

iVOS Incident Request Support Guide

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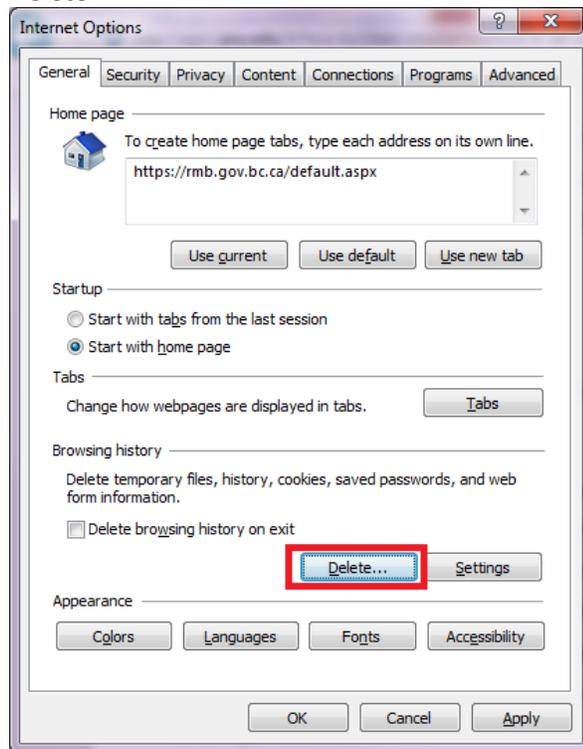
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1. INTERNET EXPLORER SETTINGS

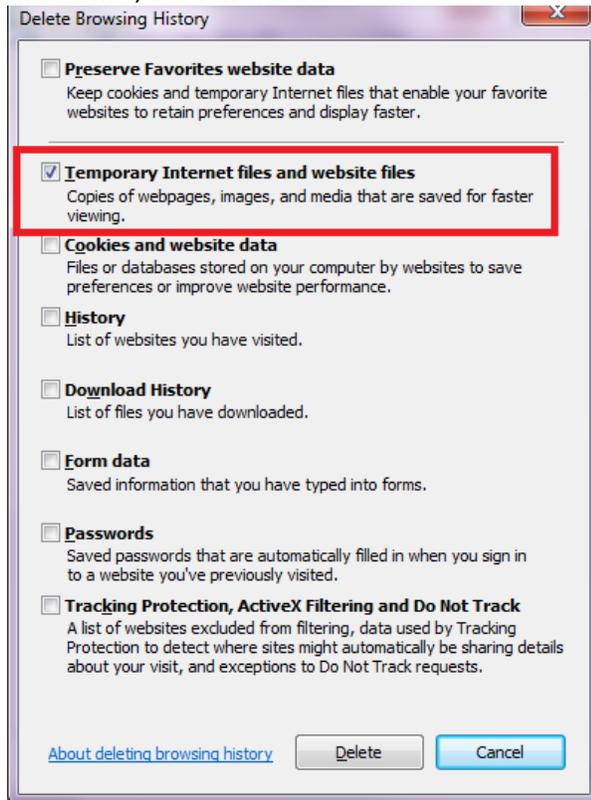
Certain browser settings are required in order for the Incident Request site to work properly. If users are reporting technical issues with the site (blank browser windows, problems creating reports, etc.) ensure they have the following settings in place.

1.1. Temporary Internet Files

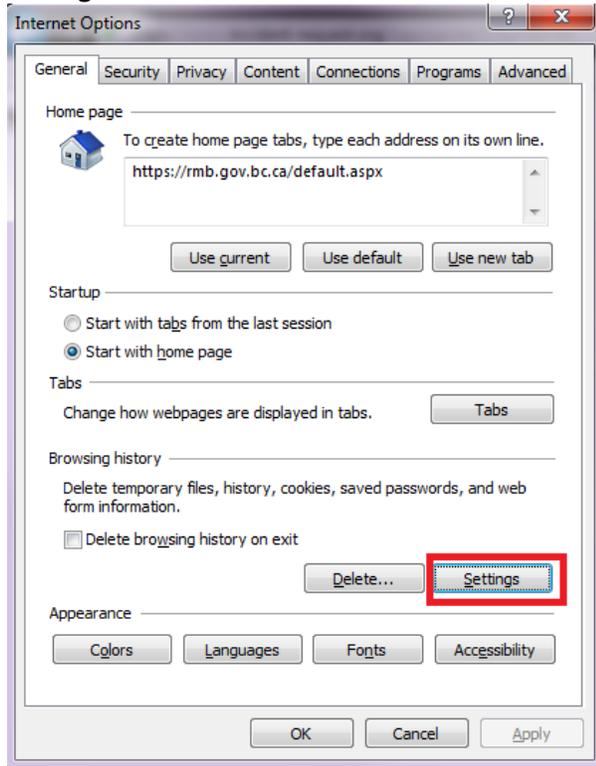
- 1) On the Internet Explorer menu bar, select **Tools** -> **Internet Options**. (In some versions of IE, you may need to press and hold the ALT key for the menu bar to appear)
- 2) On the **General** tab, under **Temporary Internet Files** or **Browsing History** section, click **Delete**.



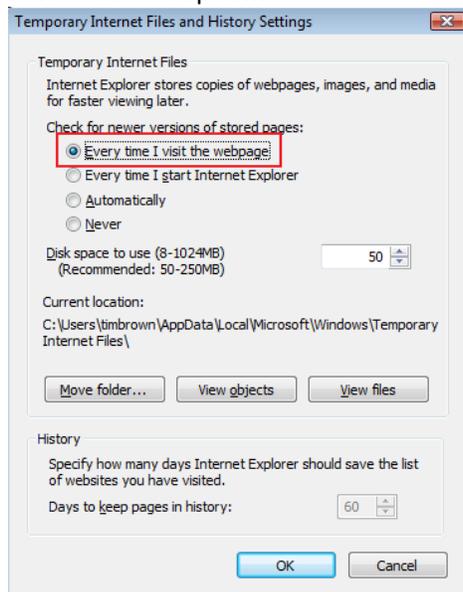
- 3) Ensure the option for **Temporary Internet files** is checked, and all other options are unchecked, then click **Delete**.



