iVOS Incident Request Support Guide

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1. INTERNET EXPLORER SETTINGS

Certain browser settings are required in order for the Incident Request site to work properly. If users are reporting technical issues with the site (blank browser windows, problems creating reports, etc.) ensure they have the following settings in place.

1.1. Temporary Internet Files

- On the Internet Explorer menu bar, select Tools -> Internet Options. (In some versions of IE, you may need to press and hold the ALT key for the menu bar to appear)
- 2) On the **Genera**l tab, under **Temporary Internet Files** or **Browsing History** section, click **Delete**.

Internet Options	3		
Ceneral Country Drivery Contract Country Dramma Advanced	_		
Security Privacy Content Connections Programs Advanced	4		
Home page			
To create home page tabs, type each address on its own line.			
https://rmb.gov.bc.ca/default.aspx			
Use current Use default Use new tab			
Startup			
Start with tabs from the last session			
Start with home page			
Tabs			
Change how webpages are displayed in tabs.			
Browsing history			
Delete temporary files, history, cookies, saved passwords, and web form information.			
Delete browsing history on exit			
Delete Settings			
Appearance			
Colors Languages Fonts Accessibility			
OK Cancel Apply			

3) Ensure the option for **Temporary Internet files** is checked, and all other options are unchecked, then click **Delete.**



4) On the **General** tab, under **Temporary Internet Files** or **Browsing History** section, click **Settings**.

Internet Options				
General Security Privacy Content Connections Programs Advanced				
Home page				
To create home page tabs, type each address on its own line.				
https://rmb.gov.bc.ca/default.aspx				
Use <u>current</u> Use default <u>U</u> se new tab				
Startup				
Start with tabs from the last session				
Start with home page				
Change how webpages are displayed in tabs. Tabs				
Browsing history				
Delete temporary files, history, cookies, saved passwords, and web form information.				
Delete browsing history on exit				
Delete Settings				
Appearance				
Colors Languages Fonts Accessibility				
OK Cancel Apply				

5) Under Check for newer versions of stored pages ensure Every time I visit the webpage is the selected option.

Temporary Internet Files and History Settings	х
Temporary Internet Files Internet Explorer stores copies of webpages, images, and media for facter viewing later.	•
Check for newer versions of stored pages: © Every time I visit the webpage © Every time I start Internet Explorer	
© Automatically © Never	
Disk space to use (8-1024MB) 50 (Recommended: 50-250MB)	
Current location: C:\Users\timbrown\AppData\Local\Microsoft\Windows\Temporary Internet Files\	/
Move folder View objects	
History	
Specify how many days Internet Explorer should save the list of websites you have visited.	
Days to keep pages in history:	
OK Cancel	

6)

1.2. Security

The Incident Request site should be added to the Internet Explorer Trusted Sites zone; this allows us to alter the browser security settings for our site while maintaining the user's default settings for other websites.

NOTE: If the settings in any of the steps below are greyed out and cannot be altered, the user may need to contact their system administrator to make the necessary changes.

- 1) On the Internet Explorer menu bar, select **Tools** -> **Internet Options**. (In some versions of IE, you may need to press and hold the ALT key for the menu bar to appear)
- 2) Select the Security tab, select the Trusted Sites icon and then click Sites.

Internet Options			
General Security Privacy Content Connections Programs Advanced			
Select a zone to view or change security settings,			
🥥 🔩 🗸 🚫 🗉			
Internet Local intranet Trusted sites Restricted This z			
Trusted sites			
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.			
Security level for this zone			
Custom Custom settings. - To change the settings, dick Custom level. - To use the recommended settings, dick Default level.			
Enable Protected Mode (requires restarting Internet Explorer)			
<u>C</u> ustom level <u>D</u> efault level			
Reset all zones to default level			
Some <u>settings</u> are managed by your system administrator.			
OK Cancel Apply			

 In the field for Add this website to the zone, enter the incident request URL (<u>https://www.incident-request.org</u>) and click Add, then click Close.

