

Browser Issues

HR Self-Service and Related Sites

HR Self-Service is supported on:

- Internet Explorer 11.0
- Google Chrome 62 & higher
- Microsoft Edge 41
- FireFox 57 & higher

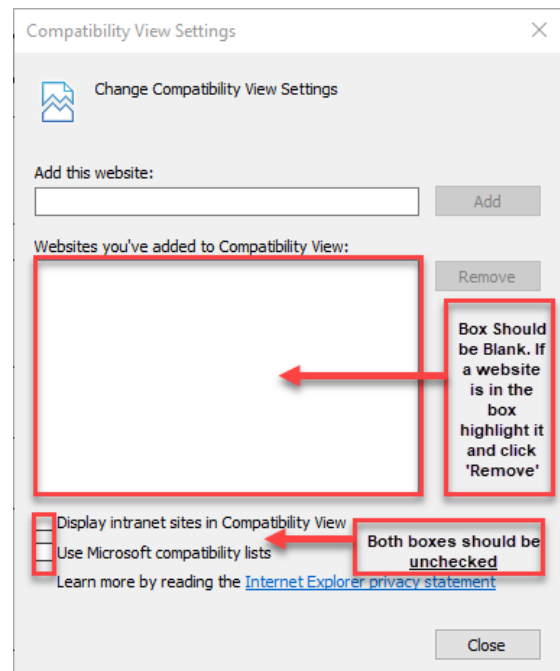
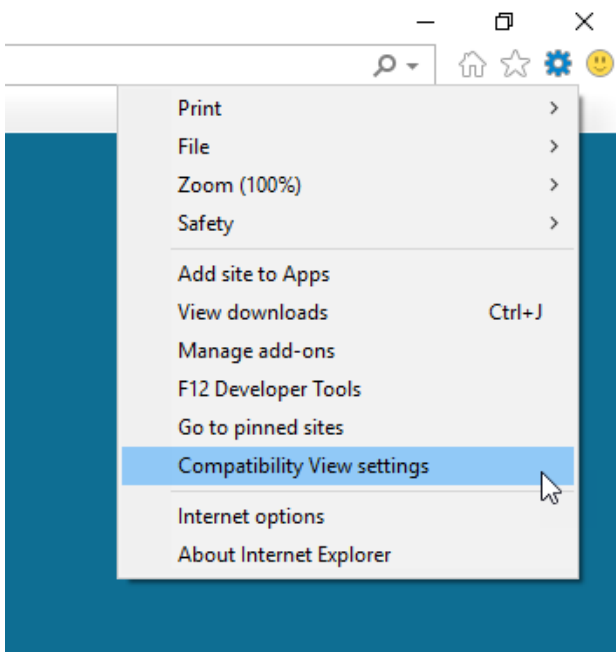
HR Self-Service is NOT supported on:

- Mobile Devices
- Google Chrome when viewing your Earnings Statement
- Google Chrome when attaching Reimbursement Claims for QTFB

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:

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

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

Clear browsing data

Basic Advanced


Time range

- Browsing history
Clears history and autocompletions in the address bar.
- Cookies and other site data
Signs you out of most sites.
- Cached images and files
Frees up 520 MB. Some sites may load more slowly on your next visit.

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:

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

Assistance with HR Self-Service

For additional assistance, please contact the MI HR Service Center or email HRMN-Help@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.