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



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



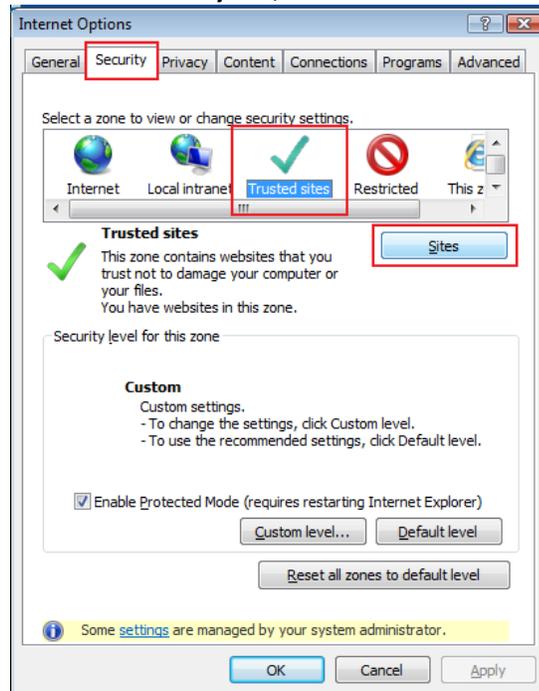
- 6)

1.2. Security

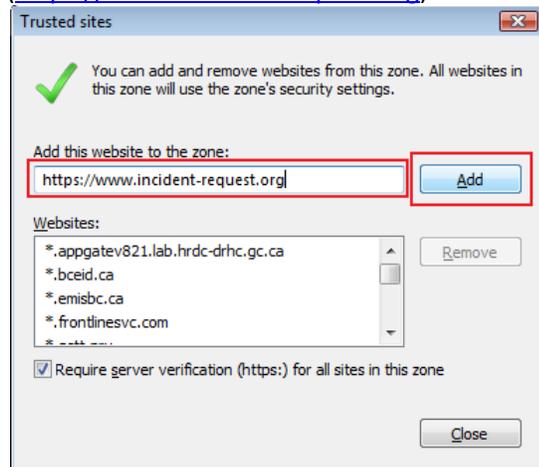
The Incident Request site should be added to the Internet Explorer Trusted Sites zone; this allows us to alter the browser security settings for our site while maintaining the user's default settings for other websites.

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.

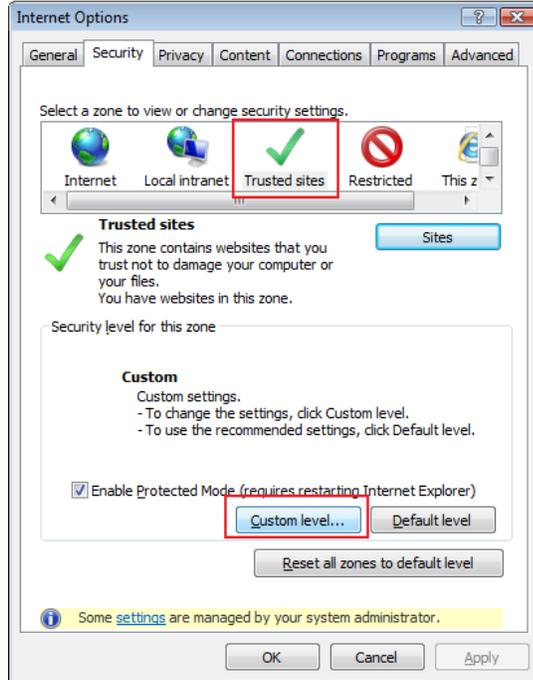
- 1) On the Internet Explorer menu bar, select **Tools** -> **Internet Options**. (In some versions of IE, you may need to press and hold the ALT key for the menu bar to appear)
- 2) Select the **Security** tab, select the **Trusted Sites** icon and then click **Sites**.



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



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



- 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**

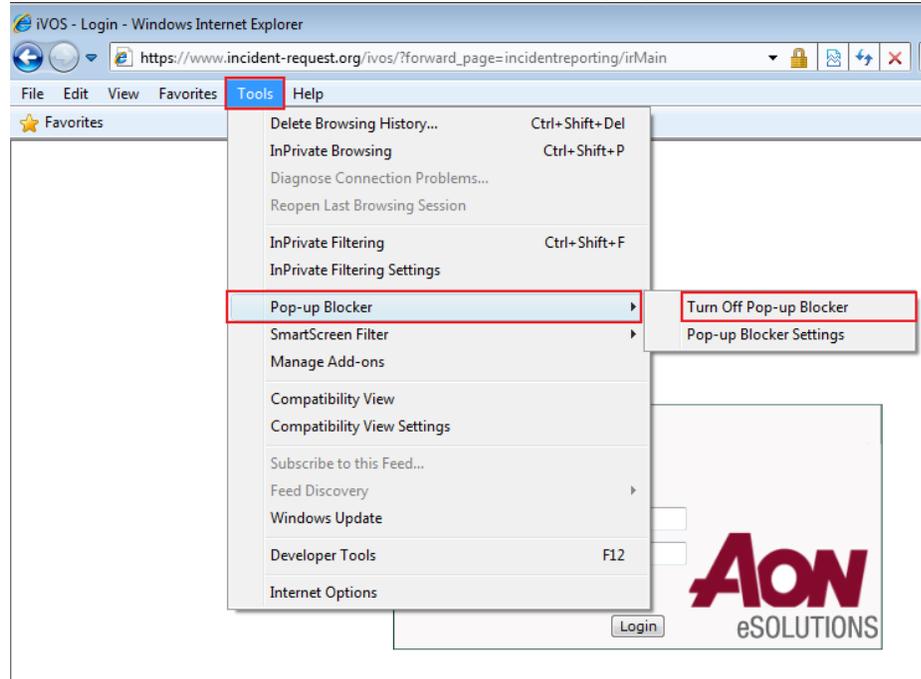
- 6) Click **OK** to close the windows and save settings.

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.