Trusted sites		
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.		
Add this website to the zone:		
https://www.incident-request.org		
Websites: *.appgatev821.lab.hrdc-drhc.gc.ca *.bceid.ca *.emisbc.ca *.continuous and		
*.montainesvc.com		
Require server verification (https:) for all sites in this zone		
Qose		

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4) On the Internet Options window, select the **Trusted Sites** icon and then click **Custom Level**.

Internet Options	×			
General Security Privacy Content Connections Programs Advanced				
Select a zone to view of change security settings.				
🥥 🔩 🗸 🚫 🍕	Î.			
Internet Local intranet Trusted sites Restricted This z	*			
Trusted sites Sites				
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.				
Security level for this zone				
Custom Custom settings. - To change the settings, dick Custom level. - To use the recommended settings, dick Default level.				
Enable Protected Mode (requires restarting Internet Explorer) Qustom level Default level				
Reset all zones to default level				
Some settings are managed by your system administrator.				
OK Cancel Apply				

- 5) Confirm the following settings, if available:
 - Allow Scriptlets: Enable
 - Active Scripting: Enable
 - Allow scripting of Microsoft web browser control: Enable
 - Allow script-initiated windows without size or position constraints: Enable
 - Allow websites to open windows without address or status bar: Enable
 - File Download: Enable
 - Enable XSS filter: Enable
 - Use Pop-up Blocker: Disable
- 6) Click **OK** to close the windows and save settings.

1.3. Pop-up Blocker

The Incident Request site makes extensive use of "pop-up" windows in order to function. This means users must disable any pop-up blockers in order to use the site.

NOTE: This section covers Internet Explorer's built in pop-up blocker, but if the user has other third-party pop-up blockers installed these will also need to be disabled. If they are unsure how to disable their third-party blockers, they should consult their system administrator.

- 1) On the Internet Explorer menu bar, select **Tools** -> **Pop-up Blocker**. (In some versions of IE, you may need to press and hold the ALT key for the menu bar to appear)
- 2) If the pop-up blocker is enabled select **Turn Off Pop-up Blocker** to disable it.

ile Edit View Favorites	Tools Help		
🗧 Favorites	Delete Browsing History	Ctrl+Shift+Del	
	InPrivate Browsing	Ctrl+Shift+P	
	Diagnose Connection Problems		
	Reopen Last Browsing Session		
	InPrivate Filtering	Ctrl+Shift+F	
	InPrivate Filtering Settings		
	Pop-up Blocker	۲.	Turn Off Pop-up Blocker
	SmartScreen Filter	۲.	Pop-up Blocker Settings
	Manage Add-ons		
	Compatibility View		
	Compatibility View Settings		
	Subscribe to this Feed		
	Feed Discovery) F	
	Windows Update		
	Developer Tools	F12	
	Internet Options		
		Logir	

1.4. Compatibility View.

Previously iVOS was not fully compatible with Internet Explorer 10 and higher. As a workaround, we instructed users to add the site to the browser's Compatibility View list to avoid problems.

As of iVOS version 4.5.13, the Incident Reporting site functions correctly without Compatibility View. However, having the site on the browser's Compatibility View list will now cause the site to NOT work correctly. If users are reporting problems with the site or trouble logging in, ensure they do not have the incident reporting site in their Compatibility View list. 1) Open a new Internet Explorer window

(→) 8 http://www.google.ca/	♀ ♂ 🞖 Google	×	<u> </u>
+You Search Images Maps Play YouTube	e News Gmail Drive	Calendar More -	~
			A faster wa
	\mathbf{C}		
		Canada	
	Google Search I'm Fe	eeling Lucky	
	Google.ca offered in:	français	
			~
Δd	varticina Programe Rucinace	Solutione Privacy & Tarme	+Google About

2) On the menu bar, select **Tools** -> **Compatibility View settings**. (Depending on the browser configuration, you may need to press the **ALT** key to display the menu bar)

