

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

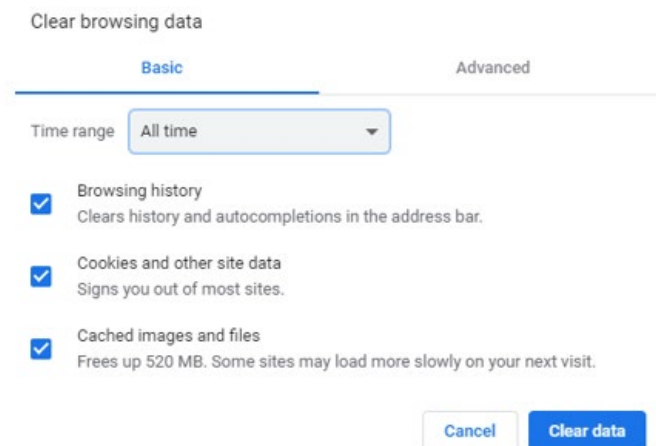
If your webpage is not displaying correctly, try clearing your cache. To clear your cache:

Microsoft Edge


- Select the 3 horizontal dots menu icon  in the top right corner of your browser
- Click the History menu option
- Another menu icon will appear , click it and select Clear Browsing Data
- Select Cookies, saved website data and Cached data and files
- Click 'Clear Now'
- Close and restart your browser

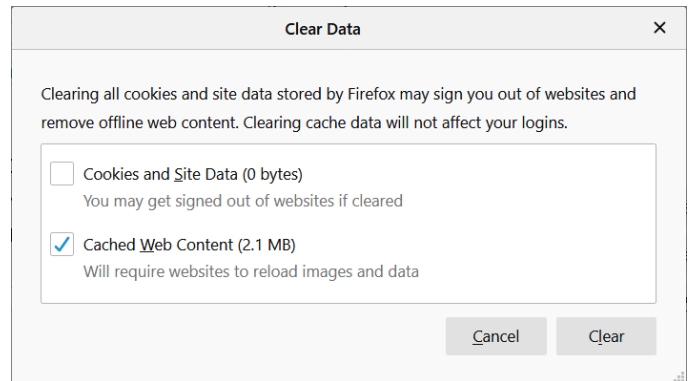
Google Chrome

- Select the 3 vertical dots icon  in the top right corner of your browser
- Click Settings, under the Privacy and Security tab, click Clear browsing data
- Set your Time Range to All Time.
- Make sure all 3 categories (Browsing history, Cookies, and Cached images and files) are selected. 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
- Uncheck Cookies and Site Data and click Clear
- Click Clear Data
- 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

- Click the menu button in the top right 
- Click Settings and scroll down to the Cookies and Site Permissions tab
- Under the Site Permissions section, click Pop-ups and redirects
- Make sure the Blocked (recommended) toggle is turned on

FireFox

- Click the menu button  and select Settings
- Go to the Privacy and Security tab
- Scroll down to the Permissions section
- Make sure the Block pop-up windows box is checked

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.