FEBRUARY 17, 2025

Tips for Accessing Healthe NL & CI

CENTRAL INTAKE

NL Health Services

Trouble accessing Central Intake?
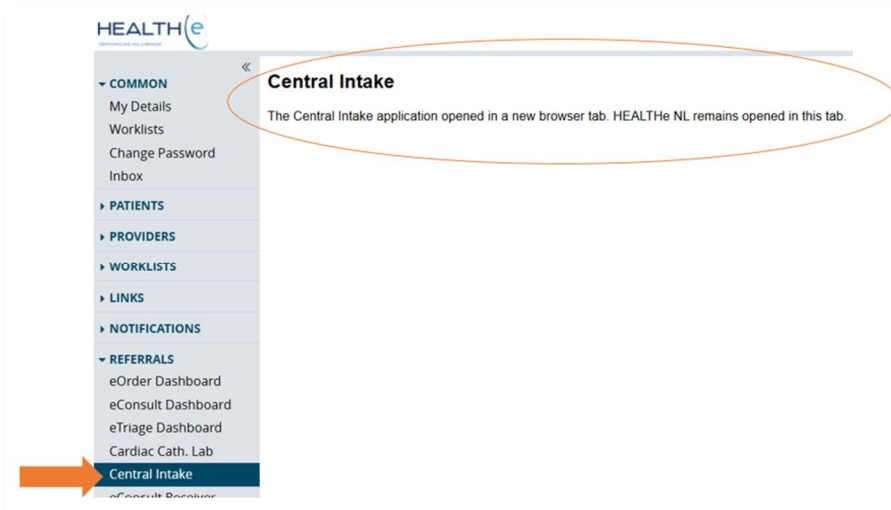
Once you have logged into Healthe NL, and you've clicked on **Central Intake** from the menu, you may see the message "**The Central Intake application opened in a new browser tab. Healthe NL remains opened in this tab.**" In some cases, the new tab does not display for Central Intake. This is caused by a browser setting for pop-ups and redirects to allow for Central Intake to open in a new tab.

Outlined below are the steps required to turn on this feature in your browser – Microsoft Edge, Google Chrome, and Safari.
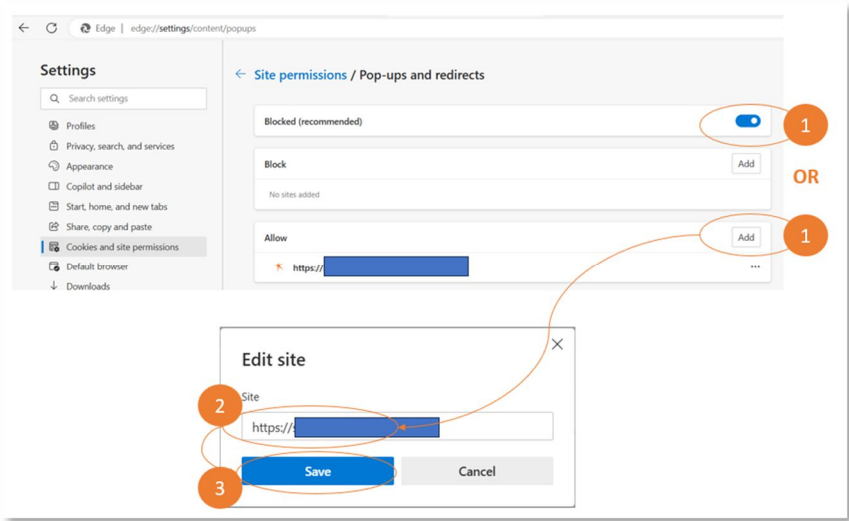
Using Microsoft Edge

To access the Central Intake solution through Healthe NL via Microsoft Edge as your browser, you need to ensure that pop-ups and redirects are turned on (i.e., allowed).

1. Open the browser.
2. Click the **ellipsis (…)** located in the top right corner of the browser (1).
3. Select **Settings** from the drop-down menu. (2)
4. Click **Cookies** and site permissions from the **Settings** menu. (3)
5. Scroll down the list and click **Pop-ups and redirects**.
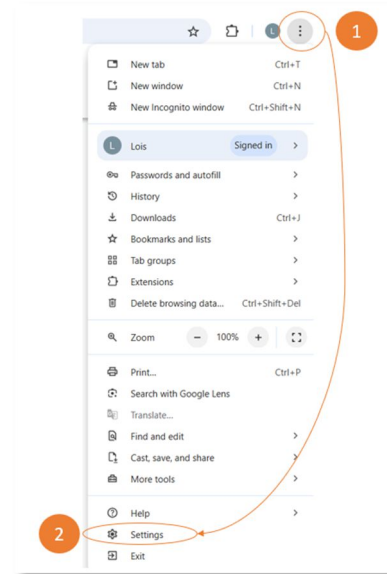6. Two options are available:

NL Health Services
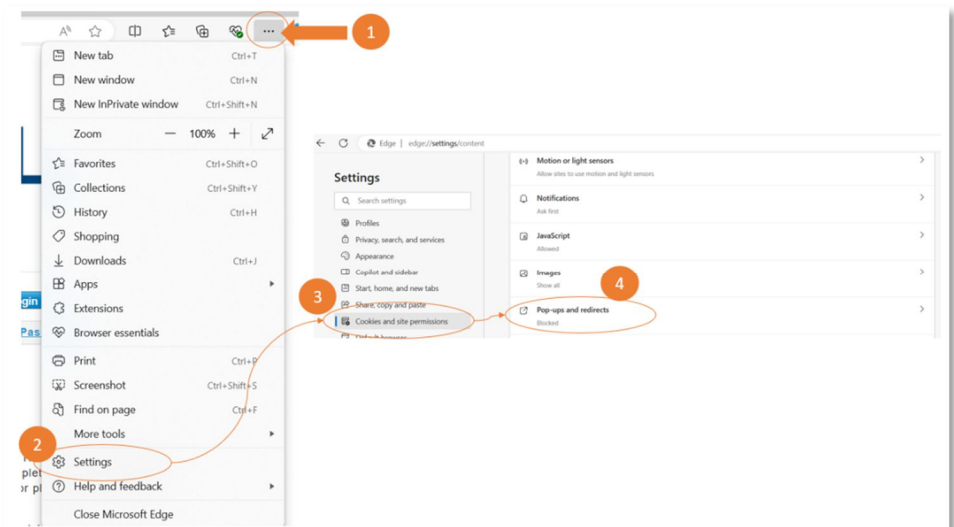
a. Beside **Blocked (recommended),** move the slider to turn off the blocker. This turns it off for all sites visited in the browser. (1) If you choose this option, you can close this tab and proceed to login to Healthe NL.

b. Click **Add** next to **Allow** to add the Healthe NL website to allow pop-ups and redirects specifically for this website. (1)

c. Copy/paste the Healthe NL URL to this field for Site. (2)

d. Click **Save**. (3)

Using Google Chrome

To access the Central Intake solution through Healthe NL via Google Chrome as your browser, you need to ensure that pop-ups and redirects are turned on (i.e., allowed).

1. Open the browser.
2. Click the **ellipsis (…)** (or sometimes called the meatballs menu) located in the top right corner of the browser (1).
3. Select **Settings** from the drop-down menu. (2)
4. Scroll down the page and click **Pop-ups and redirects** (under the **Privacy and Security** section).

5. Two options are available:
    a. Under **Default behaviour**, click **Sites** can send pop-ups and use redirects option. (1) However, be aware that this turns the option on for all websites that you visit using the Chrome browser.
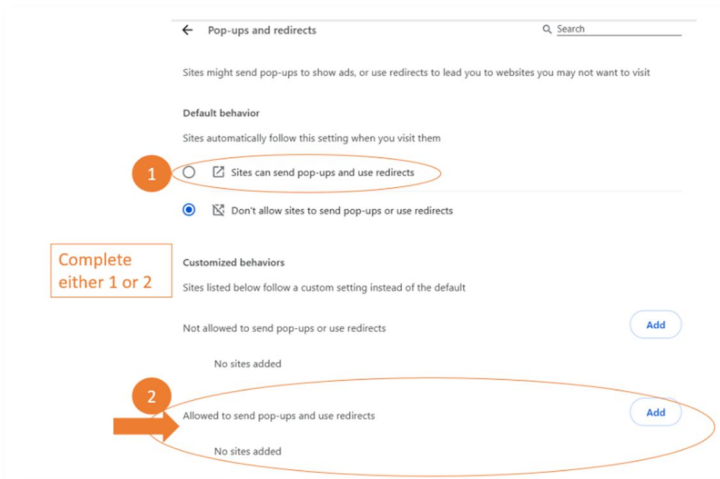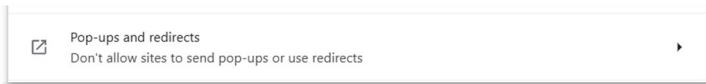
b. Under **Customized behaviours**, click **Add** next to **Allowed to send pop-ups or use redirects** to add the Healthe NL website to allow pop-ups and redirects specifically for this website. (2)

c. Copy/paste the Healthe NL URL to this field for **Site**.

d. Click **Add**.

Using Safari (Apple)

On a MAC computer:

If you are using a MAC computer or tablet, you can change the pop-ups and redirects setting in the Safari browser.

1. **Open Safari**: Launch the Safari browser on your Mac.

2. **Access Settings**: Click on "Safari" in the top-left corner of the menu bar, then select "Settings."

3. **Go to Websites Tab**: In the Preferences window, click on the "Websites" tab. Here you can **allow or block some or all pop-ups** using the settings available.

4. **Find Pop-up Windows**: Scroll down in the left-hand sidebar and select "Pop-up Windows."

5. **Change Settings**: In the right-hand pane, you'll see a list of websites. Use the drop-down menu next to "When visiting other websites" at the bottom to select "Allow."

6. **Security tab**: turn on the setting to warn when visiting a fraudulent website.

On iPhone or iPad:

1. Go to Settings > Apps > Safari.

2. Turn Block Pop-ups on or off using the toggle / slider.

3. Turn Fraudulent Website Warning on or off using the toggle / slider.