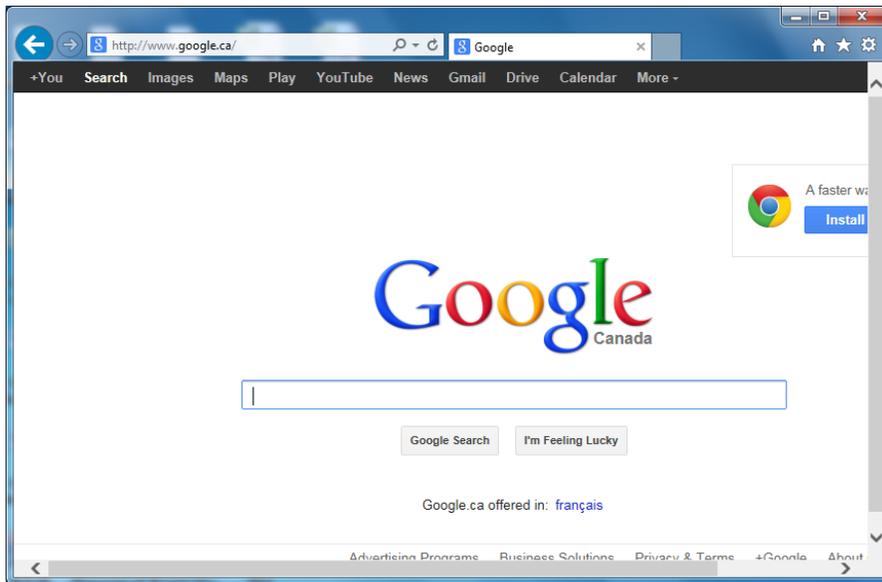


1.4. Compatibility View.

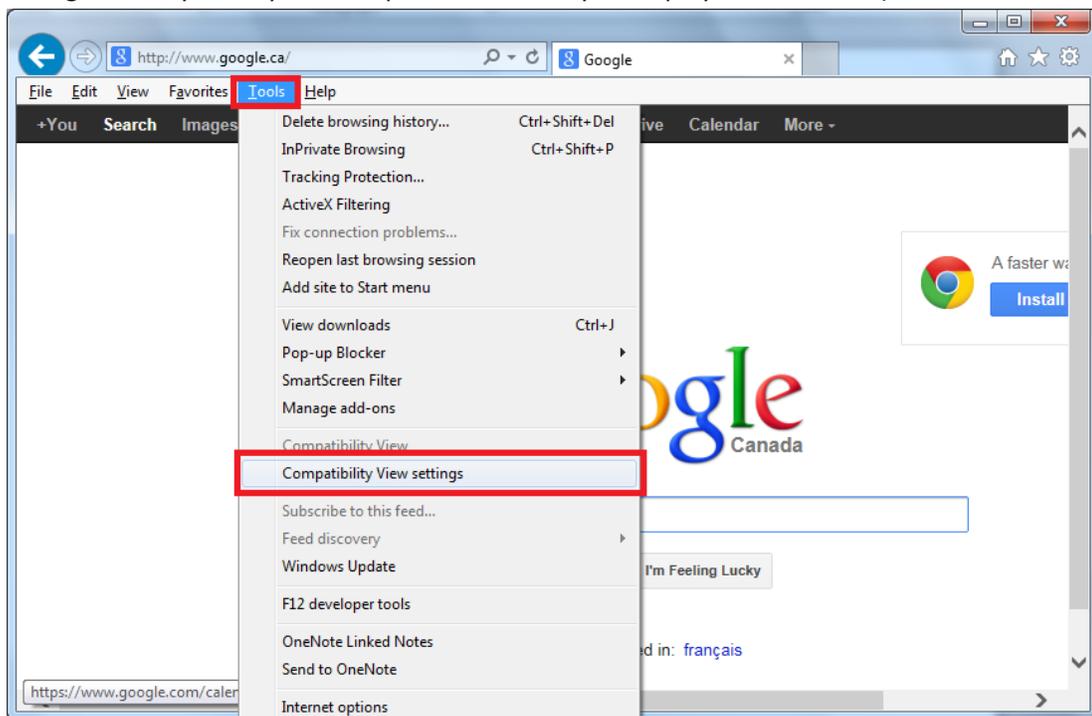
Previously iVOS was not fully compatible with Internet Explorer 10 and higher. As a workaround, we instructed users to add the site to the browser's Compatibility View list to avoid problems.

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.

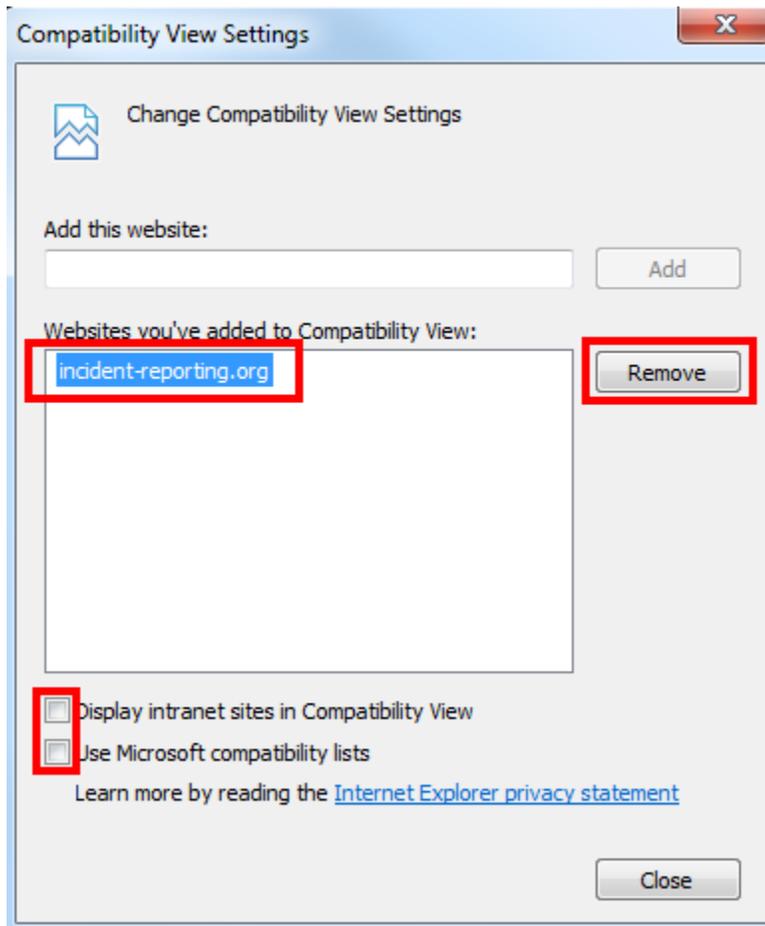
- 1) Open a new Internet Explorer window



- 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)



- 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**.



- 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 <https://www.incident-request.org> and use the site normally.

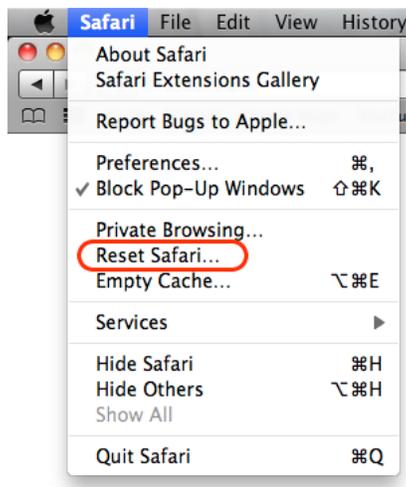
2. SAFARI SETTINGS

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....

