CVSHealth

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Client Online Access HTML5 Google Chrome Copy/Paste Procedures

The cvshealth2faccess.caremark.com Client Online Access web application will allow users to launch an HTML5 AS400 terminal emulator that will connect to our RxClaim PROD, ADS or CTE regions. The COA HTML5 client can be launched from any current browser that supports HTML5 coding. The major browsers (Microsoft Internet Explorer, Google Chrome, Mozilla Firefox) are all capable of launching an HTML5 session but depending on the browser certain features of the COA HTML5 client work differently. This document will show the procedures for one of the differences with Google Chrome browser for how to copy and paste text from the Client Online Access HTML5 RxClaim sessions.

The HTML5 client has a menu shown across the top of the emulator that has Edit-Copy or Edit-Paste options to Copy or Paste text to or from the HTML5 RxClaim session. The HTML5 Client Edit-Copy or Edit-Paste functions work the same for Microsoft Internet Explorer, Google Chrome and Mozilla Firefox however there is a difference with the steps to copy or paste with Google Chrome browser. With Chrome the normal right-click browser menu that pops up to select the browser copy or paste options does not display if the user right clicks in the HTML5 client window. This is a work-around to allow the right-click menu to work as it displays for Internet Explorer 11 or Mozilla Firefox.

Steps to Copy Text

1. With the HTML5 Client RxClaim session open to the page you which to copy the text from, select the Edit -> Copy menu item. This will pop-up a page showing a rendering of the text displayed on that HTML5 Client screen. Left click and drag you mouse to highlight whatever text you wish to copy.
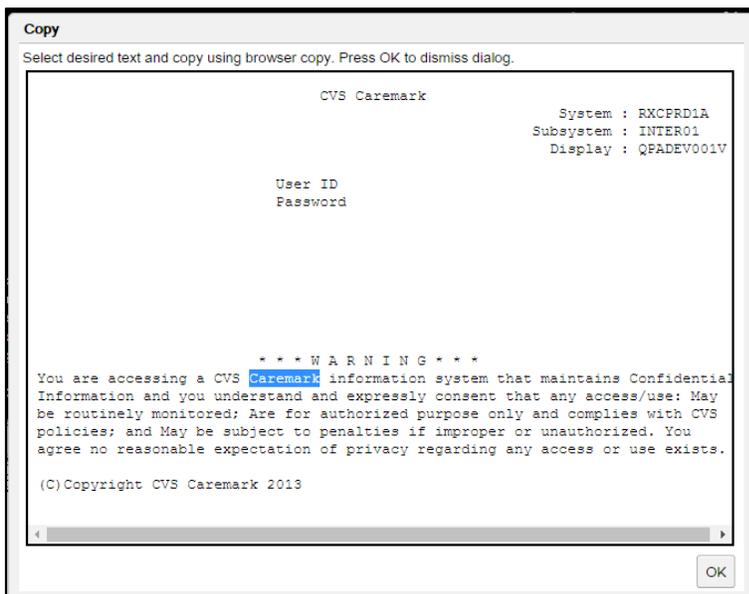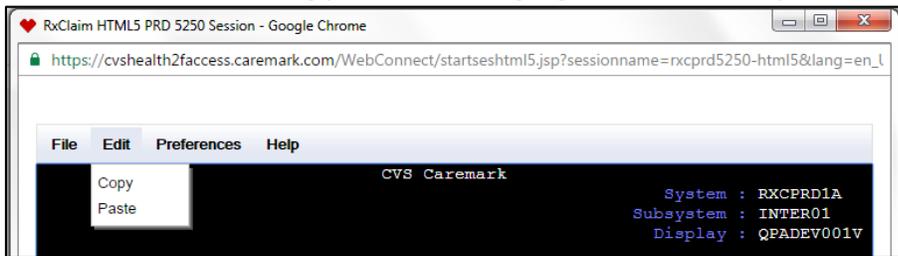
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2. Once you have highlighted the text the typical next action to copy that text would be to right-click your mouse to bring up the standard browser menu that includes the Copy or Paste options. That does work as expected with Microsoft Internet Explorer 11 and Mozilla Firefox, but the right-click menu does not display if you are using Google Chrome with the HTML5 RxClaim client. Without the right-click menu and option to select the copy function there is no way to copy the highlighted text to be browser copy/paste buffer. The Windows standard <control>+<c> or <control>+<insert> keys does not work with any of the browser and is partly due to the HTML5 Client disables all Windows and browser keystroke shortcuts.

