Step by step guide for Internet Explorer browser

Saved Passwords and AutoFill can prevent you from using a newly created password on your Sentara MyChart web site.
Passwords are saved in your internet browser, not on web sites.
Storing your password in your internet browser's saved password list can expose your information to anyone who uses your computer, and possibly to others on the internet.

How to remove a saved Password from your Internet Explorer browser

To delete individual passwords, highlight the username pre-filled on the screen and select the Delete (not backspace) key.

To delete all saved passwords:

1. Open the Tools menu

2. Select Internet Options

3. Select Content

4. Under AutoComplete, select Settings

5. Click Delete AutoComplete history…

6. To prevent AutoComplete in the future, make sure AutoComplete is deselected for User names and passwords on forms.

AutoFill is a feature of your internet browser that allows you to fill out commonly-entered information on a web site. This information might be your name, your e-mail address, or login ID. This is a function of your internet browser and the sensitive information is only AutoFilled on your computer.

How to turn off and clear AutoFill info in your Internet Explorer browser

In Internet Explorer, you will want to not only turn off AutoFill data, but also clear it. Instructions are listed below.

Turning off AutoFill in Internet Explorer

1. Click on the Tools menu icon
2. Click on Internet Options
3. Select the Content tab
4. In the AutoComplete section click on Settings
5. Uncheck Forms and User Names and Passwords on Forms
6. Click OK in the AutoComplete Settings Window
7. Click OK in the Internet Options Window

Clearing AutoFill Data in Internet Explorer

1. Click on the Tools menu icon
2. Click on Internet Options
3. Select the Content tab
4. In the AutoComplete section click on Settings
5. At the bottom of the AutoComplete Settings window, click Delete AutoComplete History
6. Check Form Data and Passwords
7. Click Delete
8. Click OK in the AutoComplete Settings Window
9. Click OK in the Internet Options Window

Note: This action may take some time to complete, depending on how often you clear your browsing history.

A cookie is short text file that web sites place on your PC so the site will load faster each time you visit. Issues with wireless connections, accessing web sites, or using features of a web site such as Password Reset may be resolved by allowing cookies for that site. You can control how you treat cookies with your Internet browser privacy settings. Search cookies in your browsers tool or menu icon for information on how to control and manage cookies on your PC.

How to turn on Cookies in your Internet Explorer browser

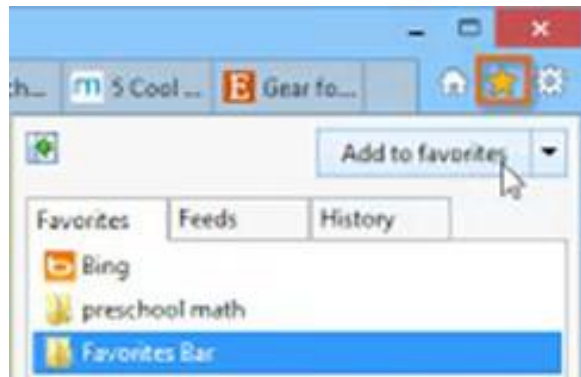|	
	1. Select Tools menu icon 2. Select Internet options 3. Select the Privacy tab 4. Select Default 5. Select OK

Favorite links and Bookmarks need to be deleted occasionally to allow websites to load properly. Once you delete the old links in your Favorites and Bookmarks you can re-save the Sentara MyChart link.

Clearing cache and enabling cookies will, also, allow the web site to load properly so you can login successfully.

How to delete Bookmarks on your Internet Explorer browser

	1. Click Favorites icon 2. Click any Favorite folder to show contents 3. Right click Favorite or Folder to delete 4. Select Delete