# HA CRER Portal
# Client Machine Configuration Instruction

*Version: 1.0*

**Flex**Workflow

## Table of Contents

# 1. Introduction

When using HA CRER Portal, please make sure that the following configurations and requirements are fulfilled.

# 2. Configurations and Requirements

## 2.1. Screen Resolution

- When using HA CRER Portal, the supported minimum screen resolution is 1024x768.
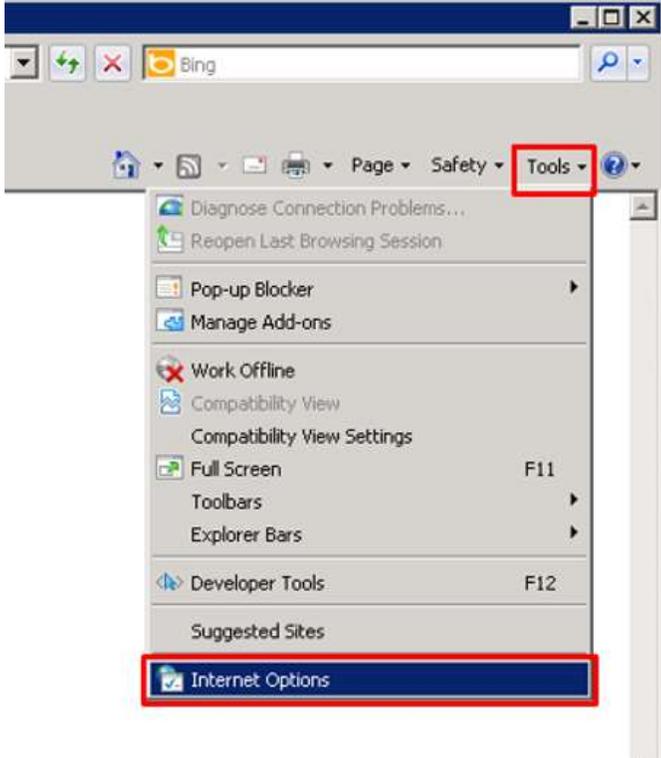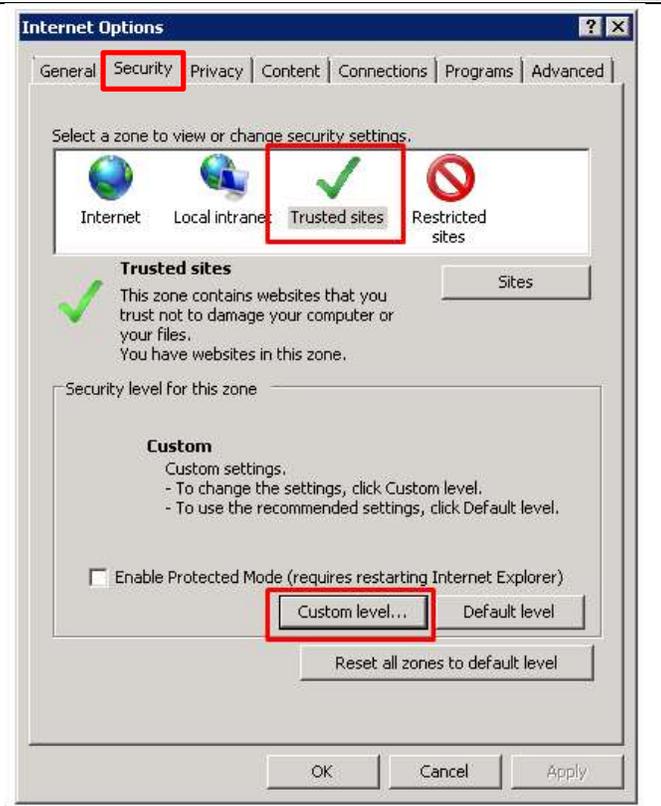
## 2.2. Using Internet Explorer

- Only Internet Explorer is supported to access HA portal. The minimum version required is IE8.
- Browsers other than Internet Explorer such as Edge, Chrome, Safari, Firefox…and etc. are not supported.

