

## How to determine what web browser version I am using

There are a couple different ways to determine what web browser version you are using.

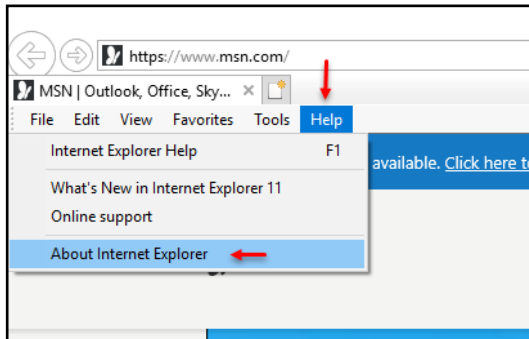
1. You may go to the following website to learn which web browser and version you are using.  
<https://www.whatismybrowser.com/>

Depending on your browser you will see an image similar to the one below.

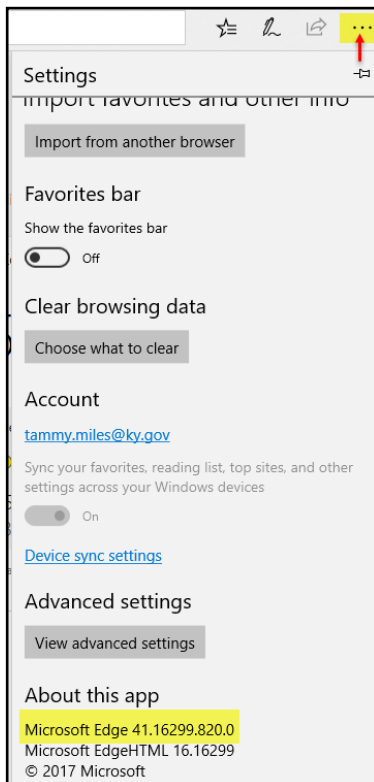


2. You may also select the “help” or “tools” to determine which browser version you are using.

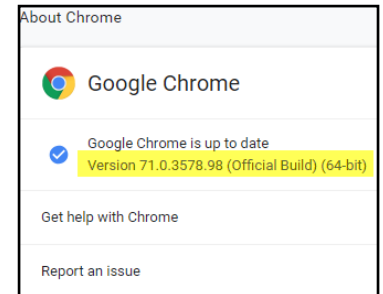
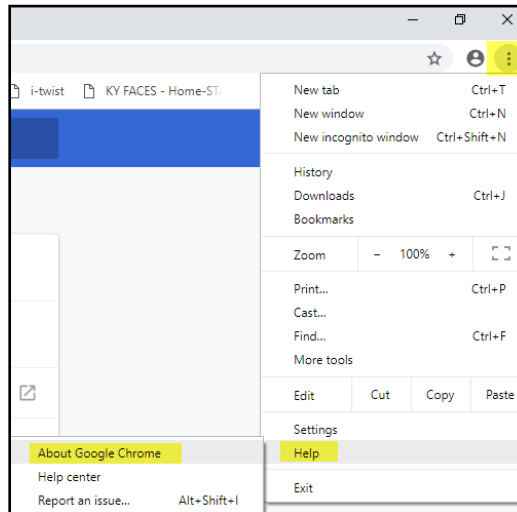
### Internet Explorer



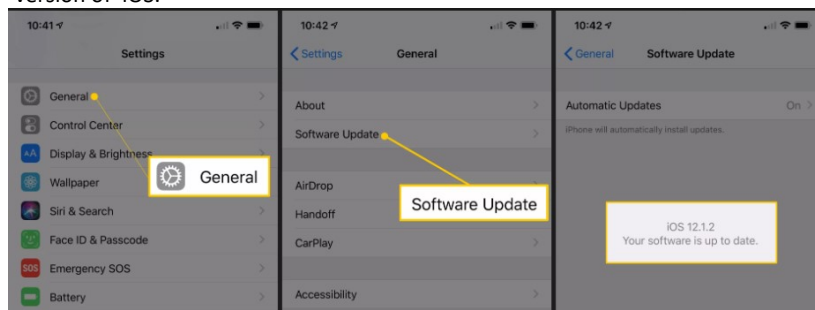
**Edge** — Click the three dots located at the top right side of the screen on the browser. Next scroll down and click Settings. Scroll to About this app.



