Atlantic Health System

Internet Browser Compatibility Guide for MyChart
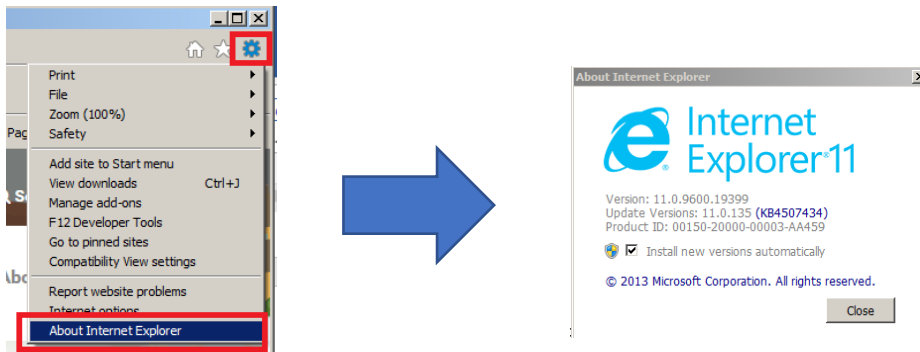# (Effective October 29, 2019)

Contents

Microsoft Edge

Microsoft Edge browser is supported

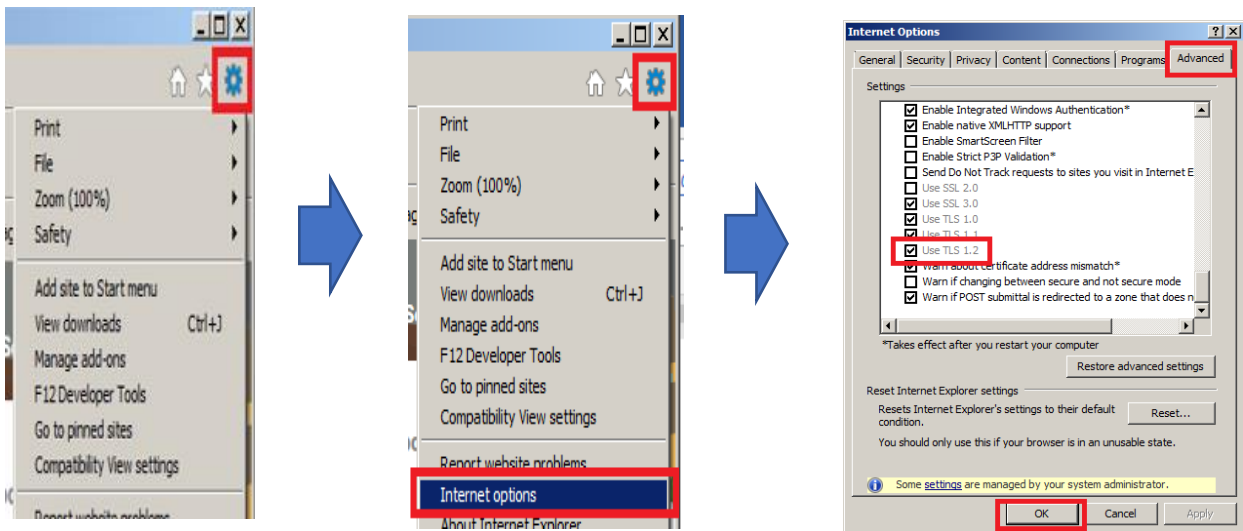## Microsoft Internet Explorer

Launch Internet Explorer and click on the ⚙ icon in the top right of the window, then select About Internet Explorer.

Internet Explorer version must be 11 to continue to use Internet Explorer to login to AHS MyChart. Internet Explorer upgrade to version 11 may require a Microsoft Windows Operating System(OS) upgrade for computers running OS version older than Windows 7.
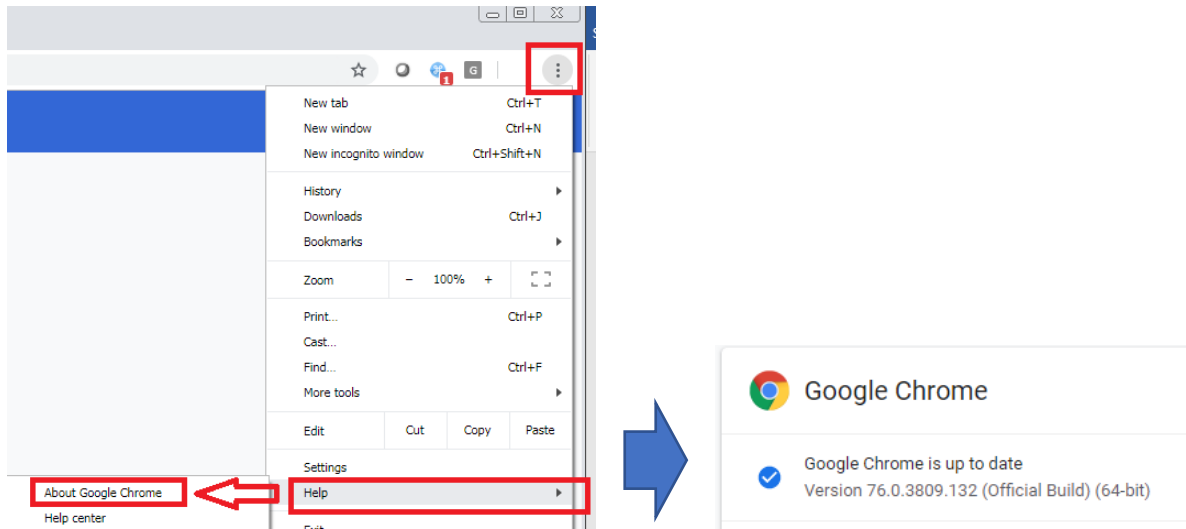
TLS security setting must be enabled for Internet Explorer 11 to be supported and work properly.