🔻 🖒 <mark>8</mark> Google	×	🔒 🖈 🔅
Ctrl+Shift+Del Ctrl+Shift+P	ive Calendar More -	^
	Q	A faster wa
Ctrl+J ►	ogle	
	Canada	
Þ	I'm Feeling Lucky	
	d in: français	
	u in. iranyais	>
	Ctrl+Shift+Del Ctrl+Shift+P Ctrl+Shift+P	Ctrl+Shift+Del Ctrl+Shift+P Ctrl+Shift+P Ctrl+J Ctrl+J Ctrl+J Ctrl+J Ctrl+J Ctrl+J Ctrl+J Ctrl+J Ctrl+J Ctrl+J Ctrl+J Ctrl+J Ctrl+J Ctrl+J Ctrl+Shift+Del Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Shift+P Ctrl+Sh

3) In the **Compatibility View Settings** window, if *incident-request.org* appears in the list of **Websites you've added to Compatibility View**, highlight it and click **Remove**.

Compatibility View Settings	×
Change Compatibility View Settings	
Add this website:	
	Add
Websites vou've added to Compatibility View:	
incident-reporting.org	Remove
Display intranet sites in Compatibility View	
Use Microsoft compatibility lists	
Learn more by reading the <u>Internet Explorer privacy s</u>	tatement
	Close

- 4) Ensure that "Display intranet sites in Compatibility View" and "Use Microsoft compatibility list" has been **Unchecked**.
- 5) Confirm *incident-request.org* no longer appears in the list of **Websites you've added to** Compatibility View then click Close.
- 6) In the Internet Explorer browser window, navigate to the website <u>https://www.incident-</u> request.org and use the site normally.

2. SAFARI SETTINGS

Certain browser settings are required in order for the Incident Request site to work properly. If users are reporting technical issues with the site (blank browser windows, problems creating reports, etc.) have them do the following:

2.1. Temporary Internet Files

Safari version 5 and older

1. Click on Safari > Reset Safari....



2. Check both Empty the cache and Remove all cookies, then click on the Reset button.

Reset Safari			
Ċ	Are you sure you want to reset Safari? Select the items you want to reset, and then click Reset. You can't undo this operation.		
	Clear history Reset Top Sites		
	Remove all webpage preview images		
	Clear the Downloads window		
	Remove all cookies		
	Remove saved names and passwords		
	Remove other AutoFill form text		
	Close all Safari windows		
?	Cancel		

Safari version 5.1 to 7.9

1.	Click	on Saf	ari >	Rese	et Saf	ari
		Safari	File	Edit	View	History
	•••	About Safari	Safari Exten	sions (Gallery	
	ш :	Repor	t Bugs	to Ap	ple	
		Prefer ✓ Block	ences. Pop-U	 Ip Wind	dows	೫ , ଫ೫K
		Privat Reset Empty	e Brow Safari (Cach	sing		\
		Servic	es			•
		Hide S Hide S Show	Safari Others All			H₩ H₩∵
		Quit S	afari			жQ

2. Check Remove all website data, then click on the Reset button.

	Reset Safari
	Are you sure you want to reset Safari?
	Select the items you want to reset, and then click Reset. You can't undo this operation.
	Clear history
	Reset Top Sites
	Remove all webpage preview images
	Reset all location warnings
	Reset all website notification warnings
	🗹 Remove all website data
	Remove saved names and passwords
	Remove other AutoFill form text
	Clear the Downloads list
	Close all Safari windows
?	Cancel

Safari version 8 and higher

1. Click Safari in the upper left hand side of your screen. In the menu that appears, click Preferences.



2. In the window that appears, click the **Privacy** tab. Click the button **Remove All Website Data**....

General	Tabs AutoFill P	asswords Search	Security P	rivacy N	otifications	Extensions	Advar	iced	
	Cod	okies and websit	e data: (Always	block				
			C	Allow f	rom curren	t website	only		
			C	Allow f	rom websit	es I visit			
			C	Always	allow				
				Remove	All Websit	e Data			
			6	websites	stored cooki	es or other	data	Details	
	Website u	se of location se	ervices: 🧿	Promp	t for each v	vebsite on	ice ea	ch day	
			C	Promp	t for each v	vebsite on	e time	only	
			C	Deny v	vithout pror	npting			
		Website tr	acking:	Ask we	bsites not	to track m	e		2

