




If you're having trouble accessing the Clear Spring Health website, follow these steps.

## 1. Check your browser compatibility.



Clear Spring Health is continually evaluating our online services and older browser versions may not support new standards. We suggest you use any of the supported internet browsers listed below and consider upgrading to a new version as that may also enhance your security.

NOTE: If you're using a computer other than your own (e.g., employer, relative, public location), be sure to check with that party before you change browser or system settings.

### Desktop



-  Microsoft Edge (latest)
-  Mozilla Firefox (latest)
-  Google Chrome (latest)
-  Safari - Safari (latest)

### Mobile

-  Android Browser
  - 4.0+
  - Google Chrome (latest)
-  Safari
  - iOS7+

**2. Check your browser encryption. To ensure the security of valuable and personal information, you can only access our site using a browser equipped with 128-bit encryption or higher.**

**3. Use the "Help" feature in your browser or pop-up blocker for details:**

-  Delete temporary files
-  Turn off pop-up blockers

**4. Add [clearspringhealthcare.com](https://clearspringhealthcare.com) to your trusted sites.**