

# iVOS 5.0 Support Guide

## System Requirements


Minimum	Recommended
<b>Display Resolution</b>	
1280x1024	1440x900 or higher
<b>Desktop Software</b>	
Adobe Reader DC	
<b>Browser</b>	
Chrome, Edge, Safari	Chrome
<b>Internet Connection</b>	
<ul style="list-style-type: none"><li>• 1.5Mbps of Internet bandwidth for downloads</li><li>• 384Kbps of Internet bandwidth for uploads</li></ul>	<ul style="list-style-type: none"><li>• 1.5Mbps of Internet bandwidth for uploads</li></ul>

## Recommended Settings

### 1. Browser Zoom Setting

Recommended setting is 100%, settings other than 100% may not accurately display the page correctly.

#### Chrome:

- At the top right, click .
- Adjust the **Zoom** setting.

#### Edge:

- At the top right, click "..."
- Adjust the **Zoom** setting.

#### Safari:

- Open the Safari menu and select **Preferences**
- Click **Websites**
- Click Page **Zoom**

### 2. Trusted Site Security Settings


Use the following steps to add the system's URL to the Trusted Sites Zone.

- Open the Windows Control Panel; this can typically be found in the Windows Start Menu in Windows System - Control Panel. Alternately, type *Control Panel* into the Windows Search box.
- Select Internet Options and then click the Security tab.
- From the Select a zone to view or change security settings section, select Trusted sites.
- Click the Sites button.
- Enter the URL <https://www.incident-request.org>
- After entering the URL in the field, click the Add button.
- Click Close on the Trusted sites dialog.

### 3. Popup Blockers

Pop-up blockers can cause issues when using the site. To resolve this, you can turn off pop-up blockers for all sites, or add applicable sites to the list of sites that allow pop-ups. Note that after adding a site to the list of sites that allow pop-up blockers, you may need to exit and restart your browser.

#### Chrome:

- At the top right, click .
- Select **Privacy and Security**
- Select **Site Settings**
- Select **Popup and Redirects**
- Disable the "Blocked" option. Alternately, add <https://www.incident-request.org> to the "Allow" list.

#### Edge:

- At the top right, click "..."
- Select **Settings**
- Select **Cookies and site permissions**
- Select **Popup and Redirects**
- Disable the **Block** option. Alternately, add <https://www.incident-request.org> to the "Allow" list.


#### Safari:

- Open the **Safari** menu and select **Preferences**
- Select the **Websites** tab
- Select **Pop-Up Windows**
- Change the "When visiting other websites" dropdown to **Allow**.

### 4. AutoFill/AutoComplete Feature

A browser's autofill feature can cause issues when populating name and address fields. To resolve this issue, disable this feature in your browser.

#### Chrome:

- At the top right, click 
- Select **Settings**
- Select **Autofill**
- Select **Addresses and More**
- Disable **Save and Fill Addresses**

**Edge:**

- At the top right, click “...”
- Select **Settings**
- Select **Passwords and Autofill**
- Disable **Save Form Entries**


**Safari:**

- Open the **Safari** menu and select **Preferences**
- Select **AutoFill**
- Uncheck **Using info from my contacts** and **Other forms**

## Troubleshooting Guidelines

If you are encountering errors or other unexpected behaviour with the system, as a first troubleshooting step it is recommended to reset your web browser's cache and cookies. To do this, follow the instructions below for the web browser you are using.

### Chrome:

- At the top right, click .
- Select **More tools** > **Clear browsing data**.
- In the Time range drop-down menu, select **All time**.
- Check the **Cached images and files** and **Cookies and other site data** checkboxes.
- Click **Clear data**.

### Edge:

- At the top right, click "..."
- Select **Settings**
- Select **Privacy, search, and services**.
- Under Clear browsing data, select **Choose what to clear**.
- In the Time range drop-down menu, select **All time**.
- Check the **Cached images and files** and **Cookies and other site data** checkboxes.
- Click **Clear**.

### Safari:

- Click on the **Safari** drop-down menu and select **Preferences**.
- Click the **Advanced** tab. Select the **Show Develop menu** in menu bar checkbox and close the Preferences window.
- Select the **Develop** drop-down menu. Click **Empty Cache**.

## Common Issues

Issue	Resolution
When users enter a name in a name field and the browser's autofill feature populates a saved value, the system displays an exception error upon saving the record.	Disable the browser's <a href="#">AutoFill/Autocomplete</a> feature.
A portion of a window is cut off, not all fields or buttons are visible, or other visual/presentation issues occur.	Configure the browser's <a href="#">Trusted Site Security Settings</a> .
Users receive a "Browser is not compatible with this application" error.	Users receive this message when they are using a browser which is not certified or supported. Supported browsers are detailed in the System Requirements section.
Users can log on but receive a blank page with a "Please turn off pop-up" message.	Ensure that browser <a href="#">Pop-up Blockers</a> are disabled.