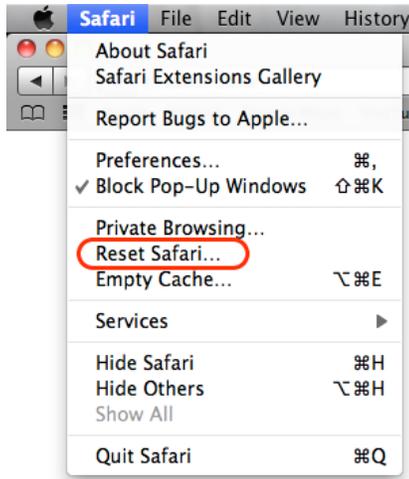


2. Check both Empty the cache and Remove all cookies, then click on the Reset button.

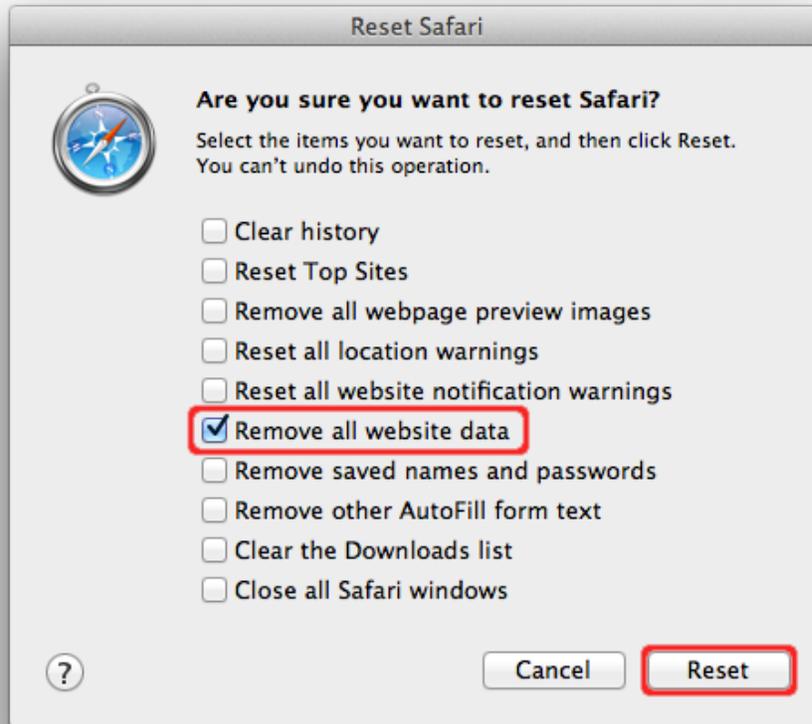


Safari version 5.1 to 7.9

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

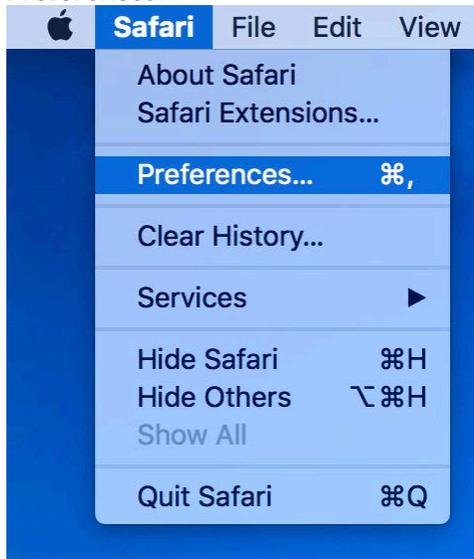


2. Check **Remove all website data**, then click on the **Reset** button.

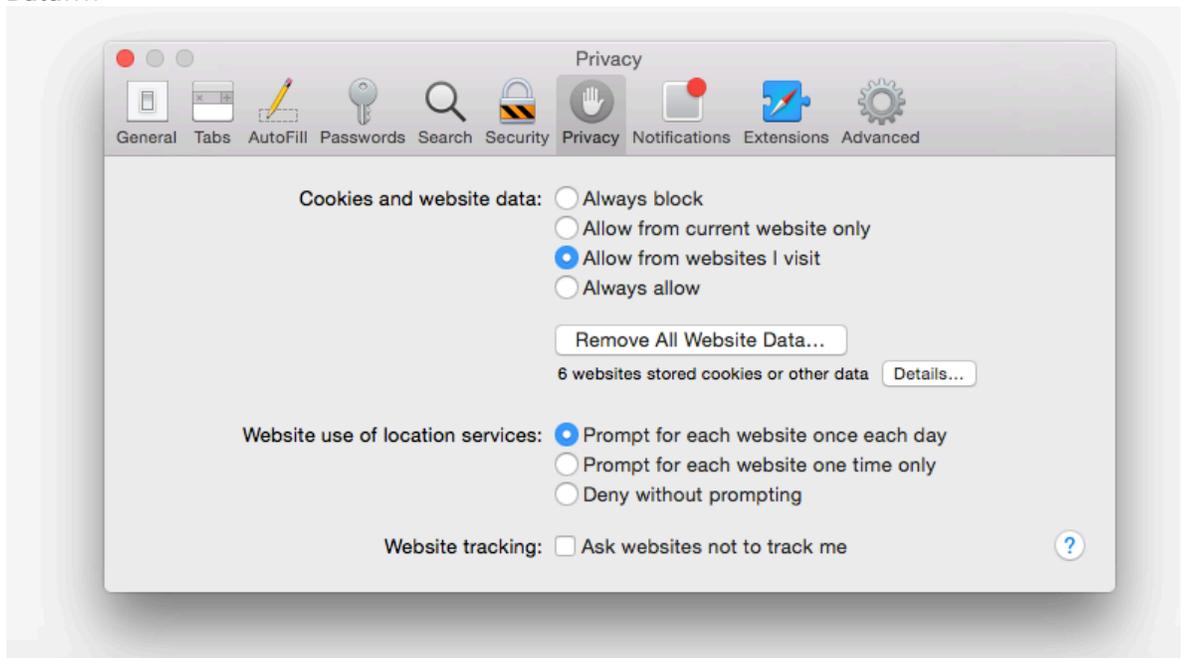


Safari version 8 and higher

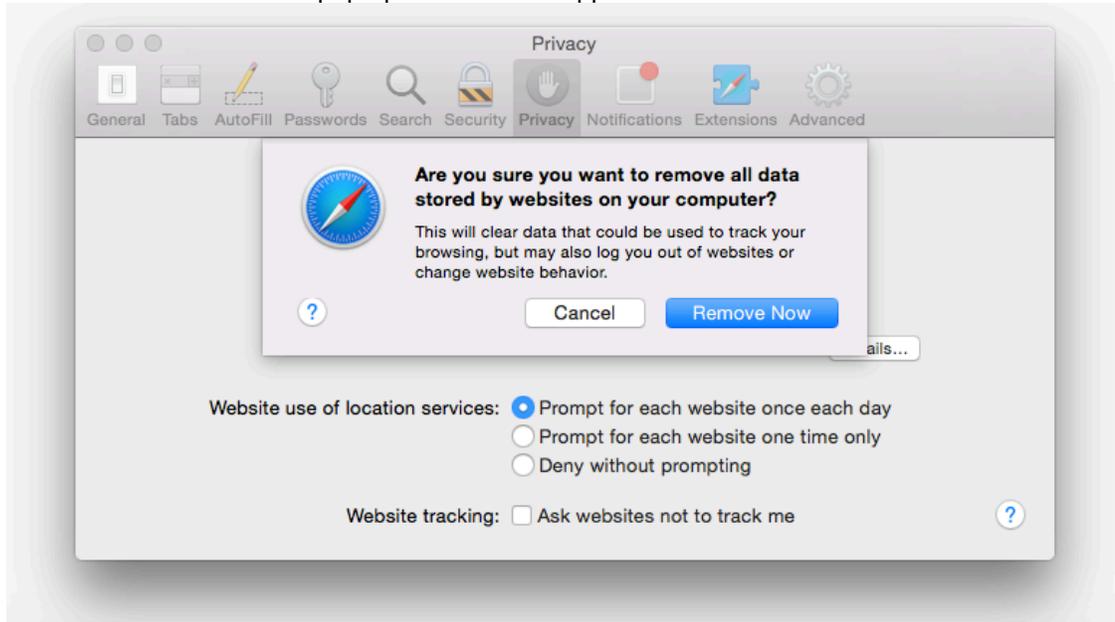
1. Click **Safari** in the upper left hand side of your screen. In the menu that appears, click **Preferences**.



