

## **System Requirements**

### **What are the system requirements required to run the Information Services Portal on my PC?**

The Information Services Portal is internet based so there are no specific system requirements to access and download data from the Information Services Portal.

If you are downloading reports into other applications and there is a problem it may be to do with your settings on your PC.

### **What screen resolution is best for viewing reports?**

Screen resolution should be set to 1024 x 768 pixels or higher.

### **What browser do I need to access Information Services Portal?**

The following browsers are supported by NHS Prescription Services but the system may work on other Browsers:

IE7, 8 and 9  
Firefox 3.6 and 11  
Google Chrome

IE10 / 11 are not currently supported and if you have any issues please try one of the browsers which are supported

When accessing the Remuneration Reports / Schedule of Payments within the system some users operating older versions on Internet Explorer may experience technical difficulties.

The below work around will allow access to the reports.

In Internet Explorer toggle the following option:

Tools > Internet Options > Advanced > Security > Do not save encrypted pages to disk

In newer versions of IE this option will be greyed out.

This problem was due to the fact these files are sent through an encrypted connection. Older versions of IE have to specifically be told if they should save a copy of the file to IE web cache or not.

If this option is greyed out we would recommend accessing the system via a different browser either Google Chrome or FireFox