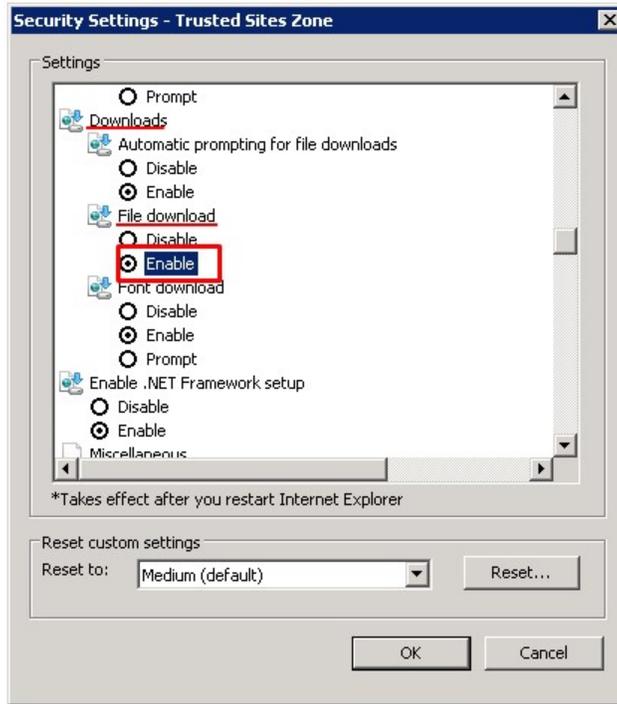### 2.2.1. Do Not Use InPrivate Browsing Mode

- When using HA CRER Portal, DO NOT use InPrivate Browsing Mode for the Internet Explorer.
  Make sure the following InPrivate indicator NOT appear in the browser.
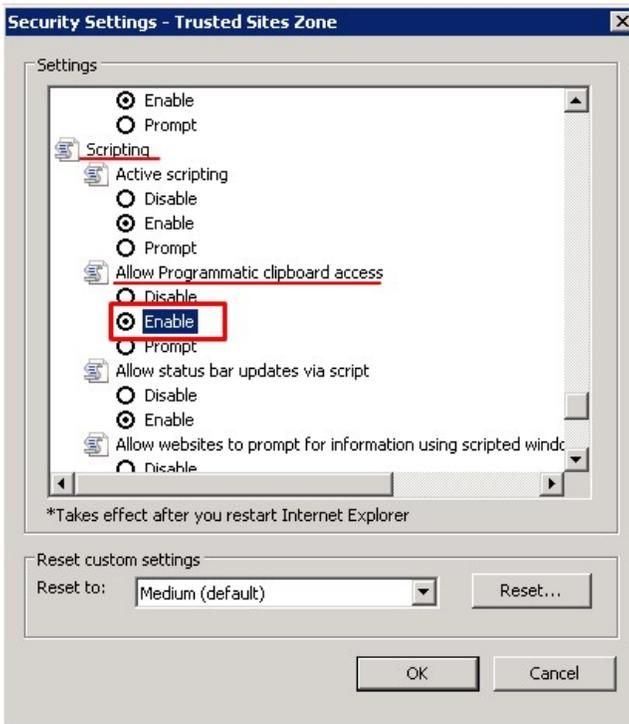
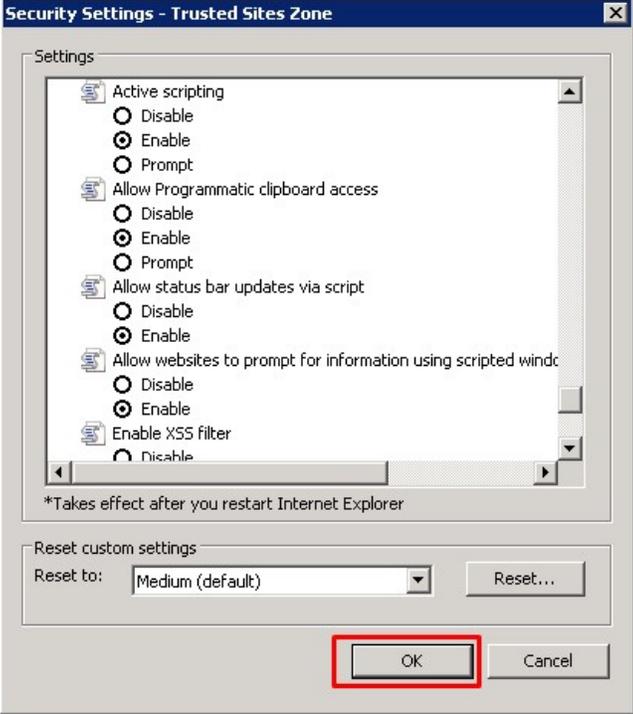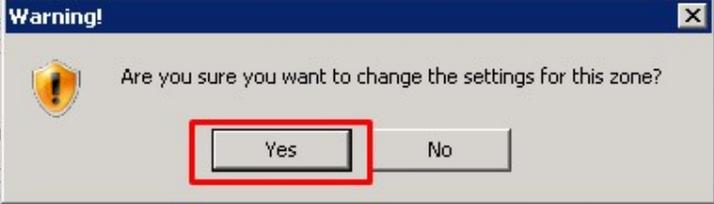## 2.2.2. Enable File Download and Programmatic Clipboard Access

