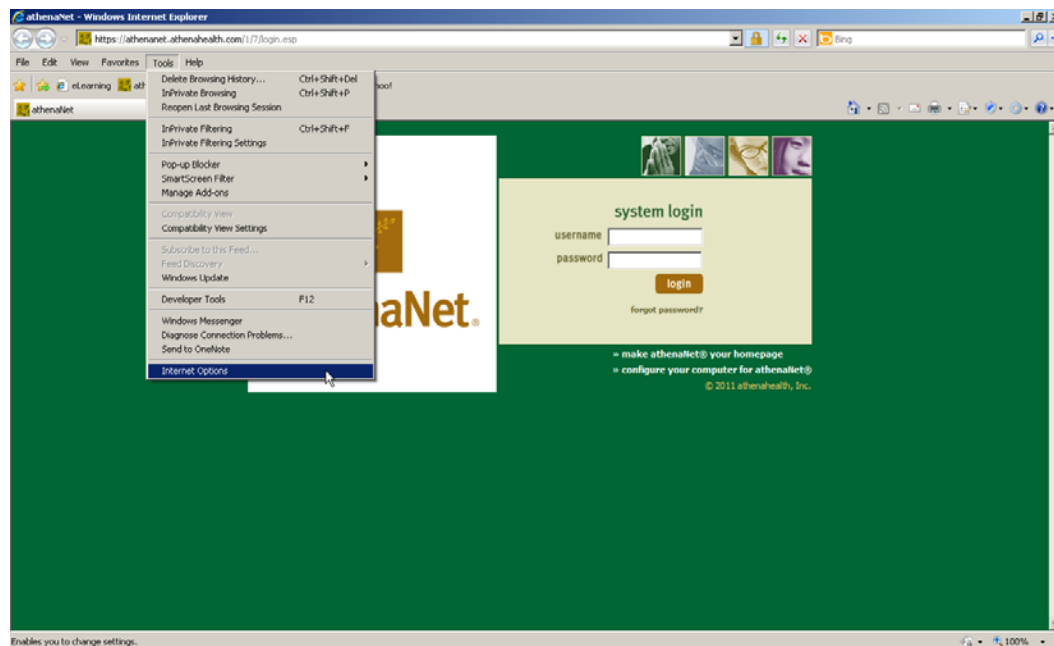


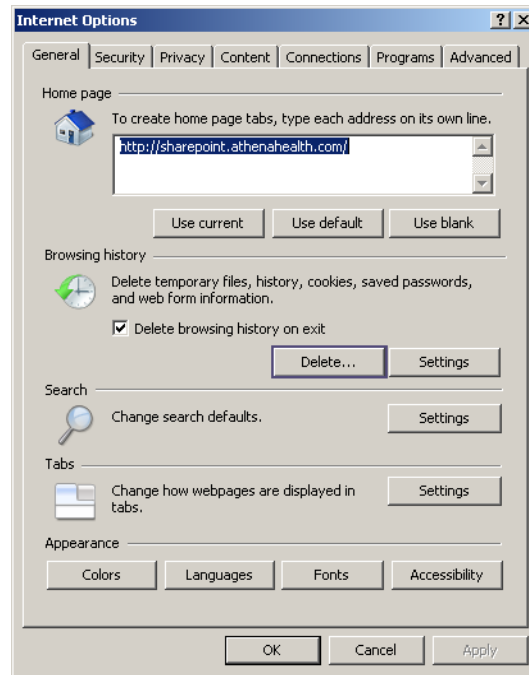
Configuring your Computer for athenaNet

This process should take just a few moments. If you have trouble making any of the necessary changes, please contact your IT department for assistance.

1. Make sure that no Internet Explorer (IE) toolbars are installed, such as Google, Yahoo, Bing, or MSN. These toolbars can interfere with athenaNet functionality. If they are installed, there are two ways to remove them.
 - a. Click Start > Control Panel at the bottom left of your computer. Click Add or Remove Programs. Find the toolbar(s) in the list, and click the Change/Remove button to un-install.
 - b. Open IE. Click Tools at the top, and select Manage Add-ons in the drop-down list. View the list of Toolbars and Extensions and disable the toolbars from here.
2. Many features in athenaNet open in pop-up windows, so it's important to disable pop-up blockers on your computer in IE. To do so, from the Internet Explorer menu, click Tools > Pop-up Blocker.
3. Make sure the menu list on the right says **Turn On Pop-up Blocker**. If not, click **Turn Off Pop-up Blocker** to turn the pop-up blocker blocker off. This allows all the athenaNet pop-up windows to function properly.
4. Close out of all IE pages you have open, including athenaNet.

