Beginning September 9th, Microsoft will release an Internet Explorer security update that will block older versions of Java, including Java 6.20. Physician’s Portal uses Java 6.20 to launch the Medical Records and Deficiency viewer. In order to continue using these, you’ll need to add the Portal URL to your trusted sites.

1. From the Portal Login page, click on Tools > Internet options.

2. In the Internet Options menu, click on the Security tab. Select the Trusted sites zone and click on the Site button.
3. Click the Add button to add the URL to the trusted sites and close Internet options.

If you get the following prompt when trying to launch Medical Records or Deficiencies, choose the “Run this time” option.