

aetna<sup>SM</sup>



# WorkAbility Portal Technical Support Guide





**We recommend the following browser and operating systems for using Aetna's Internet services:**

- ▶ **Microsoft Internet Explorer: Versions 7.0 through 9.0 as used on Windows XP or later.**
- ▶ **Mozilla Firefox: Current versions as used on Macintosh OS X 10.5 or later, or on Windows.**
- ▶ **Apple Safari: Current version as used on Macintosh or on Windows.**
- ▶ **Google Chrome: Current version as used on Windows.**

**Web browser must be configured to allow cookies to login to this website.**

**Web browser must also allow pop-ups or must have an exception for Aetna websites. Directions are provided.**

**Page set up instructions are also being provided for easy and accurate printing.**

A photograph of a man with dark hair, wearing a white dress shirt and a red and white striped tie. He is smiling and looking towards the camera. The background is a chalkboard with some faint, illegible white markings. The image is partially overlaid by a blue semi-transparent rectangle on the left side.

**Browser**

**Requirements**

# Pop Up Blocker Settings

Internet Explorer:

With Internet Explorer open, select the menu "tools" and then "Pop Up Blocker Settings"

In the box "Addresses of websites to allow:" enter the following

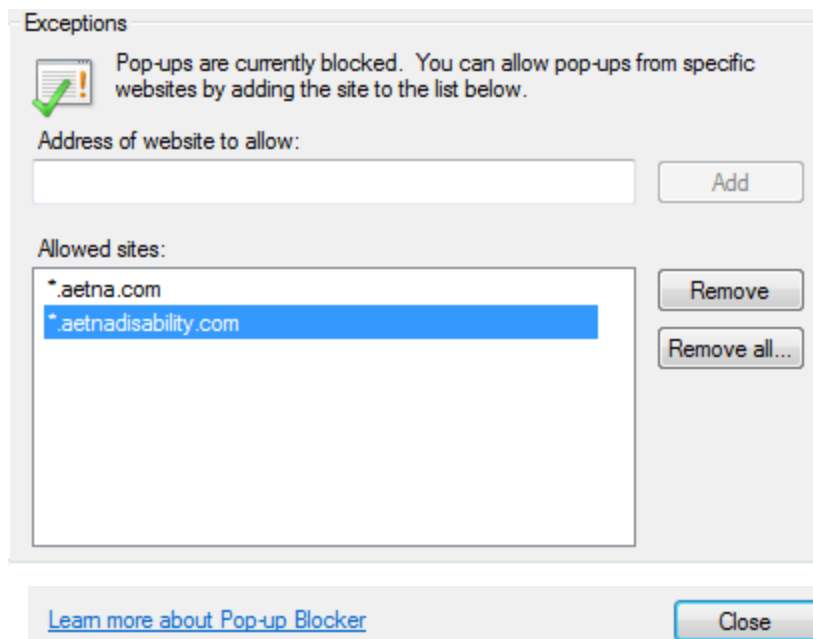
\*.aetnadisability.com

\*.aetna.com

Press 'Close'

Microsoft

Internet  
Explorer



# Pop Up Blocker Settings

Google Chrome:

Select the wrench to the right of the web address and select "settings"

Press "Show Advanced Settings" and scroll to "Privacy" and then "Content Settings"

Scroll to "Pop Ups" and select "Manage Exceptions"

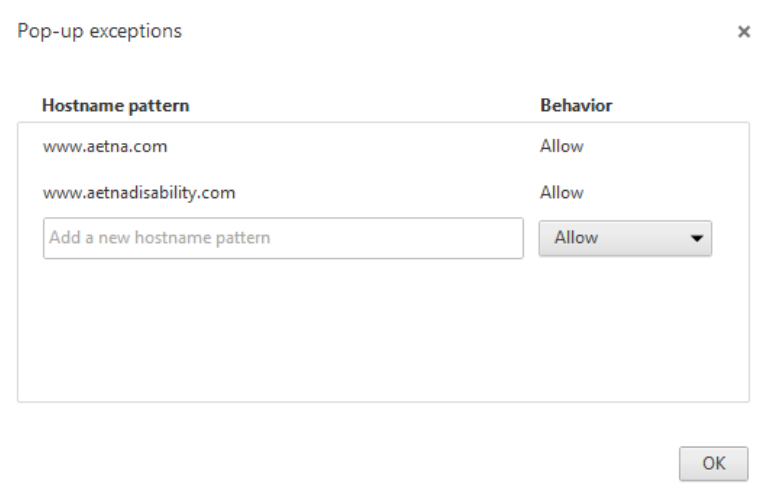
In the field "Add a new Hostname pattern" enter the following:

[www.aetnadisability.com](http://www.aetnadisability.com)

[www.aetna.com](http://www.aetna.com)

Select "Allow"

Press 'OK' twice and then close the Chrome browser and reopen it.