3. Click Remove Now in the pop up window that appears.

General	Tabs	C AutoFill	Passwords	Search	Security	Privacy	Notifications	Extensions	Advance	d	
				Ar ste Thi bro	e you su ored by is will clea owsing, bu ange webs	ire you website r data the it may also site beha	want to rep es on your at could be us to log you ou vior.	move all da computer? sed to track y t of websites	nta vour or		
			?			Ca	ncel	Remove N	Now	ails	
	v	Vebsite	use of loc	ation se	ervices:	Pron	npt for each	n website o	nce each	day	
						 Pron Deny 	npt for each / without pr	n website on ompting	ne time o	nly	
			We	bsite tr	acking:	Ask	websites no	ot to track n	ne		?

2.2. Security

Certain browser settings can prevent the Incident Request site from working correctly. **NOTE**: If the settings in any of the steps below are greyed out and cannot be altered, the user may need to contact their system administrator to make the necessary changes.

- 1. Open the Safari menu.
- 2. Select Preferences.



3. Select Security

Security							X
General	Appearance	Bookmarks	Tabs	RSS RSS	AutoFil	Security	Advanced
	Frauduler Location so Web c	nt sites: 🗹	Warn when Allow webs Enable plug Enable Java	visiting ites to a g-ins	a fraudu isk for loc	lent websit ation infor	e mation
	Accept c	ookies: O	Enable Java Block pop- Always Never Only from 1	up wind	lows		
		E	Show Cook	ties from t	third parti	es and adv	ertisers.
	Vefault	fore sending	atabase sto g a non-sec	ure form	5 MB Show (Databases ire website	•
							?

4. Ensure Enable JavaScript is checked.

2.3. Pop-up Blocker

The Incident Request site makes extensive use of "pop-up" windows in order to function. This means users must disable any pop-up blockers in order to use the site.

Safari version 5

- 1. Open the **Safari** menu.
- 2. Uncheck Block Pop-up Windows.



Safari version 6+ and higher

- 1. Open the Safari menu
- 2. Select Preferences.

	Safari File	Edit View	History
	About Safari Safari Extens	sions	
	Preferences.	X,	
	Private Brow Reset Safari.	sing 	
	Services	•	
	Hide Safari Hide Others Show All	第日 日第ブ	
1000	Quit Safari	жQ	
			-

3. Select the Security icon and ensure Block pop-up windows is unchecked.

Security					×
General Appearance Bool	marks Tabs	RSS RSS	AutoFil	Security	لی Advanced
Fraudulent site Location service Web conten	s: V Warn when s: Allow webs Enable plug Enable Java Enable Java Block pop-1	visiting ites to as g-ins Script up windo	a fraudul sk for loca ows	ent website ation inform	nation
Accept cookie	s: O Always O Never O Only from Block cookie Show Cook	sites I vis es from tl cies	it hird partie	es and adver	rtisers.
Default spac	e for database sto	rage: 5	MB Show D	atabases	
Ask before s	ending a non-sec	ure form	to a secu	re website	?

3. SCREEN RESOLUTION

Incident Request users should use a screen resolution to 1024x768 or higher. If users are reporting display issues with the site not properly fitting in the browser window, confirm their screen resolution.

Windows XP

- 1) Right-click on an empty area of the desktop and select Properties.
- 2) Under the Settings tab, the Screen Resolution slider controls screen resolution:

Display F	Propertie	\$? 🗙
Themes	Desktop	Screen Saver	Appearance	Settings	
Display (Defaul	t Monitor) o	n		0	
- <u>S</u> cree Less	en resolution 1680 by 10	n More D50 pixels	Color que Medium	ality (16 bit)	
			<u>I</u> roublesh	noot A	Advanced
			ок 🗌	Cancel	

Windows Vista

- 1) Right-click on an empty area of the desktop and select **Personalize.**
- 2) In the Personalization window, select **Display Settings**.

