

Browser Issues

HR Self-Service and Related Sites

Browser Compatibility:

HR Self-Service is supported on:

- Google Chrome 62 & higher
- Microsoft Edge 41

HR Self-Service is NOT supported on:

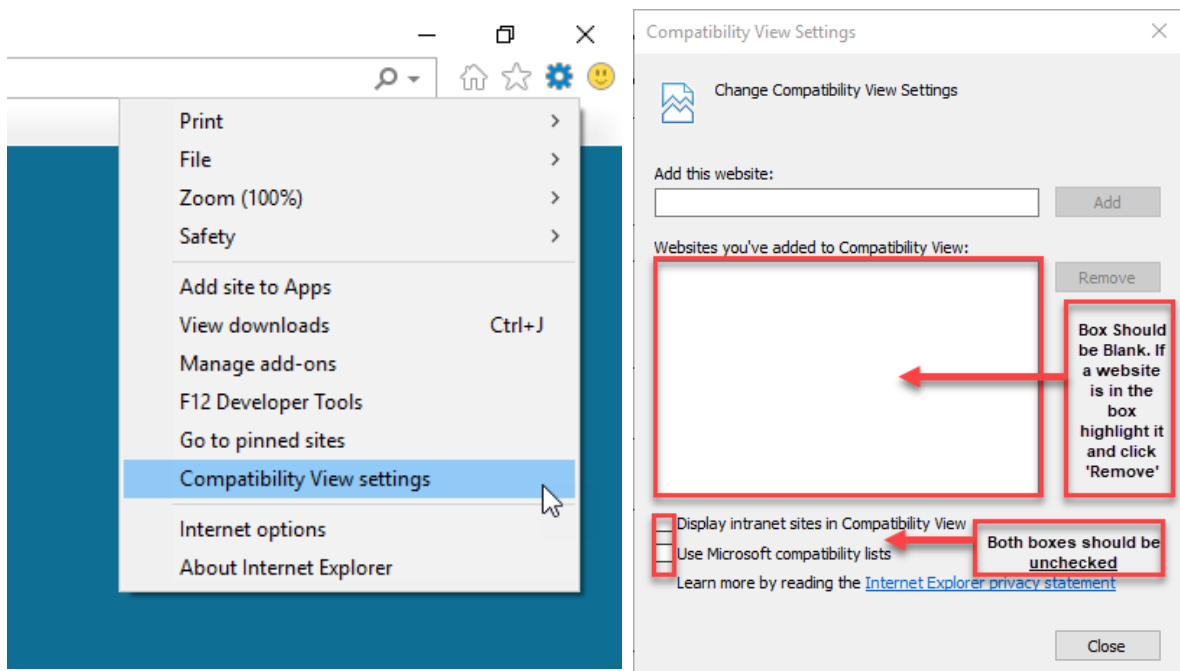
- Mobile Devices
- Google Chrome when attaching Reimbursement Claims for QTFB

Browser Identification: Use [SupportAlly](#) to identify the browser, operating system, and other browser details for better troubleshooting and support information.

Compatibility View

Follow these steps to turn off the compatibility view:


- Click on the Tools Menu or gear icon  then select 'Compatibility View Settings'




Clearing your Cache

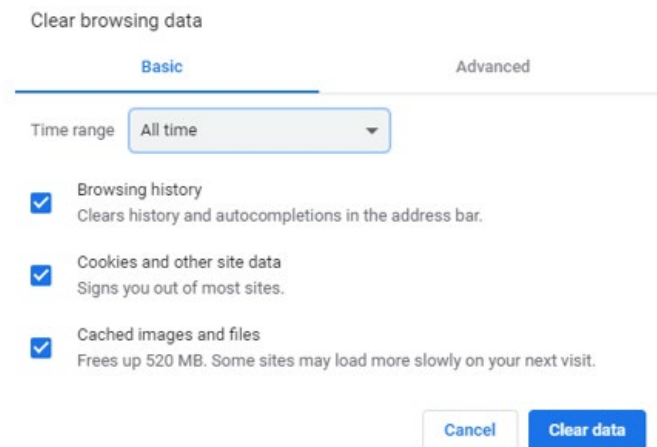
If your webpage is not displaying correctly, try clearing your cache. To clear your cache:

Microsoft Edge


- Select the Hub  Icon, click the History menu option, and then click **Clear History**
- Select “Cookies and saved website data” and “Cached data and files”.
- Click **Clear**

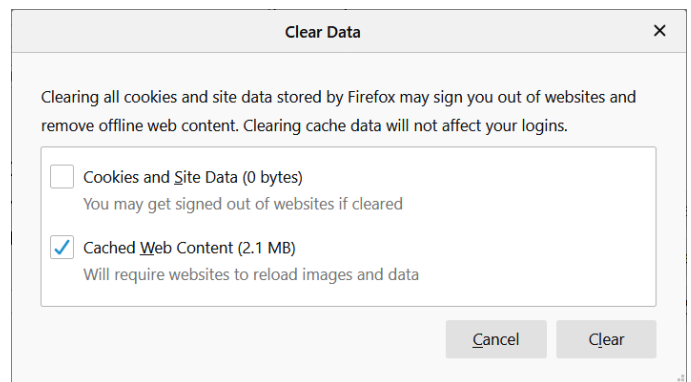
Google Chrome

- Select the 3 vertical dots icon  in the top right corner of your browser
- Click ‘Settings’, then scroll down and select, ‘Advanced’
- Under the ‘Privacy and Security’ section, click ‘Clear browsing data’
- Make sure all 3 categories (Browsing history, Cookies, and Cached images and files) are selected. Also, verify that your ‘Time range’ is set to ‘All time’
- Click ‘Clear data’
- Close and restart your browser




Firefox

- Click the menu button  and select Options
- Go to Privacy & Security
- Scroll down to the Cookies and Site Data section
- Click Clear Data
- Uncheck ‘Cookies and Site Data’ and click Clear




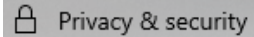
Internet Explorer

- Click on the Tools Menu or gear icon  then select ‘Internet Options’
- Under the ‘General’ tab and ‘Browsing History’ section, select ‘Settings’
- Here, you should select ‘View files’
- When this folder appears, use Ctrl + A to highlight all the files. Hit Delete key
- Close and restart your browser


Pop-Up blockers can block parts of HR Self-Service

Make sure all pop-up blockers are turned off. To turn off pop-up blocker:

Microsoft Edge

- Click the More button in the top right 
- Click Settings and go to the 'Privacy & Security' tab 
- Scroll down to the 'Security' section and make sure 'Block pop-ups' are set to off


Internet Explorer

- Click on the Tools Menu or gear icon  then select 'Internet Options'
- Go to the 'Privacy' tab and verify that the 'Turn on Pop-up Blocker' checkbox is **unchecked**

Google Chrome

- This setting on Chrome is enforced by DTMB

FireFox

- Click the menu button  and select Options
- Go to Privacy and Security
- Scroll down to Permissions
- Uncheck 'Block pop-up windows' box

Assistance with HR Self-Service

For additional assistance, please contact the MI HR Service Center or email HRMN-Central-Security@michigan.gov .

Hours: Monday – Friday, 8:00 a.m. to 5:00 p.m. (except Holidays)

Phone: 877-766-6447

Downloading software and changing settings on your personal computer is done at your own risk. Consult DTMB's Client Service Center (1-800-968-2644) or your agency's IT staff to download software or change settings on state-owned computers.