The work-around to allow the right-click menu to display with Google Chrome is rather than right-clicking on the highlighted text you must right-click in the HTML5 Client Title Bar window frame (where it reads "RxClaim HTML5 PRD 5250 Session – Google Chrome" in the diagram below) for the standard Google Chrome browser right-click menu to display. From that right-click menu you can choose the Copy option to copy the highlighted text.
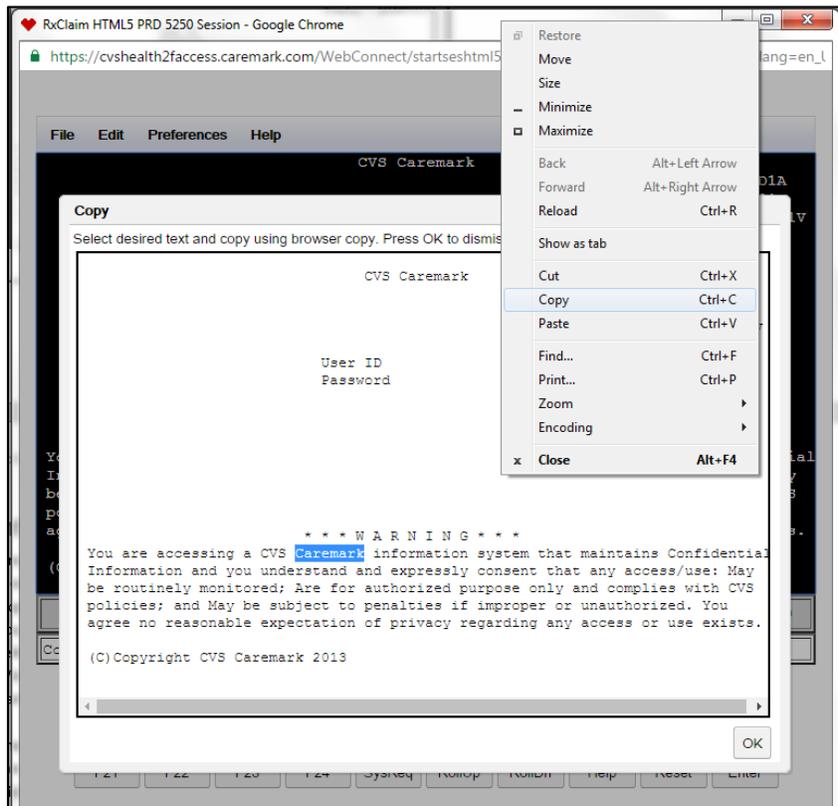
Steps to Paste Text

1. The steps to paste text copied from another HTML5 RxClaim Client screen or other Windows application to the RxClaim HTML5 client screen are similar with all three major browsers but the final difference with Chrome is that the right-click menu and paste option must be brought up by right-clicking on the HTML5 window Title bar and choosing the Paste option. Again the keyboard shortcuts do not work and have been disabled by the HTML5 client.

