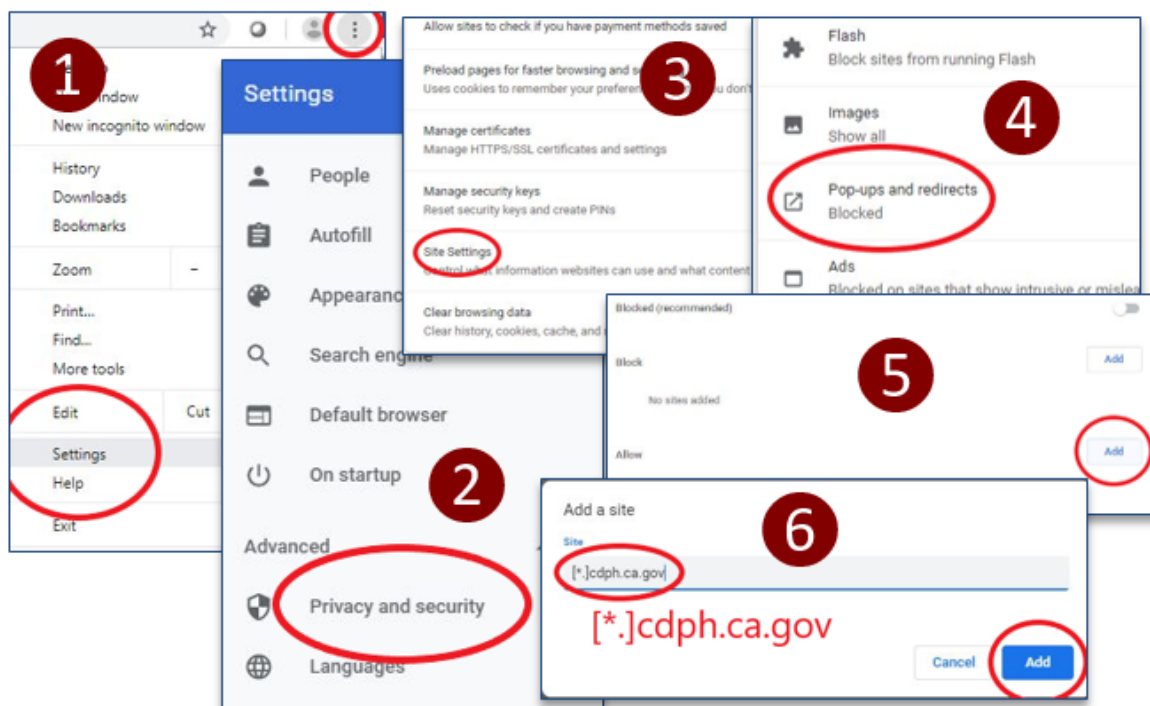
Make sure you are using a compatible web browser. **CalREDIE is NOT compatible with Internet Explorer.** Please make sure to use one of the newly supported browsers.

- For PC: Google Chrome, Microsoft Edge, or Firefox
- For Mac: Safari

Turn Off Pop-Up Blocker for CDPH Sites

Google Chrome Instructions

1. Click the three-dot icon in the top-right corner of the browser window, then click **Settings**.
2. Under Advanced, click **Privacy and security**.
3. Scroll through the menu options, then select **Site Settings**.
4. Scroll through the menu options, then select **Pop-ups and redirects**.
5. Next to "Allow", click **Add**.
6. In the pop-up window, type **[*].cdph.ca.gov**, then click **Add**.



Microsoft Edge Instructions

Microsoft Edge does not allow for users to modify a list of pop-up permissions. To allow pop-ups in the Provider Portal, login and create a report. When a pop-up needs to open, you will see a prompt at the bottom of the browser stating, "Microsoft Edge blocked a pop-up from [site]". Click **Always allow**.

Apple Safari Instructions

1. In a new tab or window, navigate to CalREDIE.
2. From the menu bar at the top of the screen, select **Preferences**.
3. From the taskbar in the pop-up window, click **Websites**.
4. From the left-hand column, select **Pop-up Windows**.
5. Under **Currently Open Websites**, find "calredie.cdph.ca.gov" and select **Allow** from the menu.

Mozilla Firefox Instructions

1. Click the three-line icon in the top-right corner of the browser window, then click **Options**.
2. On the left-hand taskbar, click **Privacy & Security**.
3. Scroll down in the Privacy & Security menu until you reach the **Permissions** section.
4. Across from the **Block pop-up windows** checkbox, click on **Exceptions**.
5. Type **https://calredie.ca.gov** into the **Address of website** field, then click the **Allow** button, and then **Save Changes** at the bottom of the the window.