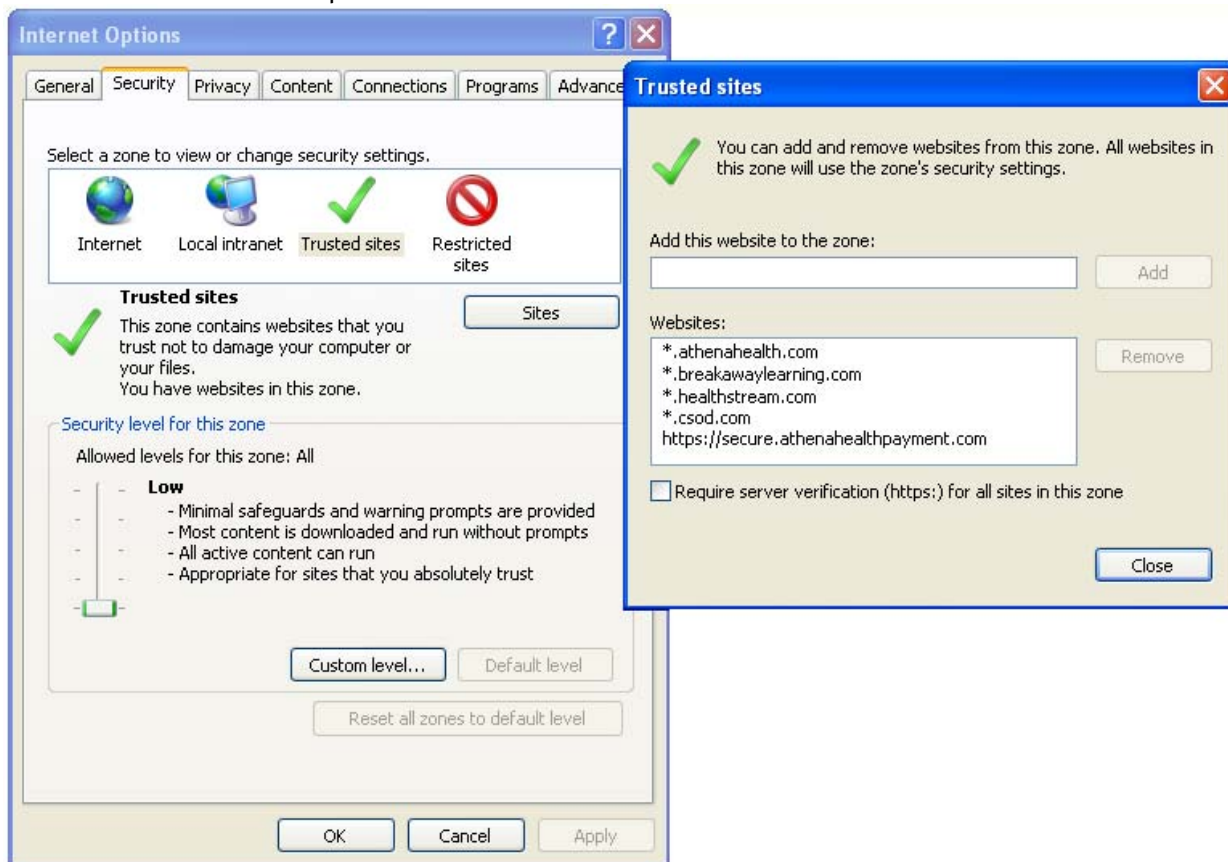


5. Open a new IE window. In the menu bar at the top of any Internet Explorer browser, click Tools › Internet Options.

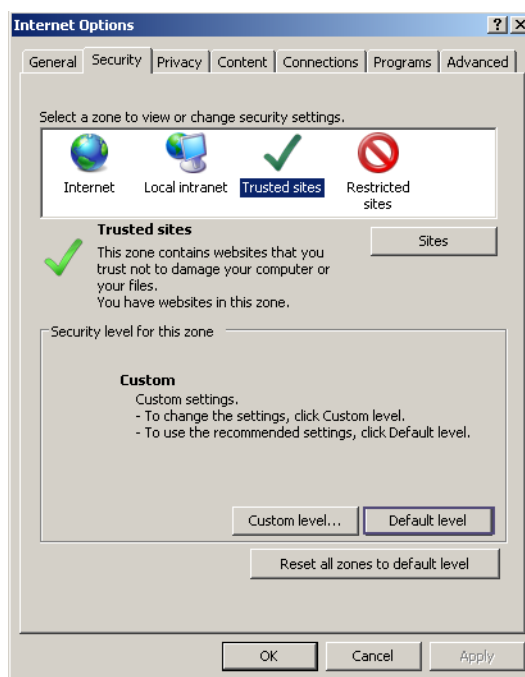


6. In the General Tab, click the **Delete...** button to remove cookies and temporary internet files.
7. Click the **Security** Tab under Internet Options.
8. Click the **Trusted Sites** icon.

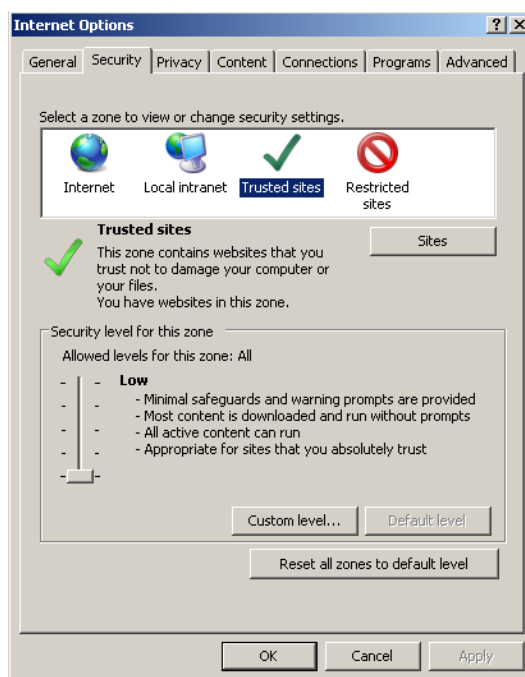
9. Click the **Sites** button. This opens a new window.



10. Ensure that the **Require server verification (https:) for all sites in this zone** checkbox is not selected.
11. If it is not in the list of websites already, you need to add the following address to the zone for general athenaNet use: *.athenahealth.com
12. Click the **Add** button. It is **very important** for athenahealth to be listed in the **Websites** section of this dialog box, as this allows the computer to be properly configured. You may need to add it as **https://*.athenahealth.com** if you get a warning saying the https prefix is needed, however, not selecting the **Require server verification (https:) for all sites in this zone** checkbox should prevent this.
