


Note – the issue with both JCE and TinyMCE only occurs on editor text area fields that have been previously opened during the same session. The issue disappears when refreshing browser or when reopening the account – until you click the field again and the editor window appears.

## First time clicking an editor text area field - TinyMCE

[HOME](#) [CLIENTS](#) [USERS](#) [CARRIERS](#) [FLIPBOOKS](#) [ADMIN ▾](#)

**Critical**



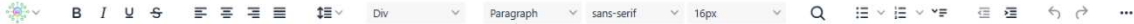
**Web Content**  
Add or Edit Website Content  
[EDIT CONTENT](#)


**Carrier Info**  
Group, Phone and Web Info  
[CARRIER INFO](#)

**Benefit Website Critical Content** [Help](#)

**Main Panel** ⓘ

Edit Insert View Format Table Tools





## Critical Injury Insurance

### Would your financial well-being be impacted by a critical illness?

Critical insurance is a type of supplemental insurance that provides a lump-sum cash payment if you are diagnosed with a life-threatening condition or suffer a serious health event. Unlike health insurance, which covers medical expenses and treatments, critical insurance can be used for any purpose, such as paying your mortgage, hiring a caregiver, or making lifestyle changes.

Critical insurance does not cover pre-existing conditions, which means you need to apply for it before you get sick.

The benefits of critical insurance coverage are:

- It can help you cover the gap between your health insurance and out-of-pocket costs, such as deductibles, copays, and procedures that are not covered by your plan.
- It can help you maintain your standard of living and avoid financial stress if you are unable to work or earn income due to your illness.
- It can help you access alternative or experimental treatments that may not be covered by your health insurance or available in your country.

div 213 words

## Second time the same field is clicked. – TinyMCE

[HOME](#) [CLIENTS](#) [USERS](#) [CARRIERS](#) [FLIPBOOKS](#) [ADMIN ▾](#)

**HealthAdvocate**

**Web Content**  
Add or Edit Website Content  
[EDIT CONTENT](#)

**Carrier Info**  
Group, Phone and Web Info  
[CARRIER INFO](#)

**Benefit Website Critical Content** [Help](#)

**Main Panel** ⓘ

```
<div></div>
<h1>Critical Injury Insurance</h1>
<h2>Would your financial well-being be impacted by a critical illness?</h2>
<p>Critical insurance is a type of supplemental insurance that provides a lump-sum cash payment if you are diagnosed with a life-threatening condition or suffer a serious health event. Unlike health insurance, which covers medical expenses and treatments, critical insurance can be used for any purpose, such as paying your mortgage, hiring a caregiver, or making lifestyle changes.</p>
<p>Critical insurance does not cover pre-existing conditions, which means you need to apply for it before you get sick.</p>
<p>The benefits of critical insurance coverage are:</p>
<ul>
<li>It can help you cover the gap between your health insurance and out-of-pocket costs, such as deductibles, copays, and procedures that are not covered by your plan.</li>
<li>It can help you maintain your standard of living and avoid financial stress if you are unable to work or earn income due to your illness.</li>
<li>It can help you access alternative or experimental treatments that may not be covered by your health insurance or available in your country.</li>
</ul>
<p>Critical insurance is not a substitute for health insurance, but rather a complement that can enhance your financial protection and well-being.</p>
```

[Update](#) [Cancel](#)

## First time clicking an editor text area field - JCEditor

The screenshot shows the JCEditor interface. At the top is a dark red navigation bar with links: HOME, CLIENTS, USERS, CARRIERS, FLIPBOOKS, and ADMIN. Below this is a 'Critical' header with the 'HealthAdvocate' logo. A sidebar on the right contains buttons for 'Web Content' (Add or Edit Website Content), 'Carrier Info' (Group, Phone and Web Info), and 'Add'. The main content area is titled 'Benefit Website Critical Content' and features a 'Main Panel' with a 'Help' button. The editor toolbar is visible, showing options for Paragraph, Div, Heading 1, Heading 2, Heading 3, Heading 4, Script, Style, PHP, ShortCode, and XML. The text area contains the following content:

### Insurance

#### Financial well-being be impacted by a critical illness?

...of supplemental insurance that provides a lump-sum cash payment if you are diagnosed with a life-threatening condition or suffer a serious health event. Unlike health insurance, which covers treatments, critical insurance can be used for any purpose, such as paying your mortgage, hiring a caregiver, or making lifestyle changes.

...ot cover pre-existing conditions, which means you need to apply for it before you get sick.

The benefits of critical insurance coverage are:

Buttons for 'Update' and 'Cancel' are at the bottom left of the editor.

## After clicking then saving, canceling or closing the same field a second time – JCEditor

This screenshot shows the JCEditor interface after the editor has been closed. The 'Web Content' button in the sidebar is highlighted. The main content area displays the same text as the previous screenshot, but the editor toolbar and text area are no longer visible. The dropdown menu for the 'Heading 1' button is frozen, showing the following options: Paragraph, Div, Heading 1, Heading 2, Heading 3, Heading 4, Script, Style, PHP, ShortCode, and XML. The text area content remains the same:

### Insurance

#### Financial well-being be impacted by a critical illness?

...of supplemental insurance that provides a lump-sum cash payment if you are diagnosed with a life-threatening condition or suffer a serious health event. Unlike health insurance, which covers treatments, critical insurance can be used for any purpose, such as paying your mortgage, hiring a caregiver, or making lifestyle changes.

...ot cover pre-existing conditions, which means you need to apply for it before you get sick.

The benefits of critical insurance coverage are:

- It can help you cover the gap between your health insurance and out-of-pocket costs, such as deductibles, copays, and procedures that are not covered by your plan.

The dropdown is frozen when editor is off or the field is clicked and the editor is open again. This only happens to dropdowns that have been previously selected.