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



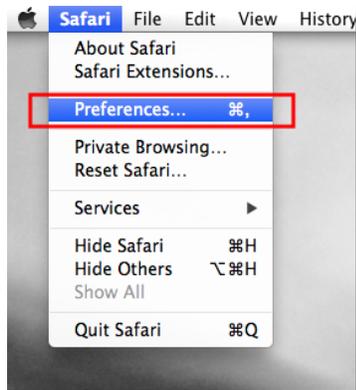
3. Click **Remove Now** in the pop up window that appears.



2.2. Security

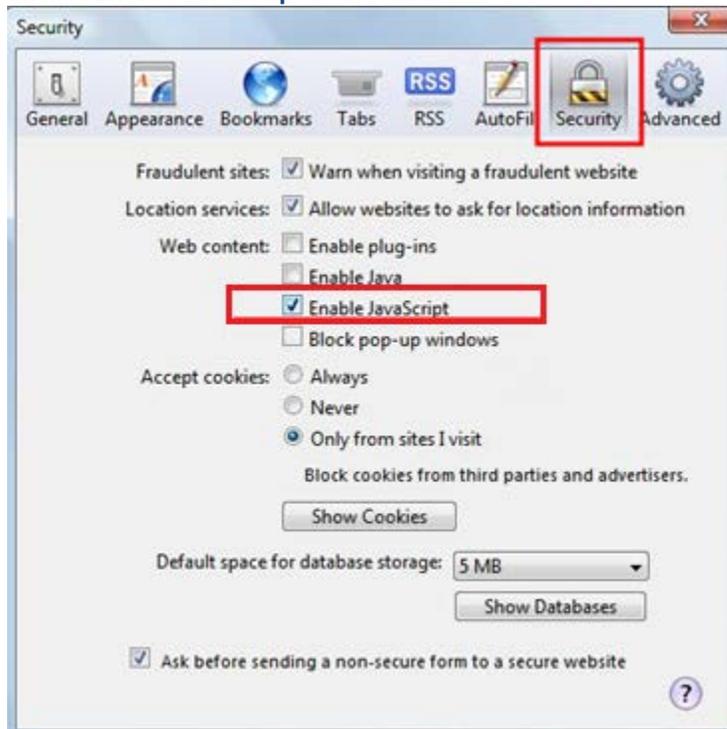
Certain browser settings can prevent the Incident Request site from working correctly. **NOTE:** If the settings in any of the steps below are greyed out and cannot be altered, the user may need to contact their system administrator to make the necessary changes.

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



3. Select **Security**

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.

