



Victorian  
Agency for  
**Health  
Information**

Victorian Health Incident  
Management System

# Victorian Health Incident Management System Central Solution

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## Browser troubleshooting

This guide has been developed to assist health services in troubleshooting browser issues associated with accessing the Victorian Health Incident Management System Central Solution (VHIMS CS). Instructions are provided for accessing VHIMS CS using both Internet Explorer and Google Chrome. Please note, Google Chrome is the most compatible internet browser for accessing VHIMS LS.

If you are unable to login, please follow the steps below before you contact support.

If the issue persists, contact support services at [VHIMS.Support@dhhs.vic.gov.au](mailto:VHIMS.Support@dhhs.vic.gov.au).

 TIP: Google Chrome is the most compatible Internet Browser.



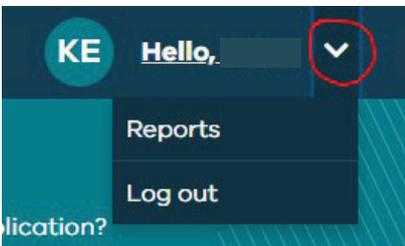
## Troubleshooting - Internet Explorer

The following steps will help address some common issues arising with accessing VHIMS CS using Internet Explorer.

### Manual logout

You may get an error message if you did not log out of your previous session. To remedy this, follow the steps below to manually log out/log back in.

**Step 1:** Select the drop-down next to your name in the top-right corner of VHIMS CS (see below).



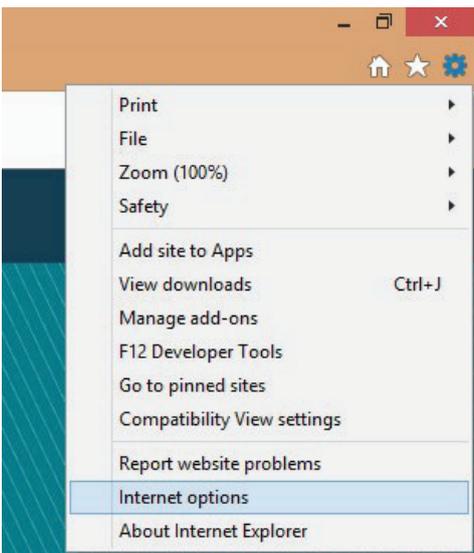
**Step 2:** Select 'Log out!'.

**Step 3:** Without closing your browser, attempt to reconnect to VHIMS CS.

If you still receive an error message, please follow the instructions below.