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2. To paste text into the RxClaim HTML5 Client screen position your cursor at the spot on the screen you want to paste the copied text. Select the Edit-Paste menu item from the HTML5 client to open the Paste window.
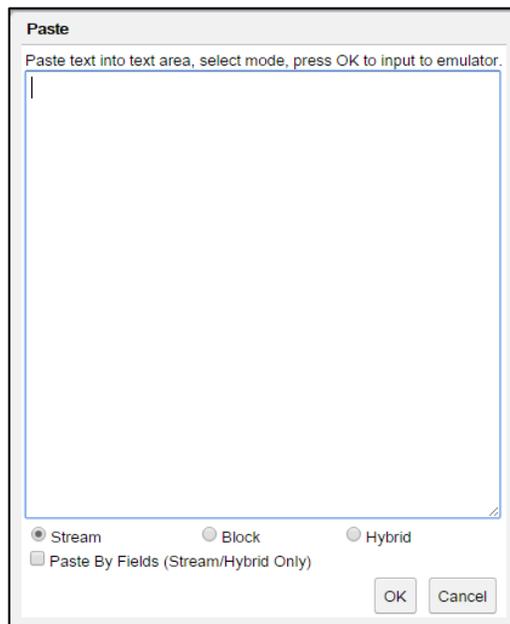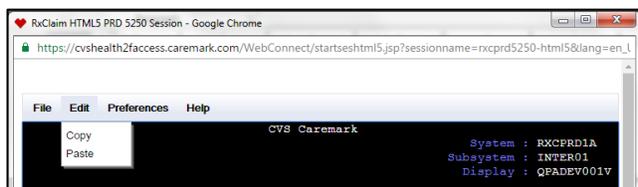
3. Click inside of the Paste window and right click in the HTML5 RxClaim client Title bar to display the standard Google Chrome right-click menu. Click the Paste option to paste the previously copied text to the HTML5 Paste window.
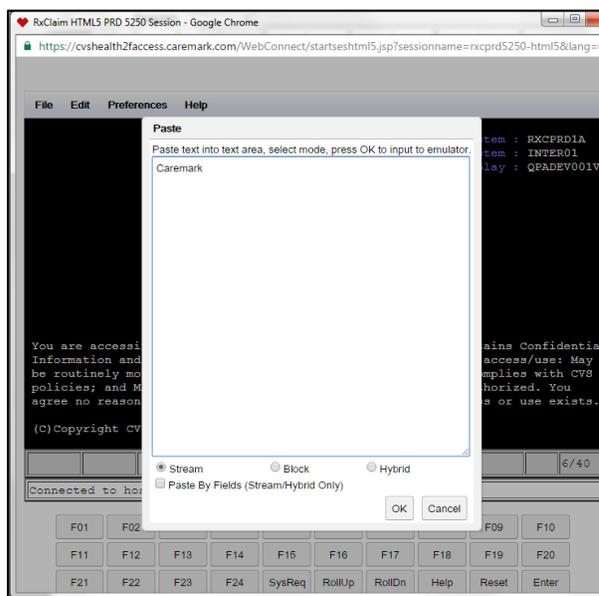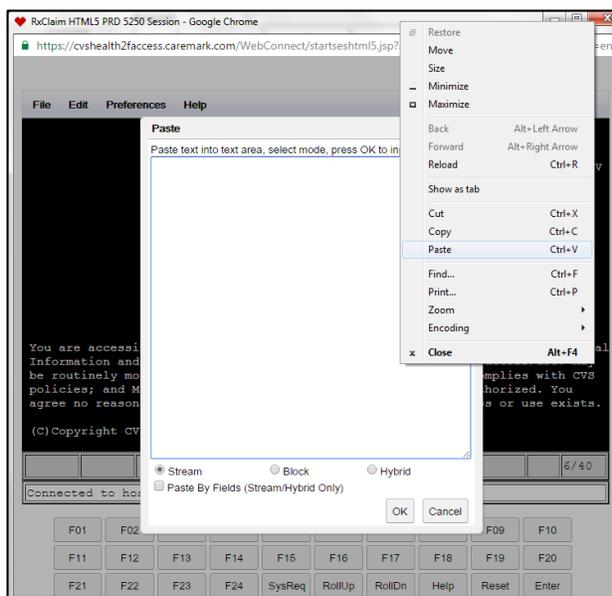
You can leave the Stream paste option selected and click the OK button to paste the text to the screen at the position of your cursor. The stream paste option simulates that the text being pasted is being typed in

character by character from the position of your cursor. That means that if you click in the middle of the hotspot input area and the number of characters you paste in exceeds the size of the hotspot input area any text beyond the size of the area will be pasted in the next open hotspot input area on the RxClaim screen.

If you switch the Paste method to Block before clicking the OK button the HTML5 client will try to paste the entire block of text into the hotspot input area your cursor is positioned in. If the hotspot input field is not large enough to take the block of characters you are trying to paste instead of wrapping the text being pasted to the next hotspot input field the paste will only fill the remaining open area of the input area from where your cursor is positioned and the remaining characters will be dropped.
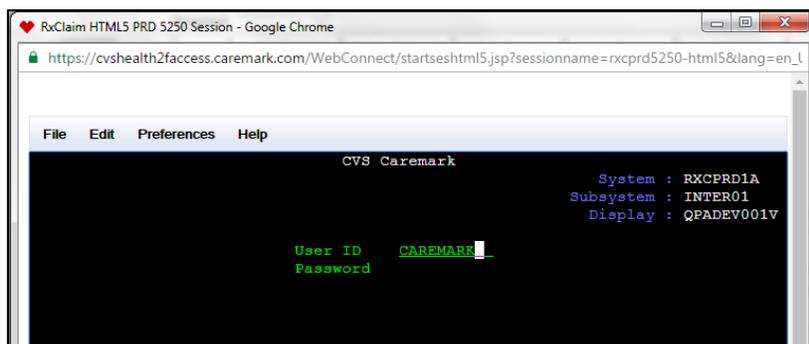
The vendor descriptions for the different paste options available with the HTML5 client are shown below:

Item	Definition
Stream	Characters from the paste buffer are processed as if typed by the user and advance from field to field based on the screen's layout.
Block	Attempts to paste the buffer onto the screen in a one-to-one model. Each line of the data maps to one row of the screen. Each character in that line is placed in the corresponding location on the screen if the location is *unprotected*.
Hybrid	Block paste with word wrapping. Paste starts at the current cursor location; all continuing fields will start at the same column location. If starting cursor location is a protected field the paste is terminated. Word and rest of the line are wrapped to next field(s) if it can not fit in current field.

If you have any problems with the Copy/Paste functions with the Google Chrome browser and this document does not resolve those issues please contact the CVSHealth IT Service Center at 1-855-280-4872 (ITSC) for further assistance.