| | |
|---|---|
| 1. Go to [Tools] > [Internet Options]. |  |
| 2. Choose [Security] > [Trusted sites] > [Sites].<br><br>Click the [Custom level] button. |  |

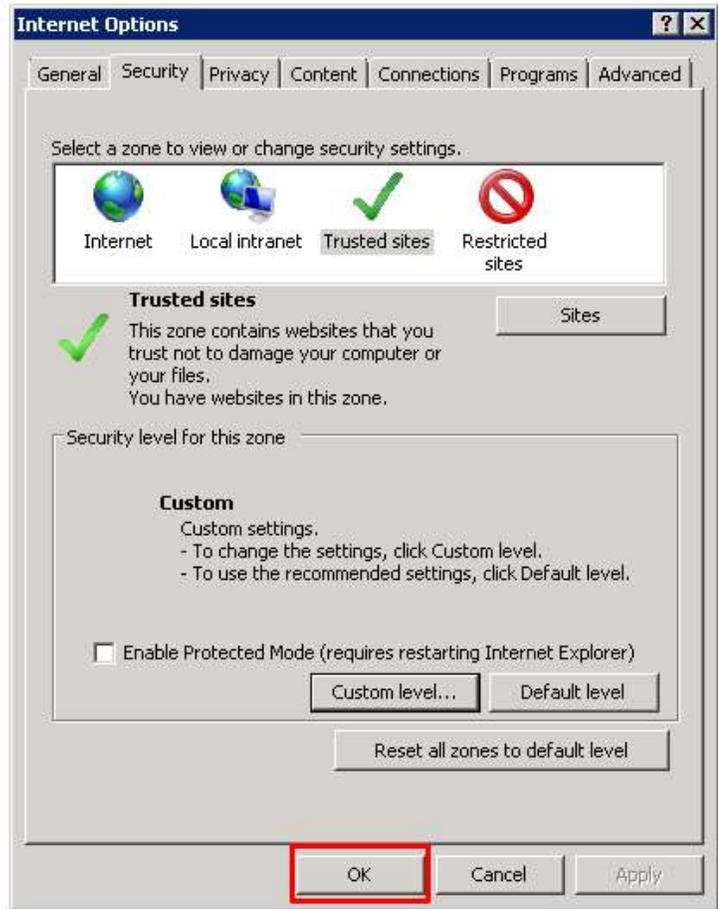| | |
|---|---|
| 3. In the "Downloads" section, navigate to the "File download" setting.<br>Choose "Enable". |  |
| 4. In the "Scripting" section, navigate to the "Allow Programmatic clipboard access" setting.<br>Choose "Enable". |  |

| | |
|---|---|
| 5.  Click the [OK] button | |
| 6.  Click the [Yes] button to proceed. | |

