OPTIMIZING BROWSER SETTINGS

Merlin.net™ Patient Care Network
Optimizing Browser Settings

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The purpose of this document is to provide optimization tips for browsers to have optimal performance for the Merlin.net PCN 8.0 launch. Please select from the browsers below and follow the suggested steps.

**Internet Explorer Browser**

1. **Check Cookie Settings**
   There are two options to enter the tools section of the Internet browser depending on which version of Internet Explorer you are using.

**Option 1:** Enter the tool bar at the upper left-hand corner, and select the **Tools** tab. In the drop-down menu, select **Internet Options** on the bottom of the list.

**Option 2:** The tools 🛡️ icon on the right side of the screen can be used to provide the drop-down menu. In the drop-down menu, select **Internet Options** on the bottom of the list.
Step 1: Once Internet Options has been selected, this window will appear. The section that we will first focus on is the Browsing history. Please verify that the box is not checked in front of “Delete browsing history on exit.”

Step 2: Select the Delete button in the Browsing history section to display the Delete Browsing History window.

Step 3: Verify that the “Preserve Favorites website data” is checked. Once verified, click the X button in the top right to close the window and save your preferences.

Step 4: Click the OK button at the bottom of the Internet Options window.
2. Set Merlin.net Patient Care Network (PCN) Website as a Favorite

**Step 1:** Go to https://www.merlin.net in your Internet Explorer browser.

**Step 2:** Select **Favorites** from the drop-down menu, then select **Add to Favorites**.

3. Check Caching Settings

**Step 1:** Go to **Tools** icon in the upper right-hand corner, select **Internet Options**. In the Browsing history section, select the **Settings** button.

**Step 2:** Verify the following setting or make the recommended changes.
Google Chrome Browser

Confirm that the version of Chrome browser that is on your computer is the most current released version

Click the menu button ☰ in the upper right-hand corner and select **About Google Chrome**. Google Chrome browser will automatically check the version number and update to the latest version.

Safari Browser

Confirm that the version of Safari browser that is on your computer is the most current released version

To check for the latest version of Safari browser, open the Safari browser and navigate to https://www.apple.com/support/mac-apps/safari/.
Firefox Browser

Confirm that the version of Firefox browser that is on your computer is the most current released version

Click the menu button ⬇️ in the upper right-hand corner, click help 🎨 icon and select About Firefox. Firefox browser will automatically check the operating version number and update to the latest version.

Additional Questions

If you have additional questions, please contact your local St. Jude Medical representative or Remote Care Technical support at +1 877 696-3754 (+1 877 My Merlin) (toll-free within North America) or MyMerlin@sjm.com.