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
- Internet Explorer
- 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.

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

Microsoft Edge
- Open Microsoft Edge, click the three horizontal dots in the top right corner.
- Click the History menu option.
- Click the button that looks like a trash bin at the top of the History menu.
- Set the Time range to All time.
- Browsing history, and Cached images and files should be selected.
- Click Clear Now.
- Close and restart your browser.

Google Chrome
- Open Google Chrome, click the three vertical dots in the top right corner.
- Click the Settings menu option.
- Click the Privacy and Security tab.
- Click Clear browsing data.
- Set your Time Range to All Time.
- Browsing history, and Cached images and files should be selected.
- Click Clear data.
- Close and restart your browser.

Firefox

- Open Firefox, click the three horizontal lines in the top right corner.
- Click the Settings menu option.
- Click the Privacy & Security tab.
- Scroll to the Cookies and Site Data section.
- Click Clear Data.
- Select Cached Web Content.
- Click Clear.
- Close and restart your browser.

Pop-Up Blockers

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

Google Chrome
- This setting on Chrome is enforced by DTMB.

Microsoft Edge
- Open Microsoft Edge, click the three horizontal dots in the top right corner.
- Click the Settings menu option.
- Click the Cookies and Site Permissions tab.
- Click Pop-ups and redirects under the Site Permissions section.
- The Blocked (recommended) toggle should be turned on.

Firefox
- Open Firefox, click the three horizontal lines in the top right corner.
- Click the Settings menu option.
- Go to the Privacy & Security tab.
- Scroll to the Permissions section.
- Check the box next to Block pop-up windows.
- Close and restart your browser.

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.