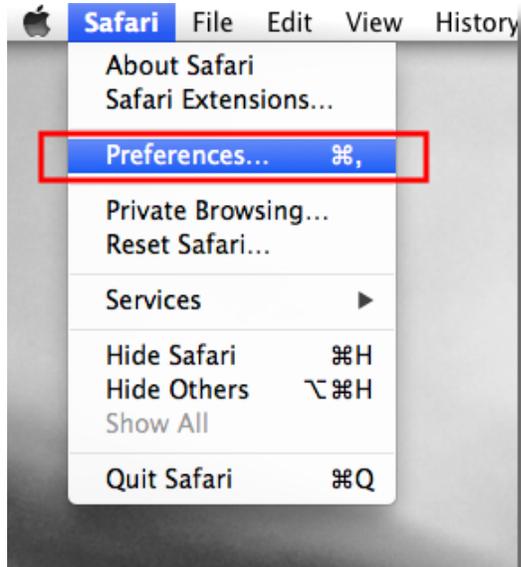
Safari version 5

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

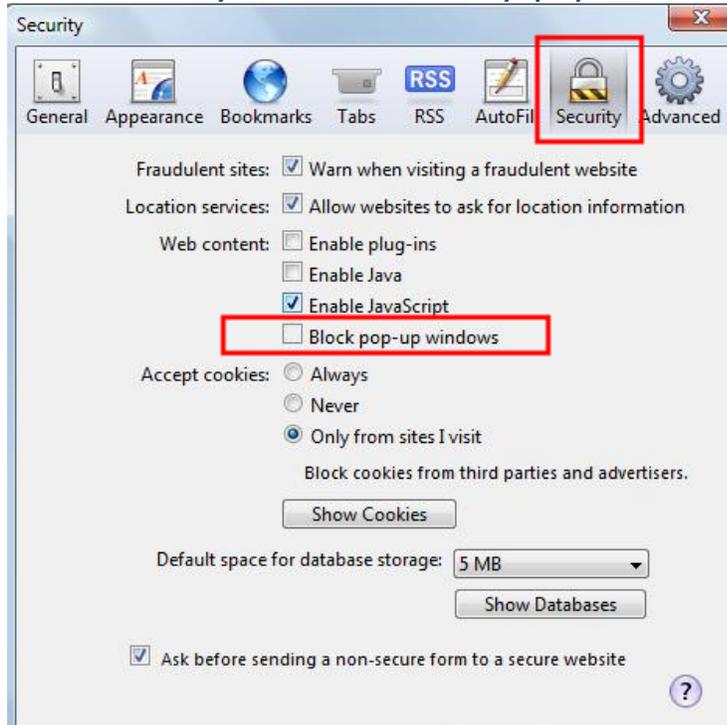


Safari version 6+ and higher

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



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

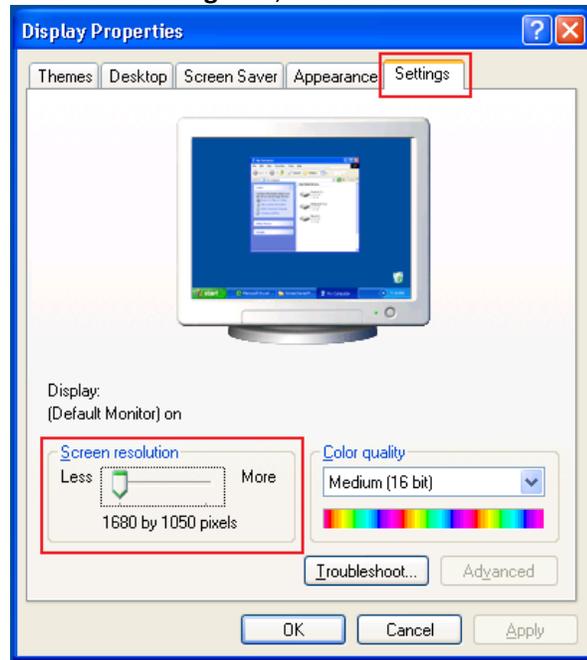


3. SCREEN RESOLUTION

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

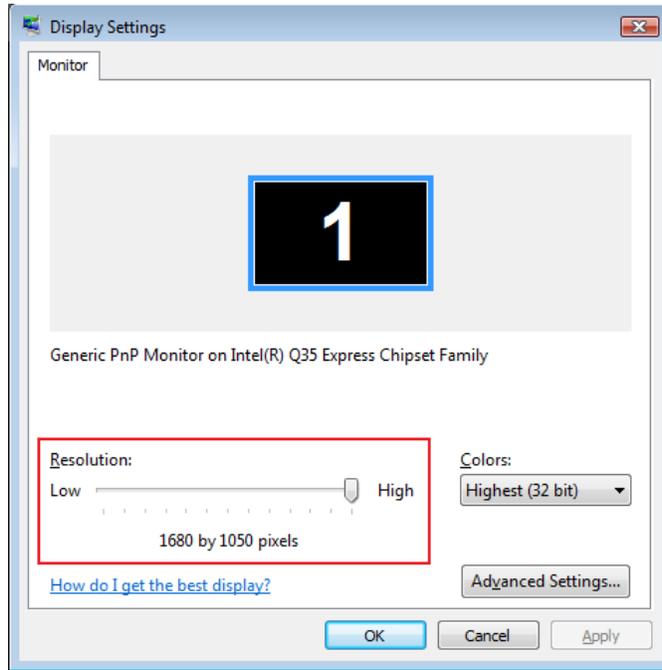
- 1) Right-click on an empty area of the desktop and select **Properties**.
- 2) Under the **Settings** tab, the **Screen Resolution** slider controls screen resolution:



Windows Vista

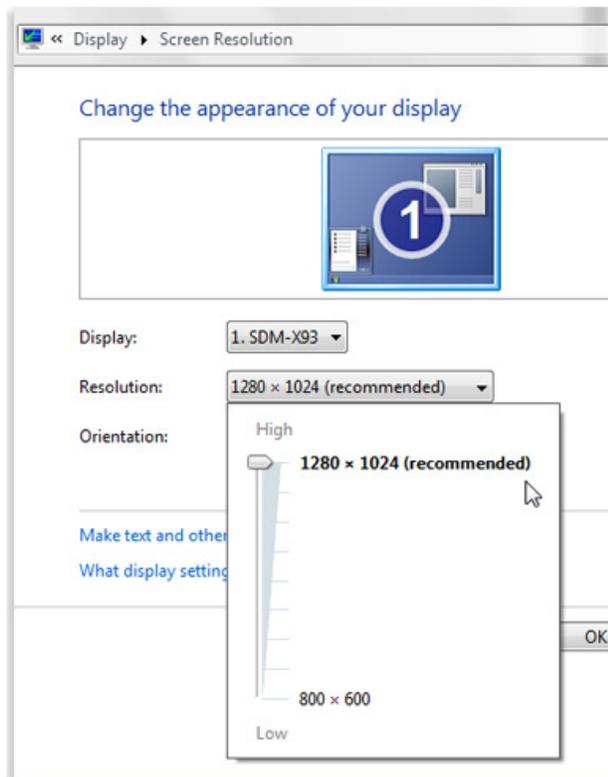
- 1) Right-click on an empty area of the desktop and select **Personalize**.
- 2) In the Personalization window, select **Display Settings**.

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



Windows 7

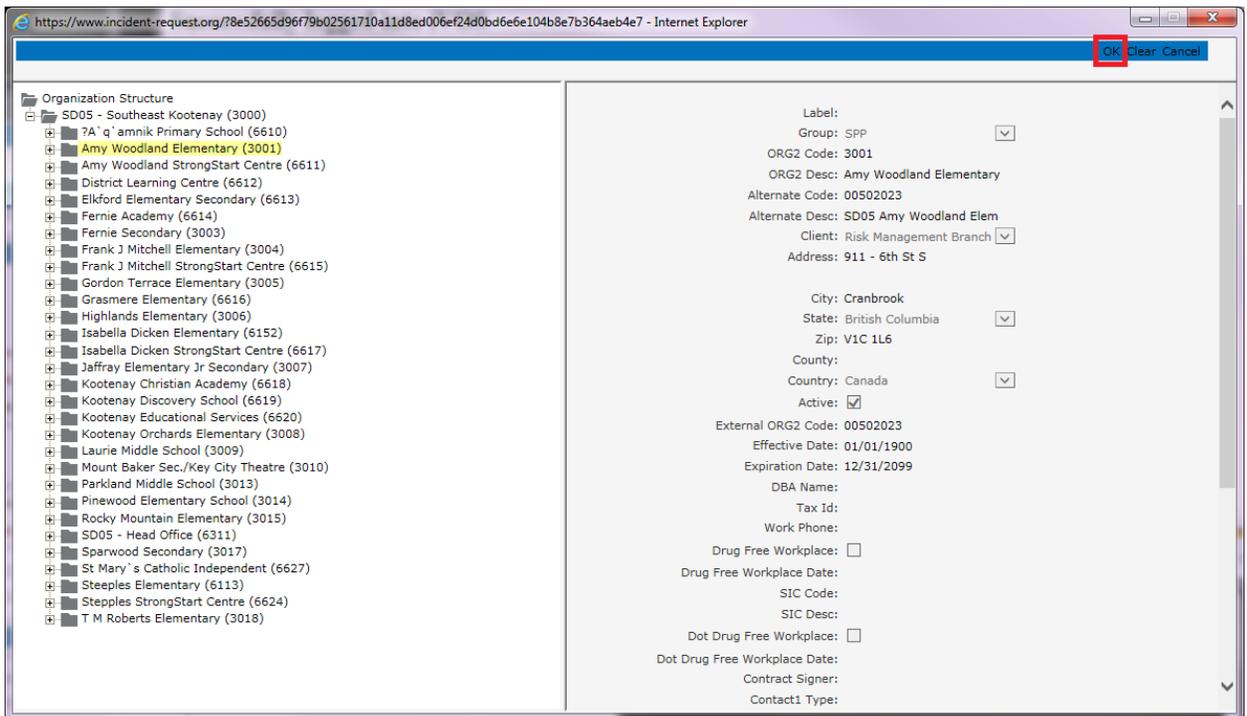
- 1) Right-click on an empty area of the desktop and select **Screen Resolution**
- 2) The Resolution dropdown controls screen resolution:



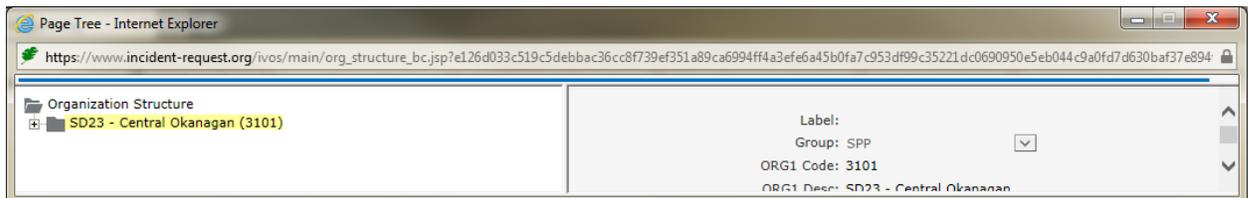
4. COMMON PROBLEMS

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.