### Clearing the cache

**Step 1:** Go to Internet Explorer Settings (top right corner) and select 'Internet Options!'.

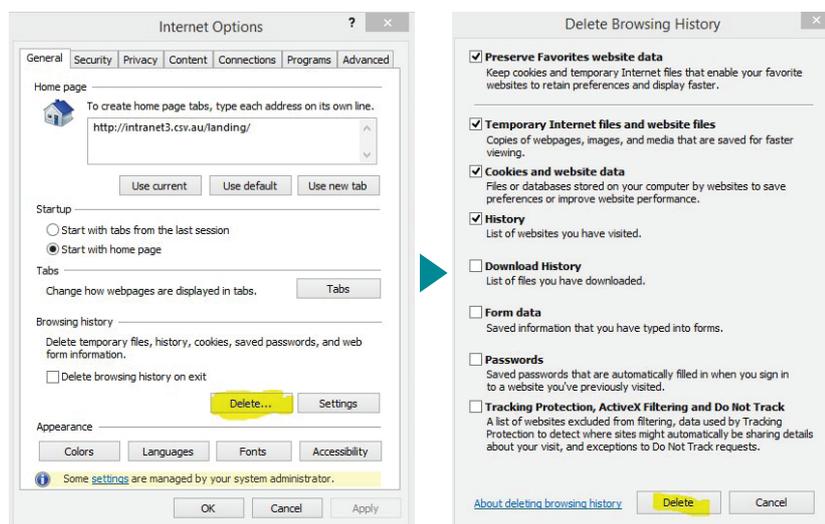


**Step 2:** Click the 'delete...' button in the browsing history section.

**Step 3:** Select 'Delete' again.



## Troubleshooting - Internet Explorer (continued)

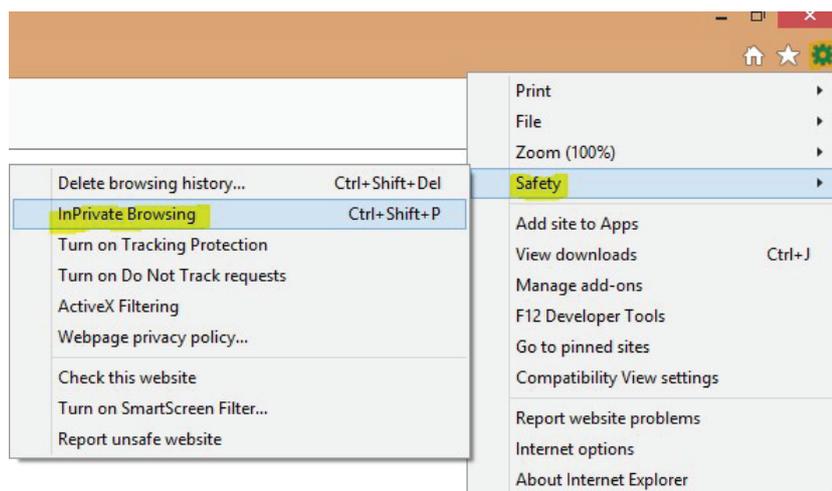


**Step 4:** Attempt to access VHIMS CS again.

If you still receive an error message, please follow the instructions below.

## Opening browser in 'Incognito Mode'

**Step 1:** Open Internet Explorer Options > Safety > InPrivate Browsing.



**Step 2:** Reattempt access to VHIMS CS in this tab.

If there is still an error, please email us at [VHIMS.Support@dhhs.vic.gov.au](mailto:VHIMS.Support@dhhs.vic.gov.au) so we can investigate further.



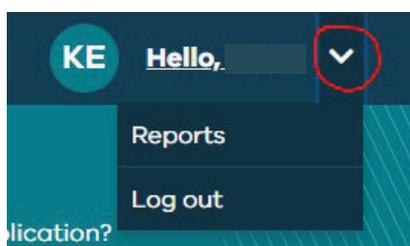
## Troubleshooting - Google Chrome

The following steps will help address some common issues arising with accessing VHIMS CS using Google Chrome.

### Manual logout

You may get an error message if you did not log out of your previous session. To remedy this, follow the steps below to manually log out/log back in.

**Step 1:** Select the drop-down next to your name in the top-right corner of VHIMS CS (see below).



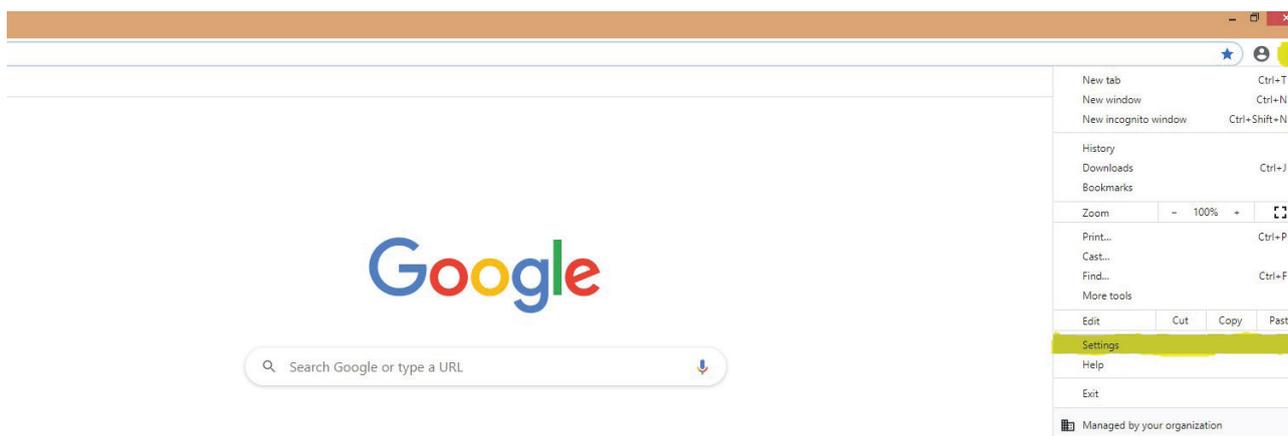
**Step 2:** Select 'Log out!'.

**Step 3:** Without closing your browser, attempt to reconnect to VHIMS CS.

If you still receive an error message, please follow the instructions below.

