Cleveland Clinic

MyChart®
Your Interactive Health Record

How to Enable Java™ in Your Web Browser

In order to use My**Chart**, you must enable Java in your Web browser. Follow these simple steps to enable Java for the following Web browsers. Once you have enabled Java for the particular browser, close the browser window and then re-visit the My**Chart** login page.

Microsoft Internet Explorer 8® and above:

1. Click the **Windows Start** button, then click **Control Panel**.
2. If the Control Panel is in "Category View," click the **Network and Internet** category. If the Control Panel is in "Icon View," you may skip to the next step.
3. Click **Internet Options**.
4. On the Security tab, select **Internet** in the "Select a zone to view or change security settings" section.
5. Click **Custom level**.
6. Scroll down to the Scripting section.
7. Under Active scripting, select the **Enable** option.
8. Click **OK**.
9. Click **Yes** to confirm that you want to change the settings for this zone.
10. Click **OK**.

Mozilla® Firefox® 24.x and above (PC):

1. Please ensure that your copy of Firefix is up-to-date.
2. Click the **Firefox** drop-down menu or, if using the Menu Bar, continue to Step 3.
3. Expand the Help menu and then select **About Firefox** within it.
4. Firefox should now automatically check for updates and prompt you to restart it when finished.
5. Once Firefox restarts, JavaScript should be enabled.

Mozilla® Firefox® 24.x and above (Mac):

1. In the Firefox Menu, select **About Firefox**.
2. Firefox should now automatically check for updates and prompt you to restart it when finished.
3. Once Firefox restarts, JavaScript should be enabled.

Google Chrome™ 29.x and above(PC and Mac):

1. Click the **menu icon** (Customize and control Google Chrome) in the upper right and then select **Settings (PC)** or **Preferences (Mac)**.

2. Click **Show advanced settings**....

3. In the "Privacy section," click the **Content settings...** button.

4. In the "JavaScript section in the Content Settings window, select the **Allow all sites to run JavaScript (recommended)** option.

5. Close the Options tab.

Safari® 5.x (Mac):

1. Select **Safari** and then select **Preferences**.

2. On the Security tab, select the **Enable JavaScript** checkbox in the Web content section.

3. Close the Preferences window.

How to enable Java for Web browsers not listed above:

1. You can get help from the **Help** menu in your Web browser.

Questions or Concerns?

If you need assistance or have questions after reviewing the instructions above, please contact Cleveland Clinic My**Chart** Customer Support by phone at **866.915.3383** or by email at **MyChartSupport@ccf.org**.

We are available during regular business hours, 8 a.m. to 5 p.m. (EST) Monday through Friday.