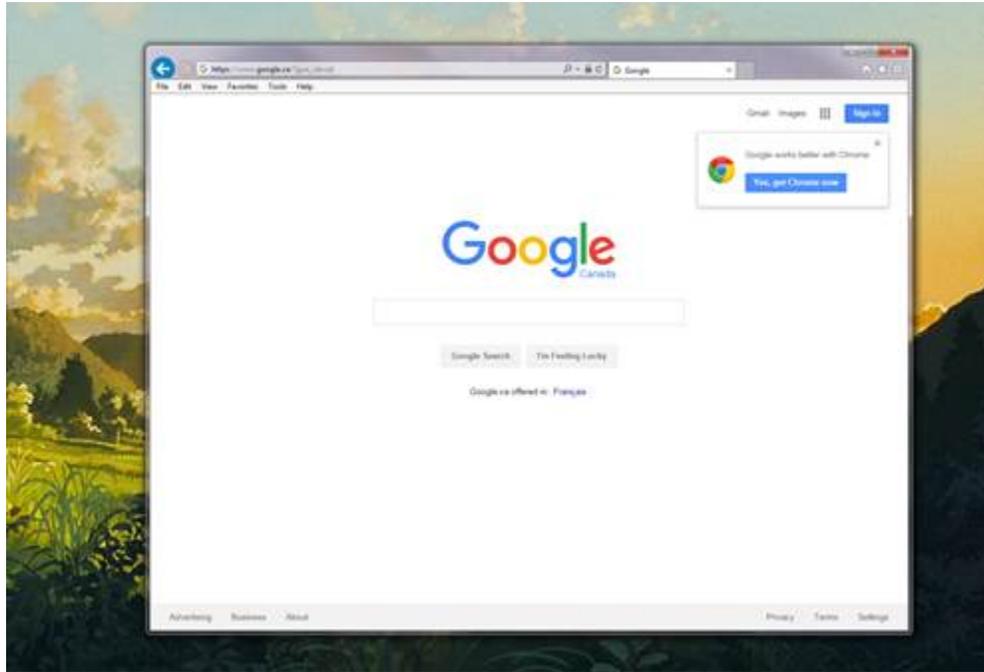


PROBLEM: I open the **Organization Structure** window, but it is extremely small and I can't see the **OK** button. Example:



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:



- 4) Close that Internet Explorer window.
- 5) Open a new Internet Explorer window and login to the www.incident-request.org 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.

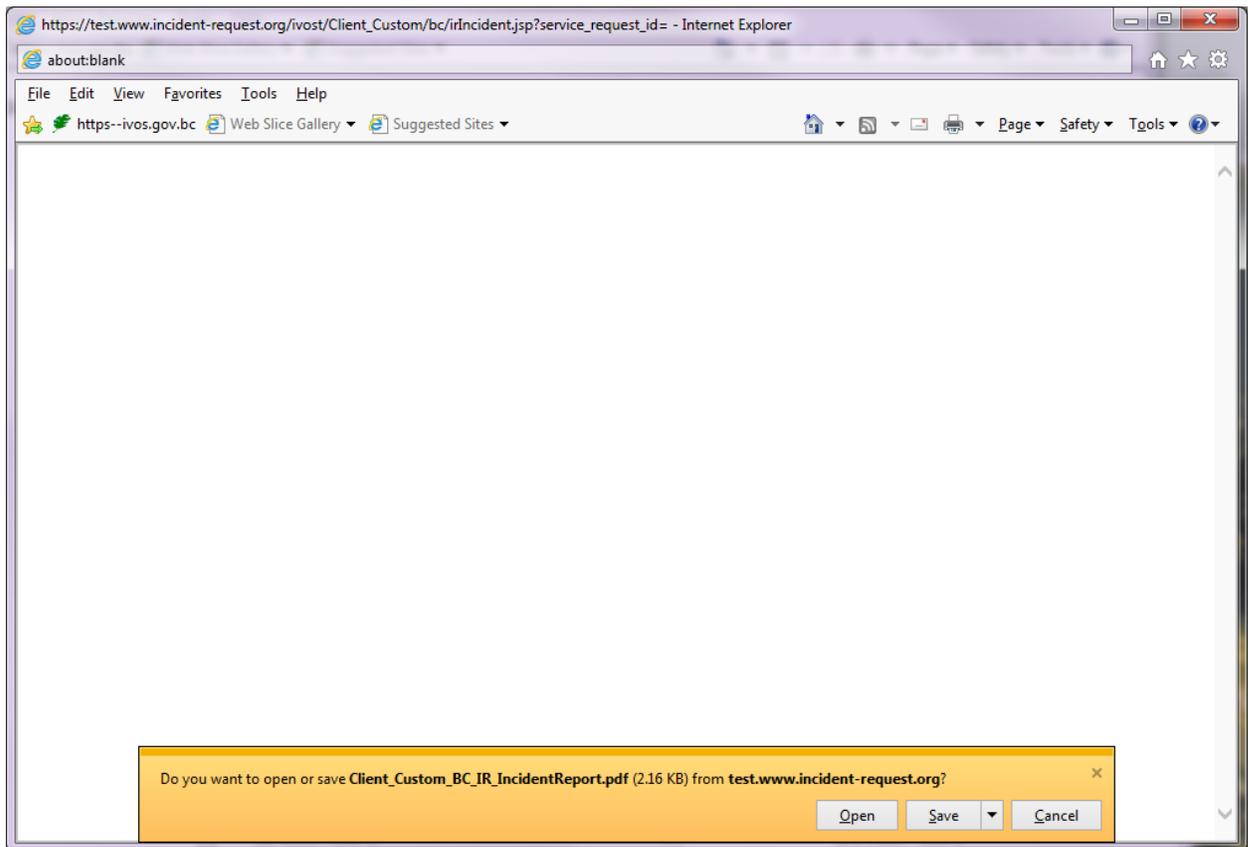
PROBLEM: I'm submitting multiple incident reports; the first one worked fine but when I try to create the report for the second one nothing happens.

