

Victorian Agency for **Health** Information

Victorian Health Incident Management System

## Victorian Health Incident Management System Central Solution

# 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.





### 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 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)



Settings × +	
← → C ☆ © Chrome   chrome://settings	
Apps	
Settings	Q, Search settings
You and Google	Your browser is managed by your organization
Autofill	You and Google
Privacy and security	Get Google smarts in Chrome Sync and personalize Chrome across your devices
Q. Search engine	Sync and Google services
Default browser	Chrome name and picture >
U On startup	Import bookmarks and settings +
dvanced 👻	Autofill
Extensions	ov Passwords
	Payment methods
	Addresses and more
	Privacy and security
	Clear howsing data Clear have and more
	Site Settings Control what information websites can use and what content they can show you
	More
	Appearance
	Themes

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 so we can investigate further.



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