13. For the athenahealth Learning Portal to function properly, add these sites to your trusted sites list:
 - *.breakawaylearning.com
 - *.healthstream.com
 - *.csod.com
14. If you use CCP, then you need to add the site **https://secure.athenahealthpayment.com** also. When you are done adding sites, your dialog box should look like that shown above.
15. Click the **Close** button to save your additions. This brings you back to the **Internet Options** dialog box on the **Security** Tab.



16. Set the security level to **Low**. If the level is not already set to low, click the **default level** button. This brings the security setting back to the default level.

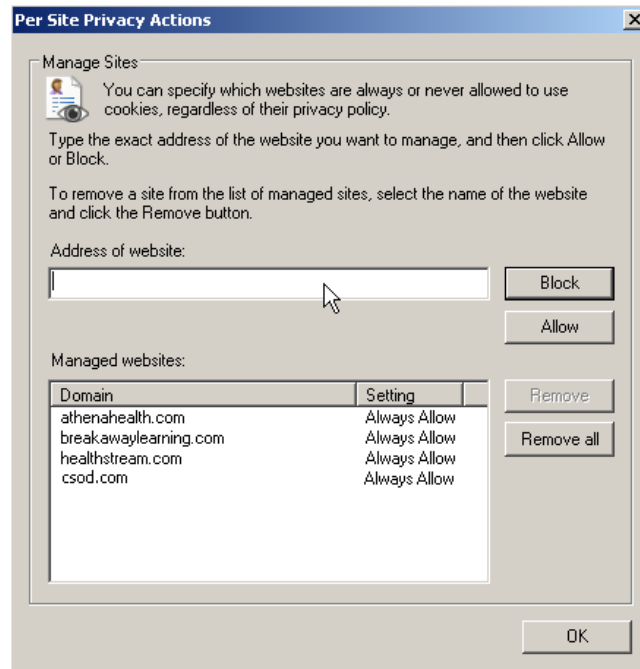


17. Drag the slider on the left down to **Low**.
18. Click the **Apply** button.
19. Click **OK**.

If for any reason you cannot save changes to your Internet Explorer options, you should contact your IT department, as you haven't been given access or permission to make these necessary changes.

