



Provider Bulletin

New Hampshire Medicaid

MMIS Browser Compatibility and reCAPTCHA Security Notice

Browser Compatibility

Microsoft has announced that it will end support for Internet Explorer 11 across its Microsoft 365 applications and online services on August 17th, 2021. To avoid experiencing any technical issues, it is recommended users no longer access MMIS through any versions of Internet Explorer browser beyond **May 30, 2021**.

In order for the MMIS application to work properly, users must have the below versions of the respective browsers:

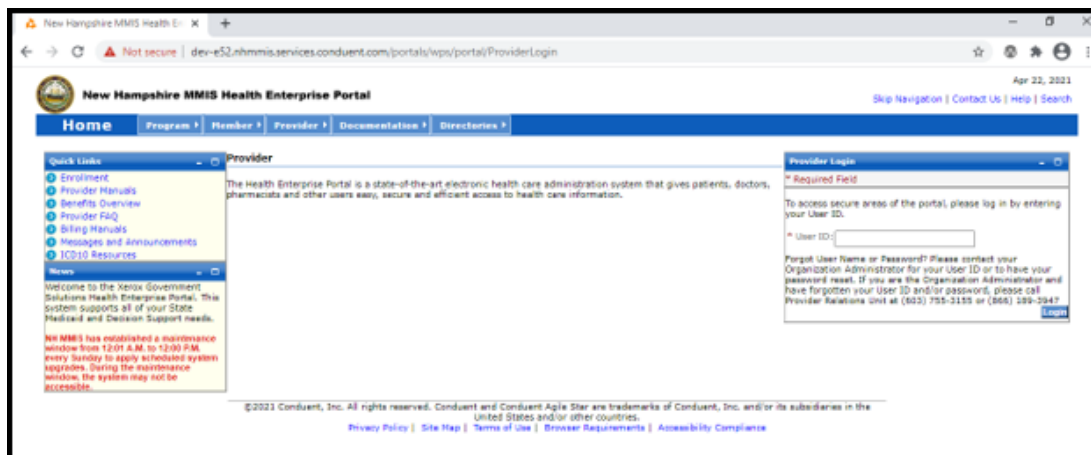
Sl. No	Browser	Version
1	Microsoft Edge	85.0.564.51 (Official build) (64-bit) or higher
2	Google Chrome	84.0.4147.89 (Official Build) (64-bit) or higher
3	Mozilla Firefox	78.0.1 (64-bit) or higher

ReCAPTCHA Security

As of **May 30, 2021**, Google reCAPTCHA will be enabled in all three compatible browsers (Edge, Chrome, and Firefox).

When users log in using any of the three compatible browsers, they will receive the outcome below: (Note: The below screenshots are using Chrome).

Home Page

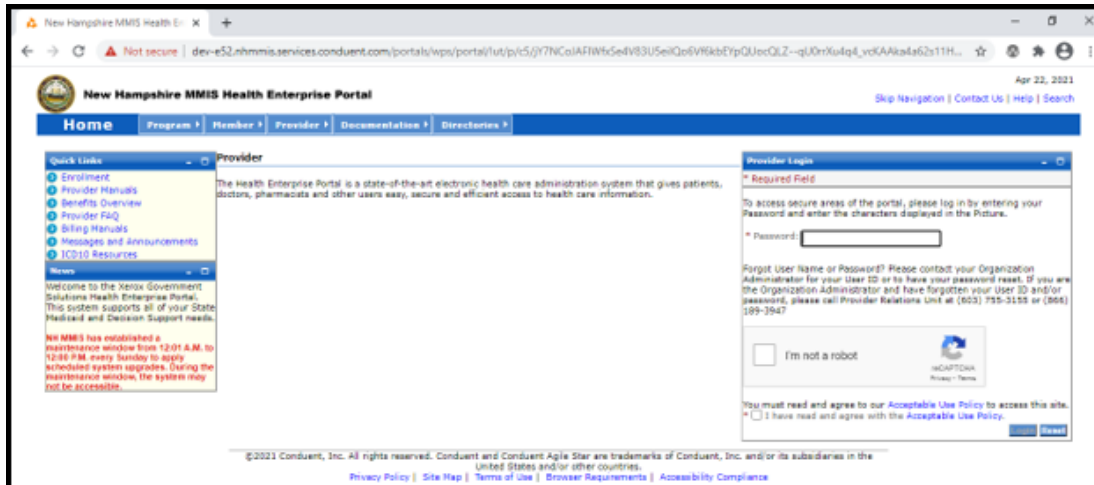


Once the User ID is entered and Login is clicked on, the user will be navigated to the password screen with reCAPTCHA validation.