| | |
|---|---|
| 7.  Click the [OK] button. |  |

## 2.2.3. Trusted Site Setting
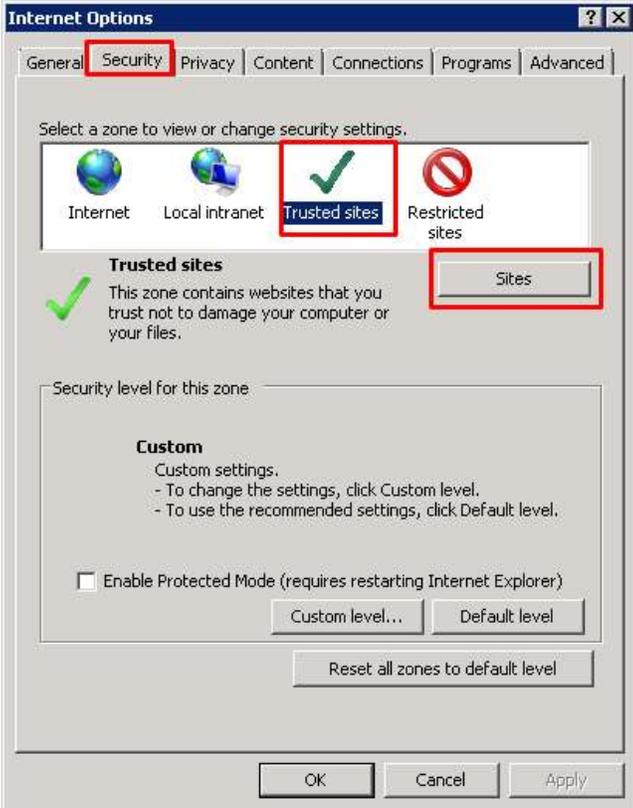
| | |
|---|---|
| 1. Choose [Security] > [Trusted sites] > [Sites] |  |
| 2. Enter https://harec.ha.org.hk and the click the [Add] button. |  |

| | |
|---|---|
| 3. Click the [Close] button. |  |
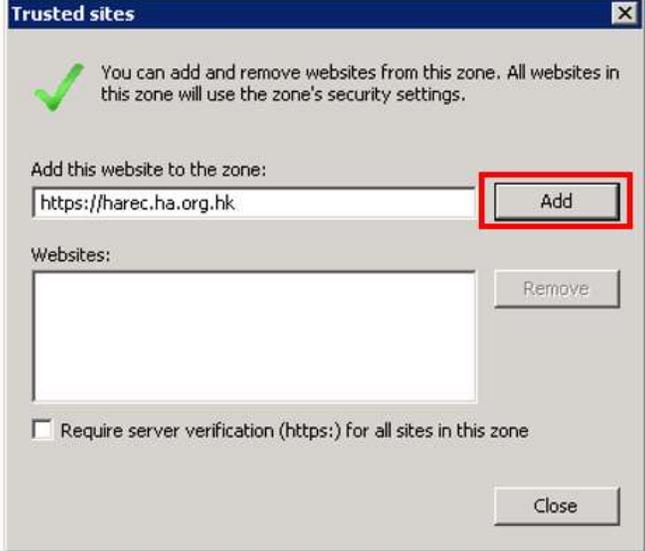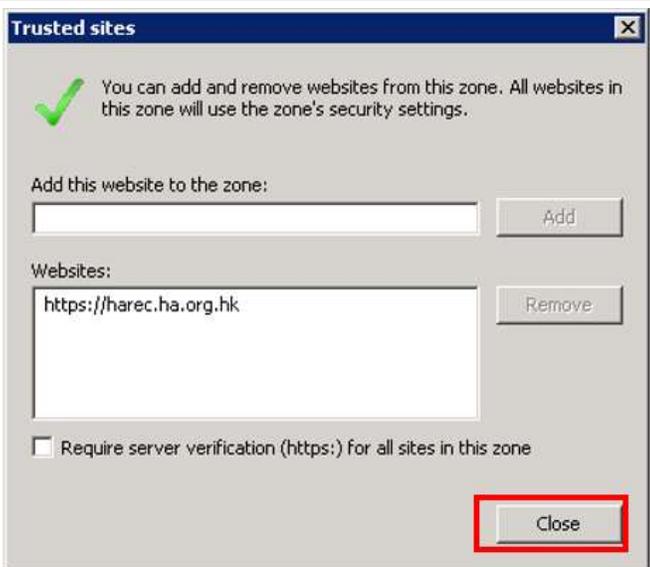
## 2.2.4.  Cancel Confirm Certificate