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:



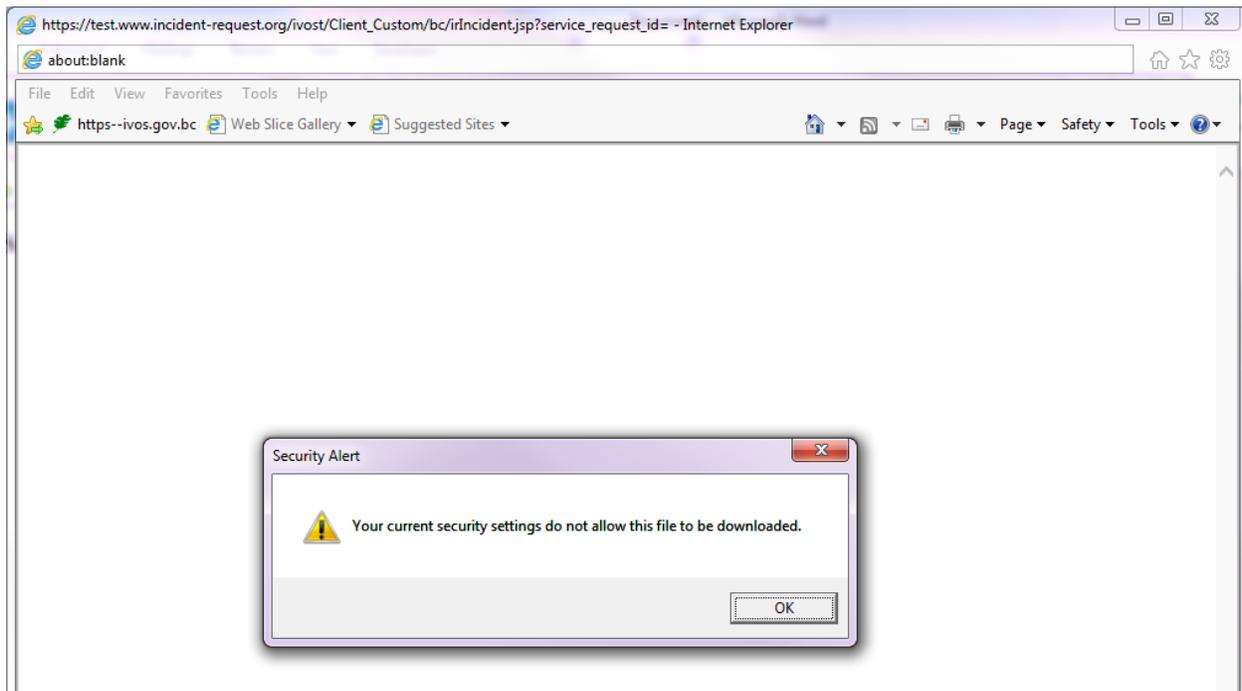
SOLUTION: In this case the problem is most likely that:

- 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:

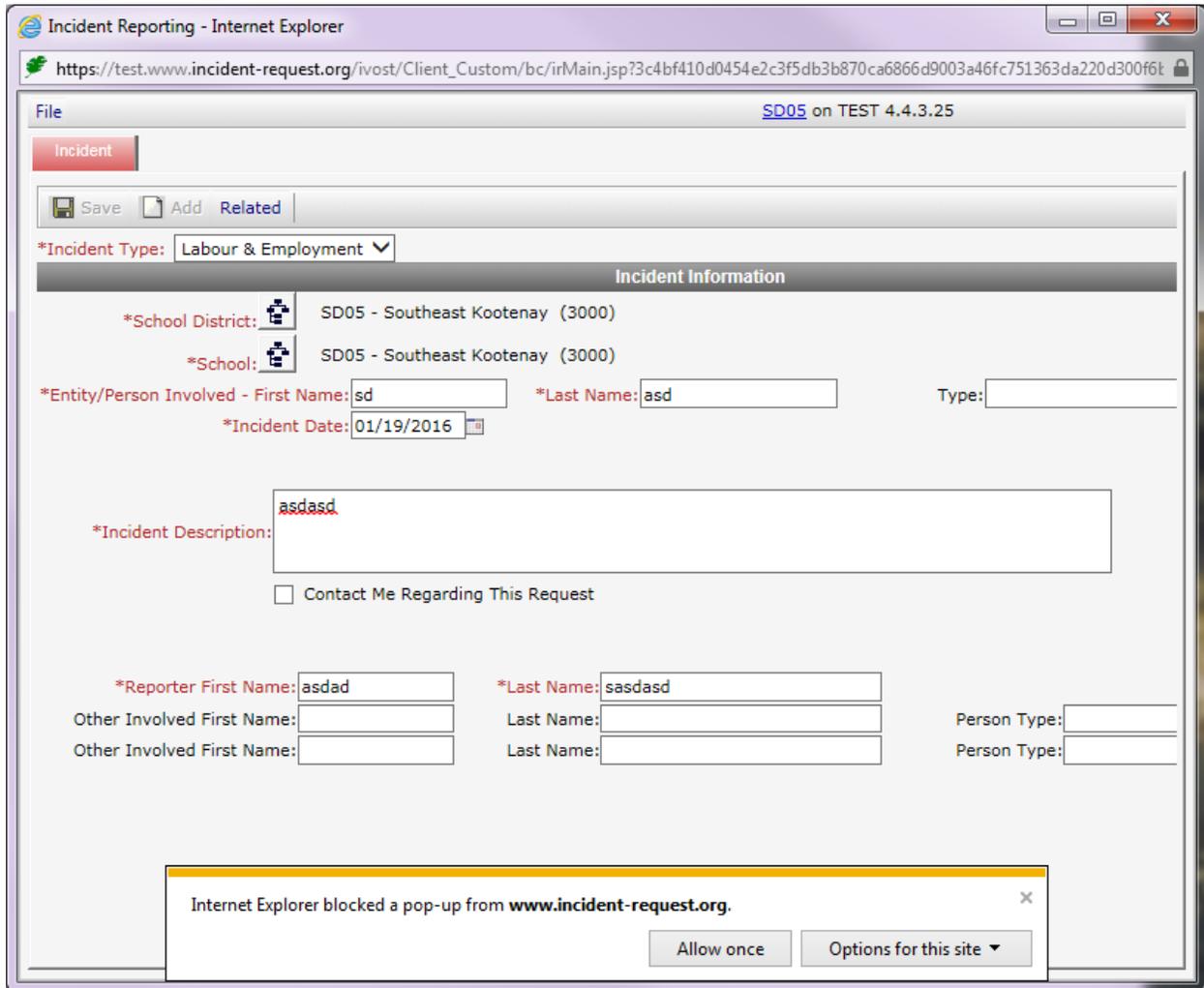
- a. Select **Open** to view the file (if available)
- b. Select **Save** to download the file. The file will be saved in the users download directory (**Tools -> View Downloads**)
- c. Install/Reinstall/Reconfigure their PDF software. They may need their IT department's assistance for this.

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.



SOLUTION: In this case, the user's browser is configured to not allow file downloads. Ensure the settings described in section [1.2 Security](#) 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:



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 [1.3 Pop-up Blocker](#)

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

- 1) 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.