To check TLS setting, click on "gear" icon at the top right of the Internet Explorer window, then select Internet Options. Click on the Advanced tab, then scroll to the bottom of the window and check the box for TLS 1.2, then click OK.
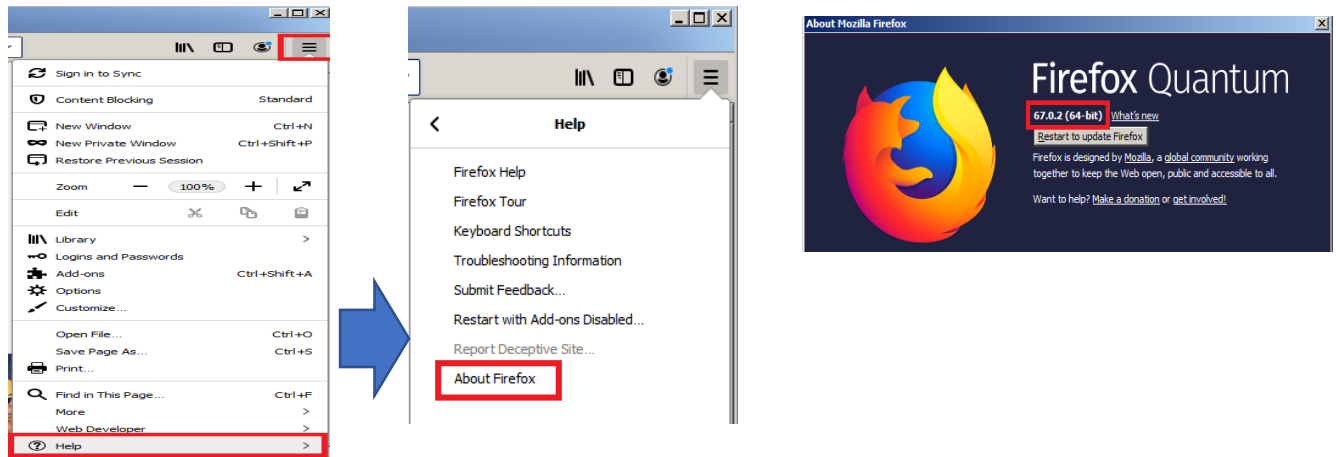
Google Chrome

Launch Chrome and click on [icon] icon in the top right of the window, then select Help -> About Google Chrome.

The Google Chrome version must be 38 or higher to continue to use Google Chrome to login to AHS MyChart.

Firefox

Launch FireFox and click on the [icon] icon in the top right of the window, then select Help -> About Firefox.
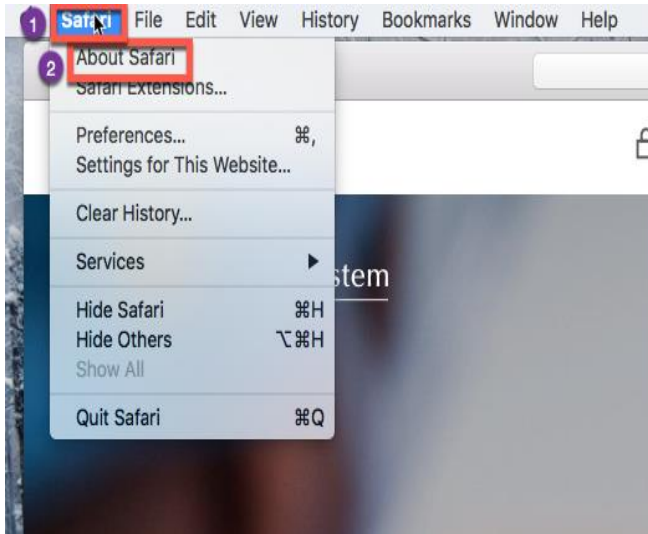

Firefox browser version must be 27 or higher to continue to use Firefox to login to AHS MyChart.