When using HA CRER Portal, in case of getting the following dialog prompted to ask you confirm certificate, please click [Cancel].
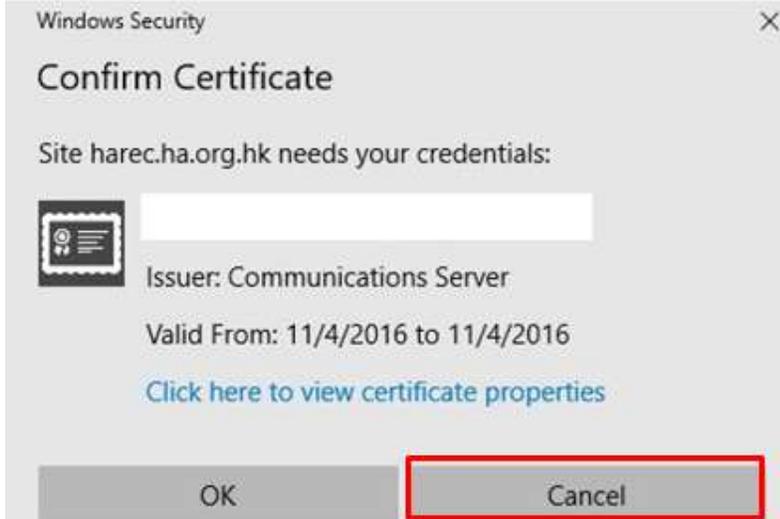
## 2.3.    Silverlight 5 Installation

Make sure that Silverlight 5 has been installed to the client machine.

You can check if Silverlight 5 is already installed by accessing the following page via Internet Explorer:

https://www.microsoft.com/getsilverlight/get-started/install/default.aspx

After accessing to the page list above, you can verify whether Silverlight 5 is installed according to the message:
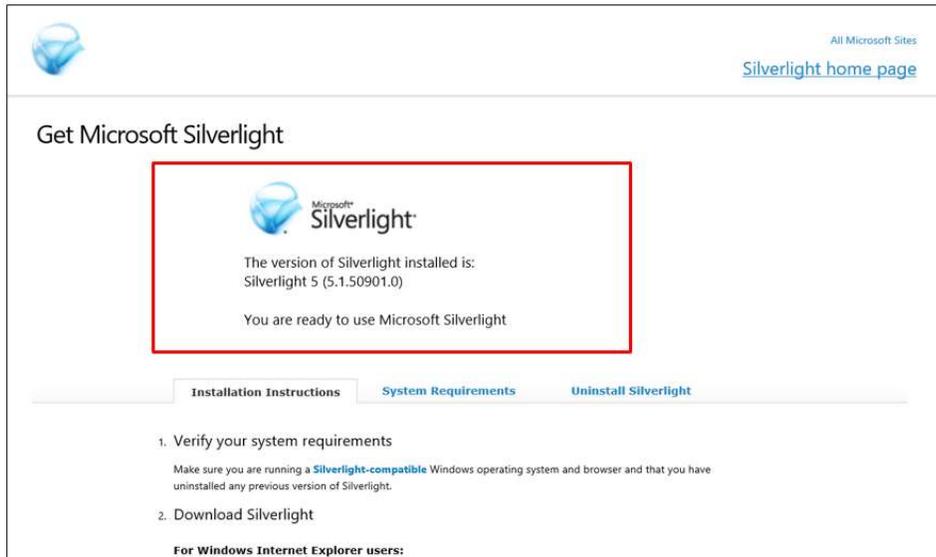