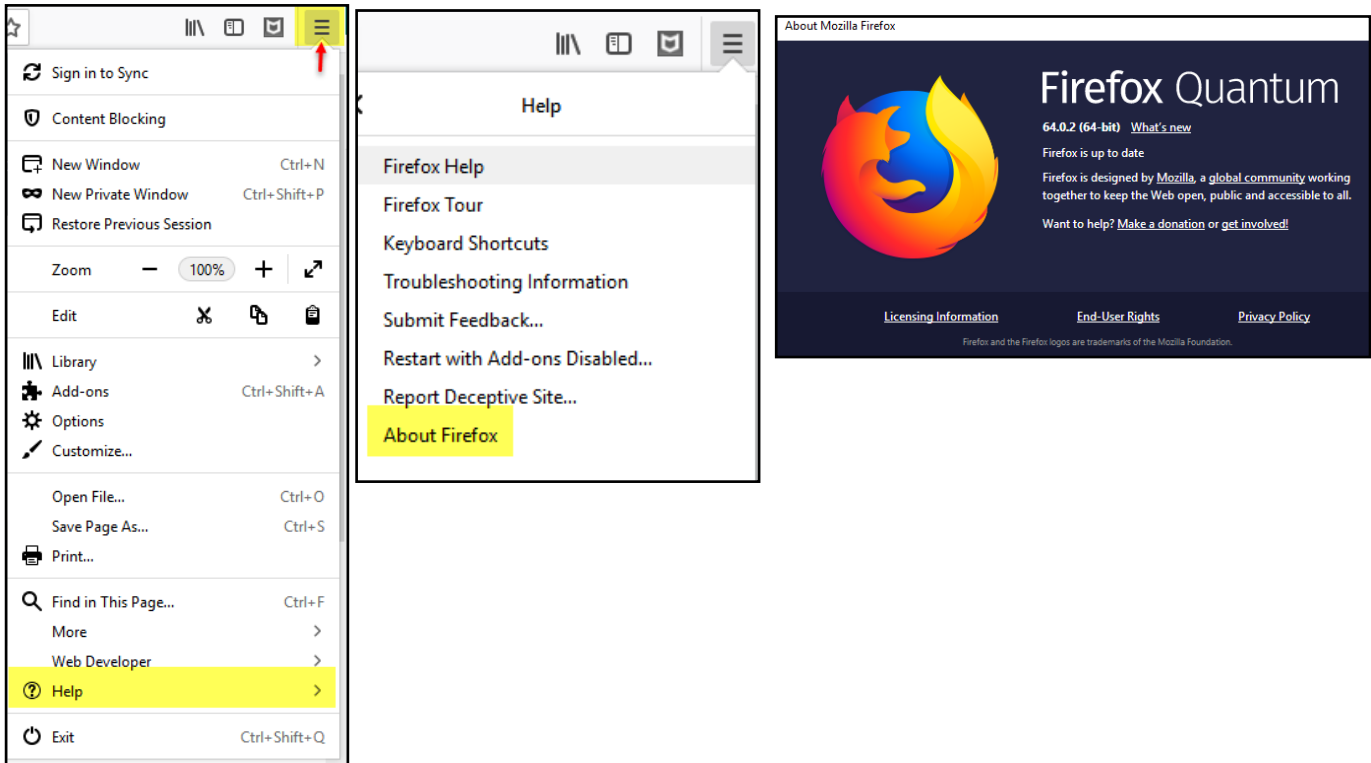
**Google Chrome**— Click the three dots located at the top right side of the screen on the browser. Next scroll down and click Help and select About Google Chrome.



**Safari** — Safari is part of the iOS operating system, its version is the same as the current version of iOS.



**Firefox** - Click the three lines located at the top right side of the browser. Scroll down, click Help and select About Firefox.



## Web Referral FAQ

**Q:** I am entering a referral and do not know the exact incident date. It will not allow me to proceed when I check date unknown. What should I do?

**A:** Your browser needs to be set in compatibility view and pop up blocker needs to be turned off. See illustrations below.

**Q:** I completed the referral and submitted it but nothing happens and I did not receive a confirmation email. What should I do?

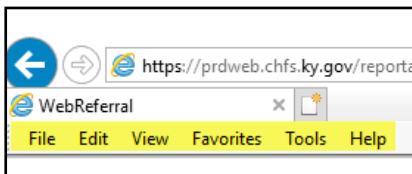
**A:** Your browser needs to be set in compatibility view and pop up blocker needs to be turned off. See illustrations below.

**Q:** I have changed my browser settings and the information I entered is no longer there. What should I do?

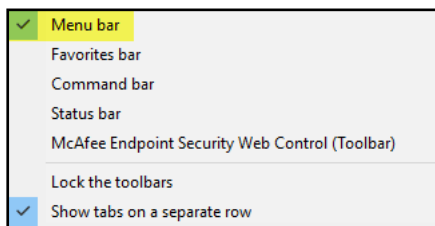
**A:** You will need to re-enter the information after changing your browser settings.