Safari

Launch Safari and click on the name "Safari" located at the top left corner as shown below. Then Click "About Safari".

Safari browser version must be 7 or higher to continue to use Safari to login to AHS MyChart.
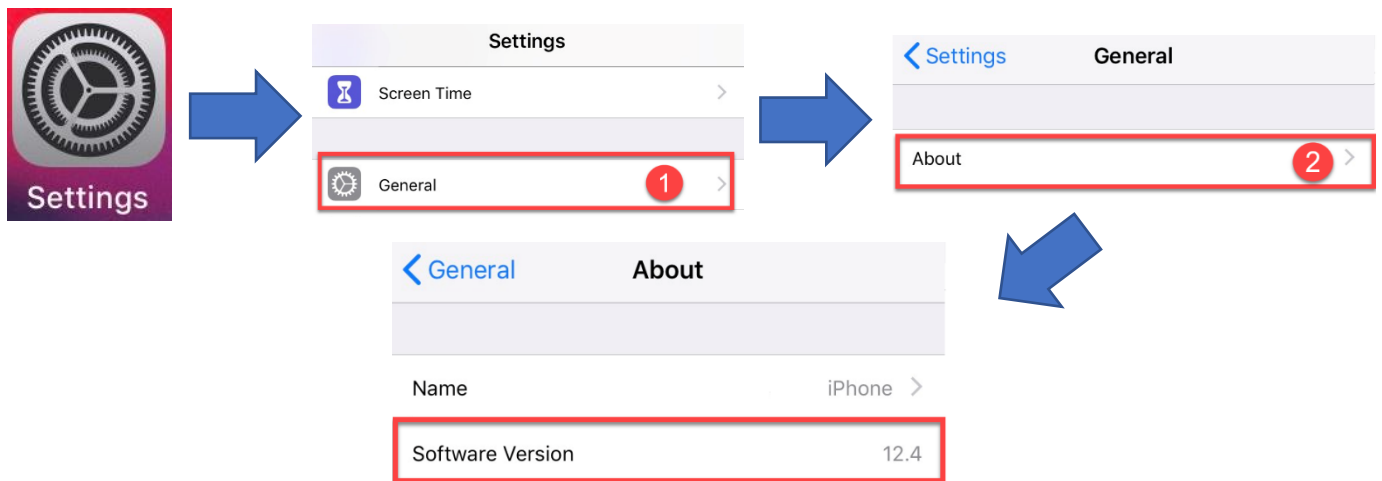
Mobile Devices

Apple iOS

Using the MyChart App is the best option. Go to Apps Store to install MyChart Mobile App.

If you are using a web browser to login to AHS MyChart, Apple iOS devices must be on version 5 or higher to continue to login to AHS MyChart.

To check your iOS version, launch the Settings app, select General, then select About.   The section that lists the "Software Version" must be version 5 or higher.
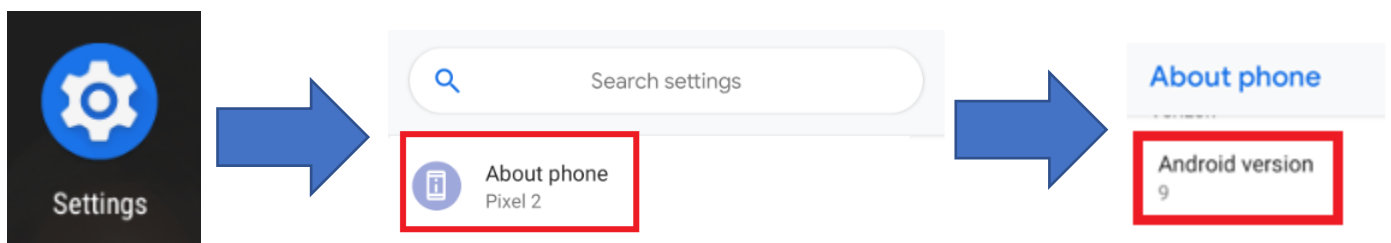

If your device is not version 5 or higher, please install an updated version. If your device is not capable of updating to version 5 or higher you need to upgrade your device. For further assistance, please contact your Apple support or your Cellular Phone carrier.

Android

Using the MyChart App is the best option. Go to Google Play to install MyChart Mobile App.

If you are using a web browser to login to AHS MyChart, Android devices must be on version 5 or higher to continue to login to AHS MyChart.

To check your version, open the Settings app and open the "About phone" section. The section that lists the "Android Version" must be version 5 or higher.

If your device is not version 5 or higher, please install an updated version. If your device is not capable

of updating to version 5 or higher you need to upgrade your device. Please contact your mobile device carrier/manufacturer for assistance with this process.