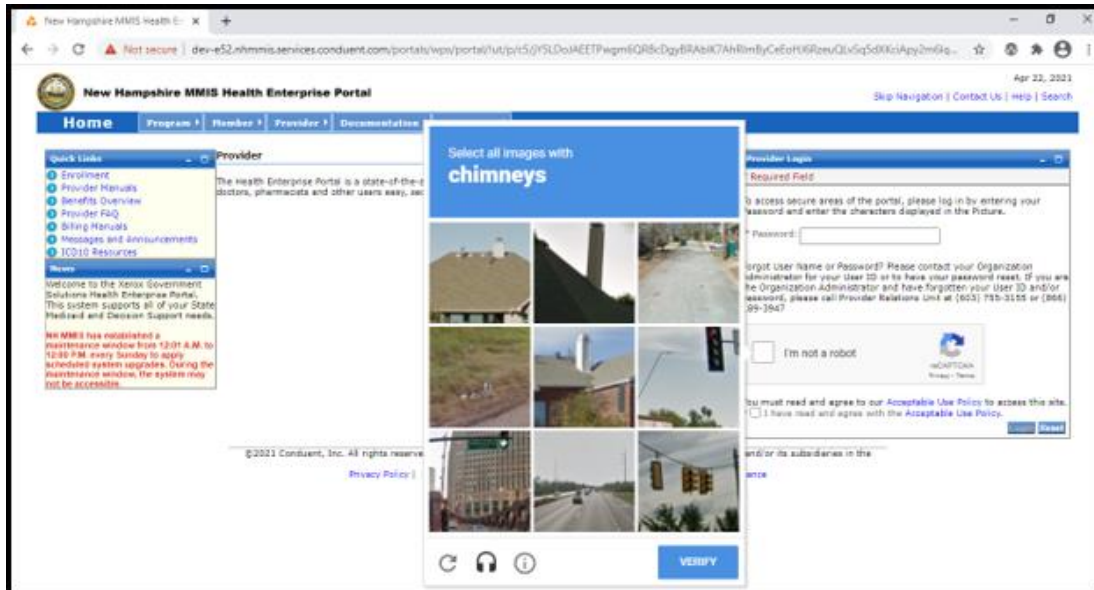


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The user must select “I am not a robot” check box. As soon as the user selects “I am not a robot” checkbox, they may be presented with an image validation window as in the screenshot below.

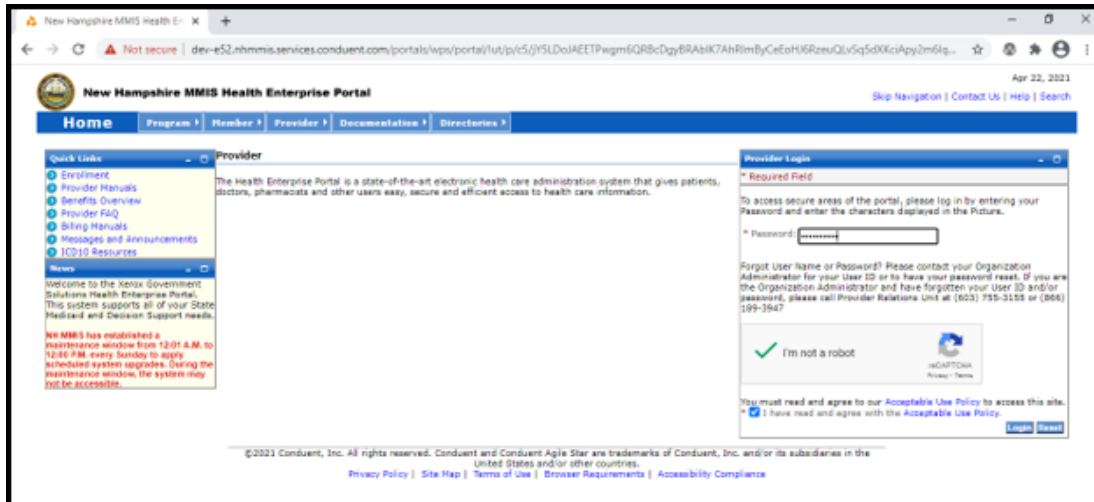


In some scenarios, users may not be prompted with an image validation window, this is normal and not a need for concern.



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Once validation is passed, users will need to confirm they have read and accepted the Acceptable User Policy by clicking in the acceptance box. Users will then be logged into MMIS and may proceed as normal.

Questions

The NH Medicaid Provider Relations Call Center is available to assist you. You can reach them at 866-291-1674 between the hours of 8:00 AM - 5:00 PM, Monday through Friday.

Thank you,
NH Medicaid Provider Relations