### Changing Compatibility Settings and Turning off Pop-up Blocker in Internet Explorer (IE):

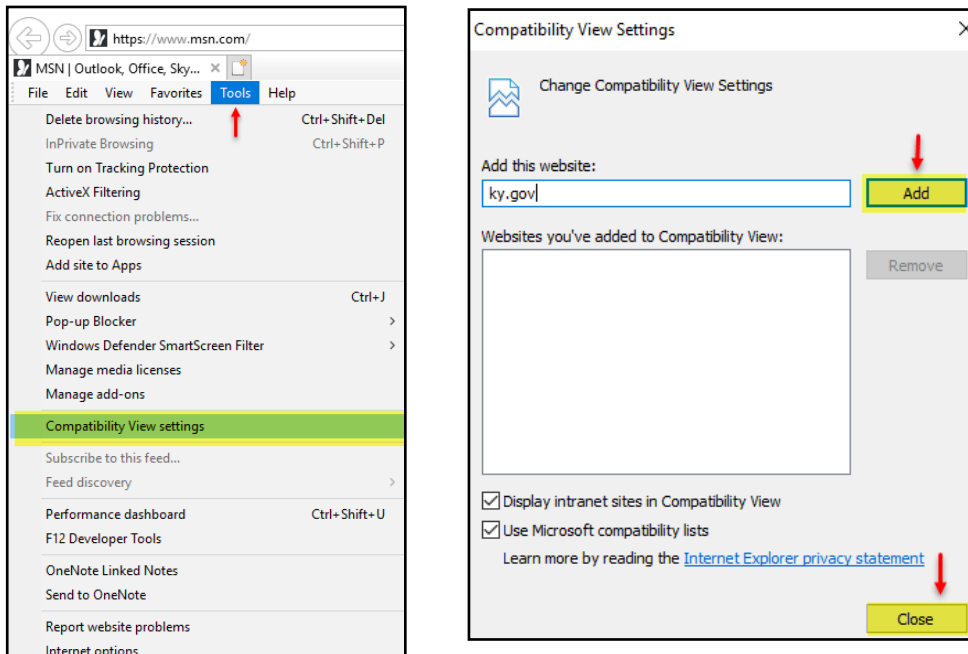
1. Ensure you have the menu bar displayed. The menu bar looks like this in your browser tool bar.



If you do not have a “menu bar” you will need to perform a right mouse click anywhere in the web address area. You will receive a pop up window that looks like the following image. Click “Menu Bar” to receive a checkmark.

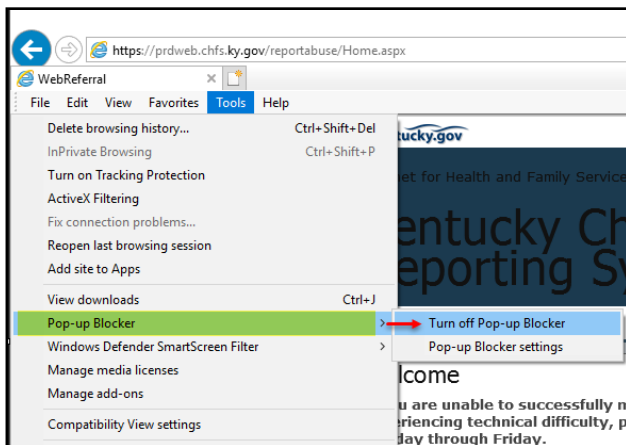


2. Click on “Tools”. This will open a drop down menu listing various tools for internet explorer. Click on “Compatibility View Settings” (see image below on left). A new window will pop up after you click compatibility view settings (see image below on right). You will click the “Add” button. “ky.gov” will be inserted in the “Websites you’ve added to Compatibility View:” window. Click close.