In contrast, if you find the following message after accessing the page listed above, that means Silverlight 5 is not yet installed to your client machine. As instructed, please click the button  to download Silverlight 5 installer first.
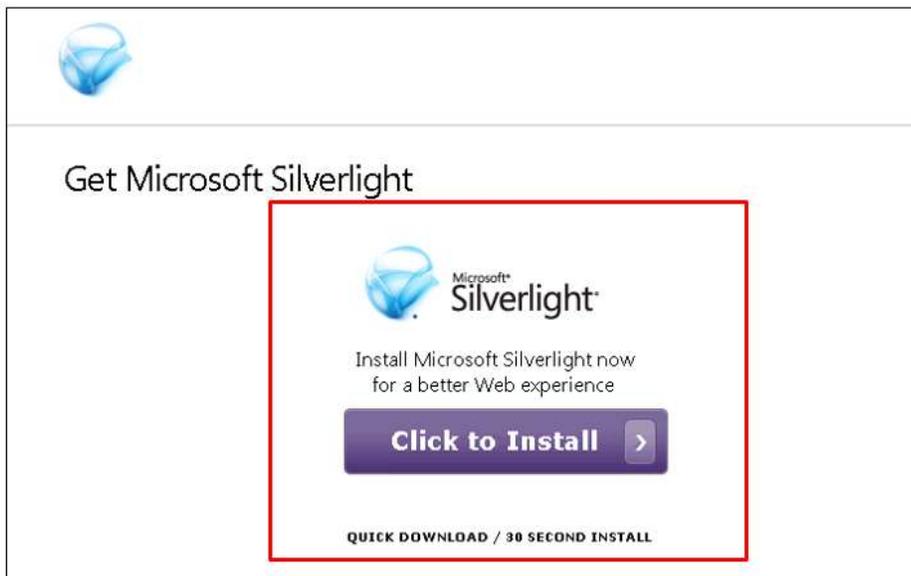
Then run the downloaded installer and follow the steps below to perform the installation:

| | |
|---|---|
| 1. Click the [Install Now] button. |  |
| 2. The installation is in progress. Please wait for a while. |  |
| 3. Click the [Close] button. |  |
| 4. Restart the Internet Explorer browser. | |

## 2.4.    Allow Silverlight Application to Increase Storage Space

Silverlight application storage space is required by the HA CRER Portal. When you open form in the HA CRER Portal and find the following prompted dialog, please follow the steps below to increase the storage space:

1.  Click the [Continue] button.



Note: If you click the [x] button to close the above dialog, please leave the current page and load the form again. The same dialog will be prompted to ask for increasing application storage.

2.  Click the [Yes] button in the prompted dialog.
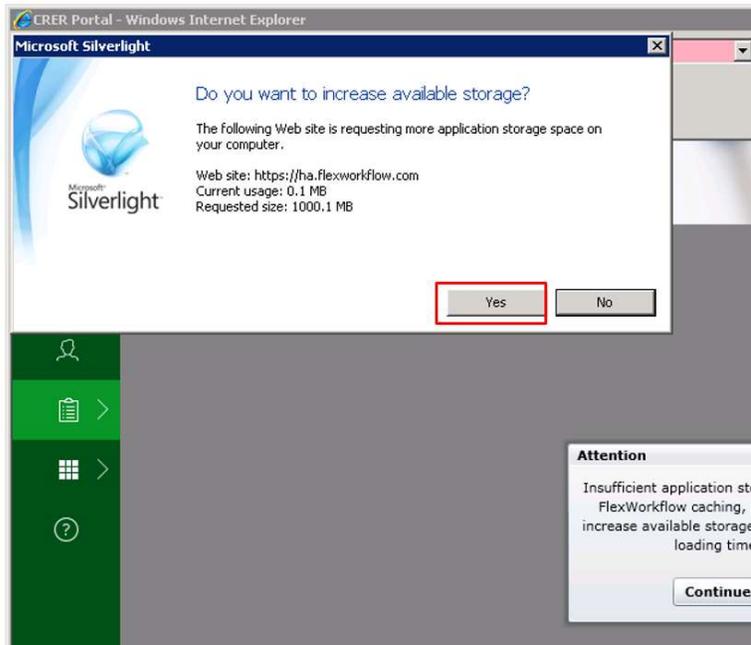


Note: Please click the [Yes] button. If you click the [x] button or [No] button to close the above dialog, please leave the current page and load the form again. The dialog stated in step 1 will be prompted again to ask for increasing application storage.

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