20. Click the **Privacy** tab of the Internet Options dialog box.

21. Click the **Sites** button. A new window opens.



22. Type each of the following sites in to the **address of website** field:

athenahealth.com
Healthstream.com
Breakawaylearning.com
csod.com

23. Click the **Allow** button.

24. Click **OK**.

25. Click the **Advanced** tab of the Internet Options dialog box.

26. Scroll down to the **Security** section.

27. Deselect the checkbox next to **Do Not Save Encrypted Pages to Disk** if there is a check mark there.

28. Select the checkbox next to **Empty Temporary Internet Files Folder when browser is closed**.

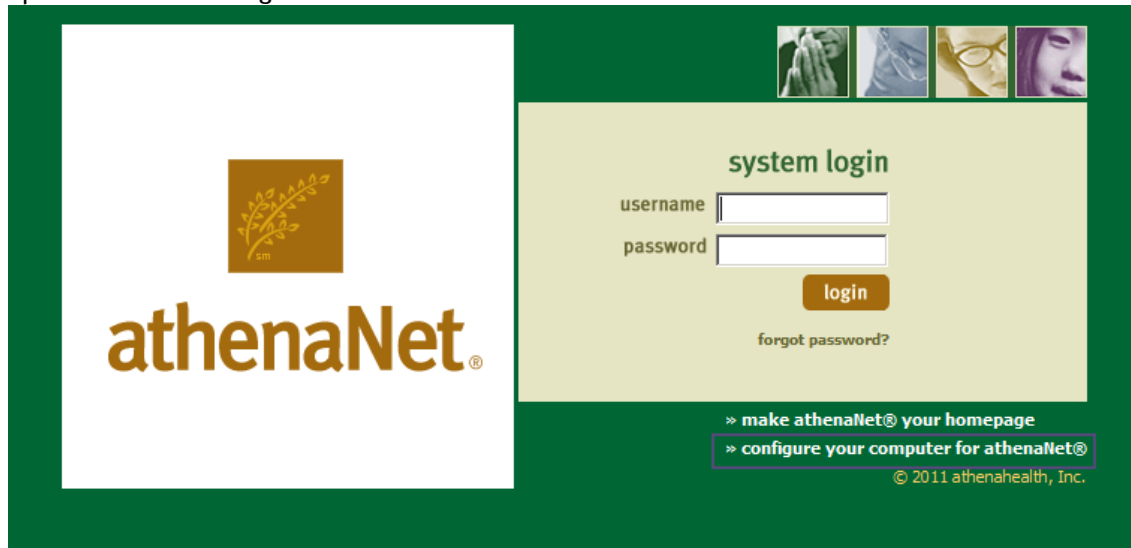
29. Click the **Apply** button at the bottom if you made any changes. If you did not make any changes, click **OK**.

30. This step is for **Internet Explorer 9** users only. If you are not using IE9, skip to step 28. When running the Learning Portal in IE9, the following domains must be run in compatibility view:

athenahealth.com
Healthstream.com
Breakawaylearning.com

From Internet Explorer, click Tools > Compatibility View Settings. Add the three sites to the Compatibility View Settings list.

31. Click **OK**, and close out of all Internet Explorer windows. This allows the changes you made to take effect.
32. Open the athenaNet login screen.



33. Click the **configure your computer for athenaNet** link. This sets your margins correctly for printing, and allows ActiveX controls to be installed, which is important for the athenaNet image uploader and printing functions in athenaNet.
34. Click **OK**. A new window pops up.
35. Click the **Configure Browser** button. A message appears confirming your browser has been configured.

If a script error occurs after clicking the Configure Browser button, your Windows security settings may be set too high. You want to contact your IT department for help with this.

If you get a script error referencing a .xls script error, just click through it, and you should see athenaNet has been properly configured message. This is ok, it means your computer may not have Excel, though athenaNet works properly without it.

36. Click **OK** and close out of all browser windows to save the changes you have made.
37. Re-open Internet Explorer and log into athenaNet. You are fully configured!