# Pop Up Blocker Settings

Mozilla Firefox

Open the Firefox Options menu by selecting "Tools" and then "Options" and then "Content".

Press the button "Exceptions" to the left of the field "Block Pop Up windows"

In the field "Address of Website" enter the following:

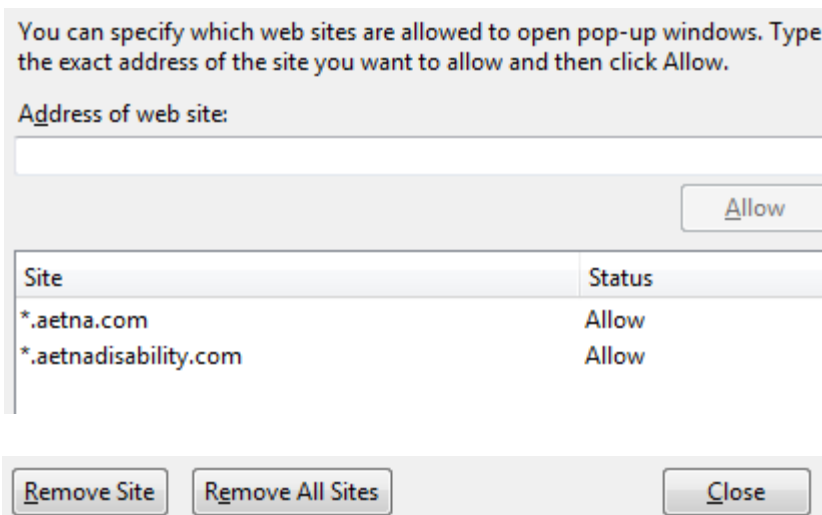
\*.aetnadisability.com

\*.aetna.com

Select "Allow" and then "close" and then "OK" and then close Firefox and reopen.

Mozilla

Firefox





# Pop Up Blocker Settings

## Apple Safari

Apple Safari does not allow configuration of pop ups for some web addresses while blocking it for others.

Select the Safari menu by clicking the bolt icon at the right of the web address

Uncheck "Block Pop Up Windows" and then close Safari and reopen.

## Apple iPad®

Open the "Settings" menu on your Home screen.

Tap the "Safari" tab on the Settings page.  
The Safari preferences screen loads.

Scroll down the page to the "[Security](#)" section.

Slide the "Block Pop-Ups" switch to the "Off" position.

Press the "Home" button to return to your Home screen.

Apple

Safari

# Page Set Up Instructions

## Internet Explorer:

- Select "File" and then "Page Setup"
- Orientation should be set to Portrait
- Margins should be set as follows (in inches):
- Left = 0.25
- Right = 0.25
- Top = 0.18
- Bottom = 0.18
- Click on "Enable-shrink-to-fit"
- Press OK

## Mozilla Firefox

- Open the Firefox Options menu by selecting "Firefox" to the left of the web address, and then "Print" and then "Page Setup"
- Select the tab "Margins & Header/Footer"
- Orientation should be set to Portrait
- Margins should be set as follows (in inches):
- Left = 0.25
- Right = 0.25
- Top = 0.18
- Bottom = 0.18
- Press OK

A solid blue vertical bar on the left side of the slide.

Set Print Area

# Page Set Up Instructions

## Google Chrome:

- Select the wrench to the right of the web address and select "Print"
- In the field "Margins" select "Custom"
- Margins should be set as follows (in inches):
- Left = 0.25
- Right = 0.25
- Top = 0.18
- Bottom = 0.18
- Press OK

## Apple Safari:

- Show the tool Menu bar by selecting the Safari menu by clicking the bolt icon at the right of the web address and then pressing "Show Menu Bar"
- Select "File" and then "Page Setup"
- Orientation should be set to Portrait
- Margins should be set as follows (in inches):
- Left = 0.25
- Right = 0.25
- Top = 0.18
- Bottom = 0.18
- Press OK

Set Print Area