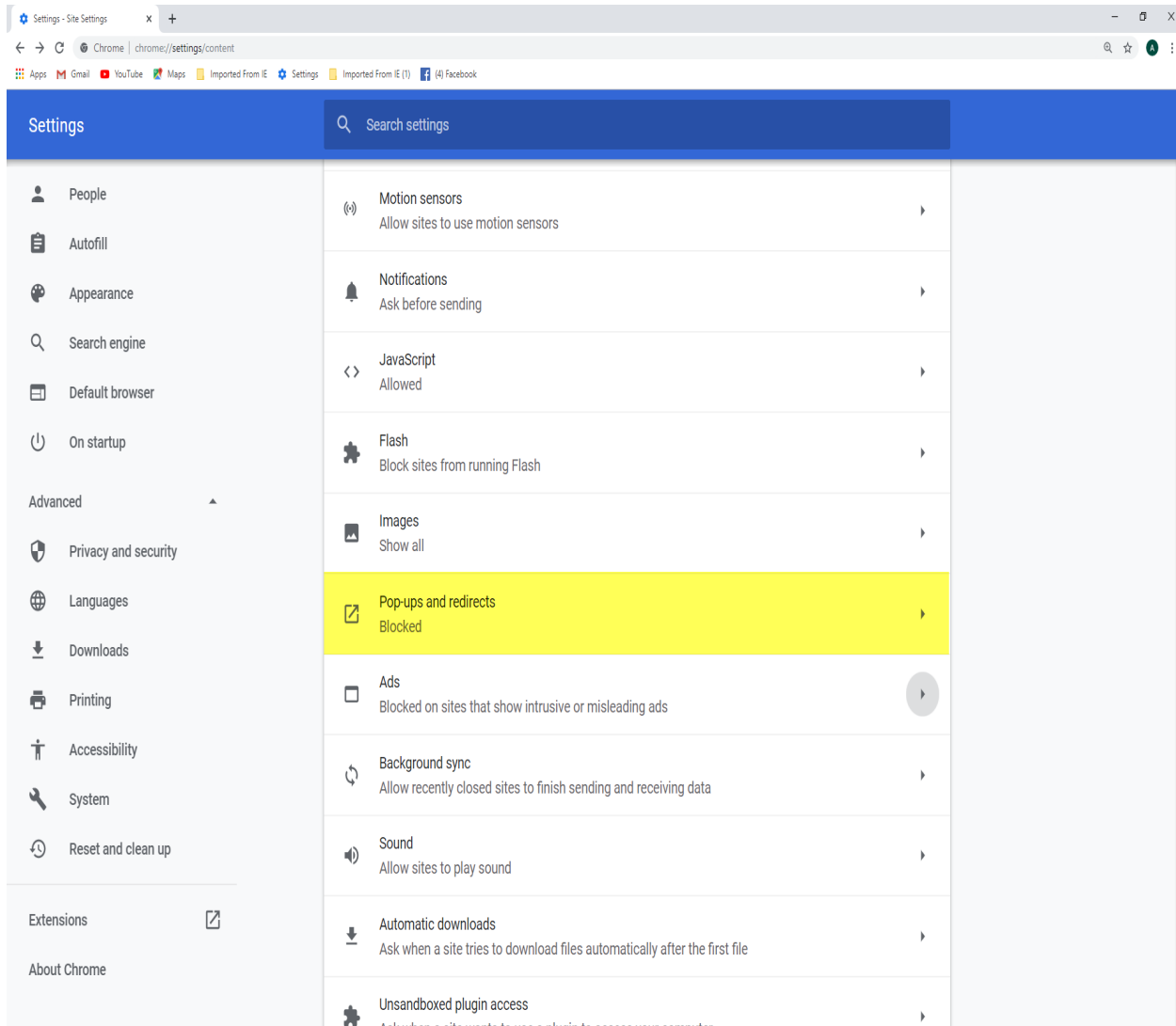
Your internet browser is now in compatibility view mode for the Ky Child/Adult Protective Services Reporting System.

3. **Turn off your pop up blocker in Internet Explorer (IE):** You will use the same “tools” menu to turn off your pop up blocker. Click on “Pop-up Blocker” This will expand a menu to the right with two options. If it says “Turn off Pop-up Blocker” please select that by clicking on it with your mouse. This will turn off your pop-up blocker. If it says “Turn on Pop-up Blocker” you have already turned your pop-up blocker off and no further action is necessary.

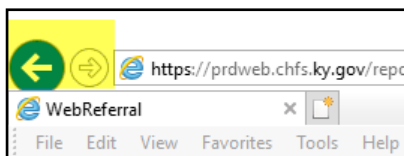


### Google Chrome:

**Turning off your pop up blocker in Google Chrome:** You will use the “Customize and Control Google Chrome” menu (the three dots (...) on the upper right corner)) to turn off your pop up blocker. Then select “Settings” -> “Advanced” -> “Privacy & Security” and click on “Site Settings” and scroll down to “Pop-ups and redirects”. Turn the setting to either Allowed or Blocked accordingly with your mouse.



**Please note:** Do not use the Back/Forward buttons while using the online Kentucky Child/Adult Protective Services Reporting System on your browser as this will result in errors.



Please use the Previous and Save & Continue Buttons at the bottom of the screen.