S Display Settings Monitor	
1	
Generic PnP Monitor on Intel(R) Q35 Express Chipse	t Family
Resolution:	<u>C</u> olors: Highest (32 bit) ▼
,	
How do I get the best display?	Ad <u>v</u> anced Settings

3) The **Resolution** slider controls screen resolution:

Windows 7

- 1) Right-click on an empty area of the desktop and select Screen Resolution
- 2) The Resolution dropdown controls screen resolution:

Change the ap	opearance of your display
Display:	1. SDM-X93 🔻
Resolution:	1280 × 1024 (recommended)
Orientation:	High
Make text and oth	er
What display settin	ng
	0
	800 × 600
	Low

4. COMMON PROBLEMS

PROBLEM: I open the **Organization Structure** window to select my **School District** or **School**, but clicking on the organization does nothing, or I close the window but it did not put my choice onto the form.

SOLUTION: Once the user has highlighted the District or School from the list, they must click the **OK** button in the top-right corner to save their choice to the form. In the 4.5.13 version of iVOS, this button can be difficult to see due to the color scheme; this is something that will be addressed in a future release.



PROBLEM: I open the **Organization Structure** window, but it is extremely small and I can't see the **OK** button. Example:

Page Tree - Internet Explorer		-
https://www.incident-request.org/ivos/main/org_structure_bc.jsp?e126d033c519c5de	bbac36cc8f739ef351a89ca6994ff4a3efe6a45b0fa7c953df99c35221dc0690950e5eb044c9a0fd7d630baf37e894	
Grganization Structure SD23 - Central Okanagan (3101)	Label:	^
	Group: SPP V ORG1 Code: 3101	~
	ORG1 Desc: SD23 - Central Okanagan	

SOLUTION: This can happen when the last browser window the user had open was resized to a very small size before it was closed; Internet Explorer may save this size as the default size for all newly opened windows. To reset this:

- 1) Close any existing Internet Explorer windows.
- 2) Open a new Internet Explorer window.
- 3) Resize the window so that it takes up a good portion of the screen; example:

Bis Edit Viso Jacobis Turis Help		One man 1	
		Contraction of the second	*****
1	Google		
	Sangle Sanch - Yas Fueling Lawly Geographic Hendric Prangas		
and a state			

- 4) Close that Internet Explorer window.
- 5) Open a new Internet Explorer window and login to the <u>www.incident-request.org</u> website.
- 6) Click the Organization Structure icon next to **School District**.
- 7) The Organization Structure window should now open in an appropriate size.

PROBLEM: The **Person Type** dropdown has no values.

SOLUTION: These values are dependent on **Incident Type**. Once this value is chosen the **Person Type** dropdown should populate with options.

PROBLEM: I'm trying to enter a value into **Incident Time**, but nothing is happening.

SOLUTION: The **Incident Time** field uses the 24-hour time format. Confirm that the value being entered conforms to this format (ie. 03:00 for 3am, 15:00 for 3pm).

PROBLEM: When I try to submit my Incident it tells me **Person Type** is required even though I've chosen values for all the required(*) fields.

SOLUTION: If the **Other Involved First Name** and/or **Last Name** field has had a value entered into it, then the corresponding **Person Type** field becomes required as well.

PROBLEM: I try to submit my Incident but I get an error **com.valleyoak.model.IVosException** followed by a message I don't understand.

SOLUTION: This is a known issue that is most commonly the result of invalid values being entered into Incident Report fields. These fields have error checking built into them but in certain circumstances it is possible to bypass the check, resulting in a report attempting to submit invalid data. Confirm that values entered into the report fields are valid (eg. correct date/time formats, **Incident Description** is <255 characters, etc.) Alternately, close the window, re-login and resubmit the Incident Report.

PROBLEM: I'm submitting multiple incident reports; the first one worked fine but when I try to create the report for the second one nothing happens.

SOLUTION: Check your open browser windows to see if you have a previous report still open. Subsequent reports cannot be created until the first one is closed.

PROBLEM: I got my password wrong too many times and now my account is locked!

SOLUTION: The system will unlock your account automatically after a few minutes.

