Release Notes for Link version 2017.02.v02.00

Release Date: 2/14/17-2/16/17

Purpose of the release

The version 2017.02.v02.00 release of Link includes updates to Link functionality.

The major themes of this release include:

- Warning for users of Internet Explorer browser versions 9 and 10
- Dashboard failure to load message added
- Email address for alerts defaults to user's Optum ID email address
- New support help desk hours

About Link

Link is an intuitive, self-service experience for care providers and their staff that improves administrative workflow to make their work measurably faster and easier.

Supported browsers

Link works best with the following browsers:

- Microsoft Internet Explorer
  - Version 11 and above
  - Supported but not recommended: versions 9 and 10 (Your user experience may not be as functional on these versions.)
  - Note: Use the Tools menu Compatibility View settings to turn off Compatibility View for linkhealth.com and ensure that Display internet sites in Compatibility View is not selected.
- Mozilla Firefox versions 35 and above
- Google Chrome versions 37 and above
- Apple Safari version 7 and above

Enhancement to Link functionality

Email address for alerts

The Settings page contains an Alerts Preferences area where users can choose to be alerted by email when they have new notifications in Link. If a user chooses to receive email alerts, by default, the Send alerts to field now displays the email address associated with the user's Optum ID profile. The user can choose to enter a different email address. Note: The email address set or updated in Alerts Preferences does not change this information in the user's Optum ID profile, and changing it in the Optum ID profile does not update it in Link.

Release notes for 2016 moved to the Link 2016 Releases section (Release date: 2/14/17)

Previously, the Help Center Support page listed links to release notes for all 2016 Link releases. Now, these links are grouped under the Link 2016 Releases link. Clicking this link displays links to all release notes for 2016. Similarly, links to release notes for 2017 will be grouped under the Link 2017 Releases link.

Warning for users of Internet Explorer browser versions 9 and 10 (Release date: 2/15/17)

Users who log into Link using the Internet Explorer browser versions 9 and 10 will see the Please update your browser page. We have updated this page to notify users to update their browsers to the following
versions:
  - Microsoft Internet Explorer 11 and above
  - Mozilla Firefox versions 35 and above
  - Google Chrome versions 37 and above
  - Apple Safari version 7 and above

**Link FAQ browser information updated (Release date: 2/15/17)**

We have updated the browser information in the pre-login and post-login FAQ pages. The FAQs now provide the following browser information:

Link works best with the following browsers:
  - Microsoft Internet Explorer
    - Version 11
    - Supported but not recommended: versions 9 and 10 (Your user experience may not be as functional on these versions.)
    - **Note:** Use the Tools menu **Compatibility View settings** to turn off **Compatibility View** for linkhealth.com and ensure that **Display internet sites in Compatibility View** is not selected.
  - Mozilla Firefox versions 35 and above
  - Google Chrome versions 37 and above
  - Apple Safari version 7 and above

**Dashboard failure to load message (Release date: 2/15/17)**

If a dashboard does not load due to system problems, Link now displays a message describing the problem and listing actions users can take. Users can continue to access their applications from the My Apps page by clicking the My Apps link in the message. The message also contains a Contact Us link that opens the Help Center Contact Us page.

**Alerts Preferences text update (Release date: 2/16/17)**

The Settings page contains an Alerts Preferences area where users can choose to be alerted by email when they have new notifications in Link. The user instruction text in this area has been updated. The new text states: Set these preferences if you wish to be alerted by email when you have a new notification in Link.

**New support help desk hours (Release date: 2/16/17)**

The support help desk hours have been extended to 10:00 p.m. Central Monday through Friday. The new hours appear in the following locations:
  - On the pre-login and post-login Contact Us pages for the Link dashboard and several other dashboards
  - On the pre-login FAQ page
  - In the Contact Us information displayed in Chat when the user selects Link or Other.