### Clearing the cache

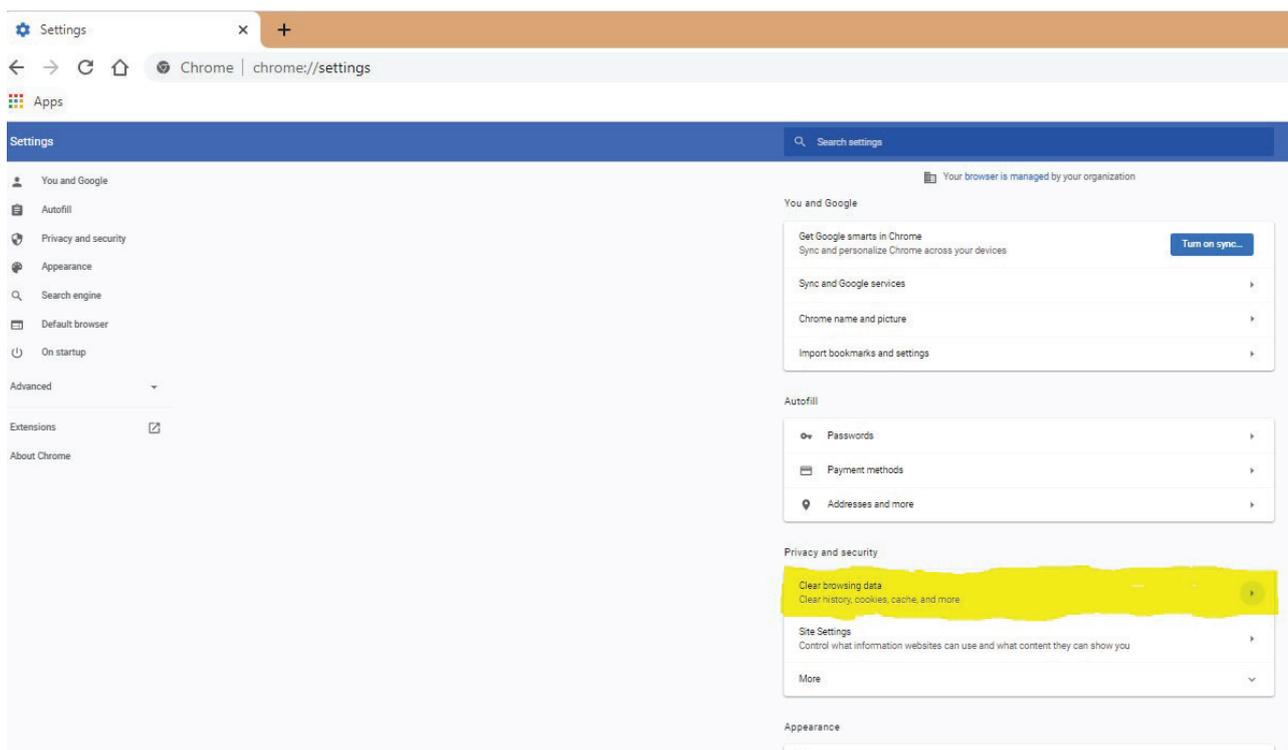
**Step 1:** Select the Menu in the top right corner and select 'Settings'.





## Troubleshooting - Google Chrome (continued)

**Step 2:** In the 'Privacy and Security' section, click on 'Clear Browsing data' option (see below).



**Step 3:** Select 'Clear data'.

**Step 4:** Close and reopen the Google Chrome browser.

**Step 5:** Reattempt your VHIMS CS connection.

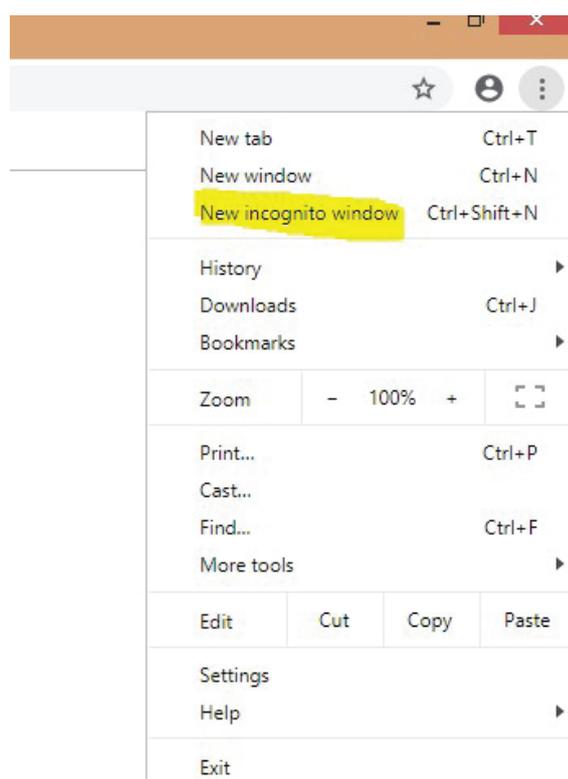
**If you still receive an error message, please follow the instructions below.**



## Troubleshooting - Google Chrome (continued)

### Opening Browser in Incognito (Private Browser) Mode

**Step 1:** Select Menu in the top right corner (three dots) and select 'New incognito window' (see below).



**Step 2:** Copy and paste <https://www.vhimscentral.vic.gov.au/#/> into your Internet Browser, then re-attempt login.

If there is still an error, please email us at [VHIMS.Support@dhhs.vic.gov.au](mailto:VHIMS.Support@dhhs.vic.gov.au) so we can investigate further.