PROBLEM: I submitted my incident but when I try to print/display my report, I just get a blank window with a prompt to download a file, as in the screenshot below:

littps://test.www	.incident-request.org/ivost/Client_Custom/bc/irIncident.jsp?service_request_id= - Internet Explorer								X
<i>@</i> about:blank			-					^	* 🔅
<u>F</u> ile <u>E</u> dit <u>V</u> iew	F <u>a</u> vorites <u>T</u> ools <u>H</u> elp								
👍 🗲 httpsivos	.gov.bc 🧃 Web Slice Gallery 🔻 🧃 Suggested Sites 🔻	<u>-</u>	2	• 🖃	-	Page -	Safety •	T <u>o</u> ols	• 🕢 •
									~
	Do you want to open or save Client_Custom_BC_IR_IncidentReport.pdf (2.16 KB) from test.www	.incider	nt-requ	est.or	g?		×		
		(<u>)</u> pen	5	ave	• <u>c</u>	ancel		\sim

SOLUTION: In this case the problem is most likely that:

- a. They do not have necessary software installed to view PDF files
- b. Their PDF software does not have the necessary browser add-on installed, or that add-on is disabled.
- c. Their PDF software is not configured to open PDFs in the browser window.

Users can do one of the following to resolve this:

- a. Select **Open** to view the file (if available)
- b. Select Save to download the file. The file will be saved in the users download directory (Tools -> View Downloads)
- c. Install/Reinstall/Reconfigure their PDF software. They may need their IT department's assistance for this.

PROBLEM: I submitted my incident but when I try to print/display my report, I just get a blank window with an error saying I cannot download the file.

Attps://test.www.incident-request.org/ivost/Client_Custom/bc/irIncident.jsp?service_request_id= - Internet Explorer		
🥖 about:blank		6 🗘 🛱
File Edit View Favorites Tools Help		
🚖 🗳 httpsivos.gov.bc 🖉 Web Slice Gallery 👻 🖉 Suggested Sites 👻 🏠 👻 🖓 💌 🖓 💌 🖓 💌 Pag	e 🔻 Safety 🕶	Tools 🔻 🔞 🔻
		· · · ·
N		
Security Alert		
Your current security settings do not allow this file to be downloaded.		

SOLUTION: In this case, the user's browser is configured to not allow file downloads. Ensure the settings described in section <u>1.2 Security</u> are applied, particularly the values described in step #5. **PROBLEM:** I submitted my incident but when I try to print/display my report, it says a pop-up was blocked:

🥖 Incident Reporting - Internet Explorer
https://test.www.incident-request.org/ivost/Client_Custom/bc/irMain.jsp?3c4bf410d0454e2c3f5db3b870ca6866d9003a46fc751363da220d300f6k
File <u>SD05</u> on TEST 4.4.3.25
Incident
Save Add Related
*Incident Type: Labour & Employment V
Incident Information
*School District:
*School: E SD05 - Southeast Kootenay (3000)
*Entity/Person Involved - First Name: sd *Last Name: asd Type:
*Incident Date: 01/19/2016
asdasd
*Incident Description:
Contact Me Percerding This Pequest
*Reporter First Name: asdad *Last Name: sasdasd
Other Involved First Name: Last Name: Person Type:
Other Involved First Name: Person Type:
Internet Explorer blocked a pop-up from www.incident-request.org.
Allow once Options for this site 🔻



I clicked to Allow popups (Allow Once), but then the screen reloads and just displays an error message:

SOLUTION: Temporarily allowing pop-ups is not sufficient for using the incident-request site. Disable the pop-up blocker as described in <u>1.3 Pop-up Blocker</u>

APPENDIX A

A.1 System Requirements

Internet Explorer or Safari should be used with the Incident Reporting site. Other web browsers such as Chrome or Mozilla Firefox are not currently supported.

A.2 How to find Internet Explorer version

- On the Internet Explorer menu bar, select Help -> About Internet Explorer. (In some versions of IE, you may need to press the ALT key for the menu bar to appear)
- 2) The version number should be displayed in the window.



A.3 How to find Safari version

- 1) Open the Safari menu.
- 2) Select About Safari.
- 3) The version number should be displayed in the window.

