

iVOS 5.0 Support Guide

System Requirements

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

Recommended Settings

1. Browser Zoom Setting

- Under the browser menu (Alt key or Gears button top right browser)
- Recommended setting is 100%, settings other than 100% may not accurately display the page correctly

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:

- Click the "... " icon and select Settings
- Select Privacy and Security
- Select Site Settings
- Select Popup and Redirects
- Disable the "Blocked" option. Alternately, add <https://www.incident-request.org> (for incident reporting users) to the "Allow" list.

Edge:

- Click the "... " icon and select Settings
- Select Cookies and site permissions
- Select Popup and Redirects
- Disable the "Block" option. Alternately, add <https://www.incident-request.org> (for incident reporting users) or <https://ivos.gov.bc.ca> (for RMB users) 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:

- Click the "... " icon and select Settings
- Select Autofill
- Select Addresses and More
- Disable "Save and Fill Addresses"

Edge:

- Click the "... " icon and 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

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 AutoFill feature.
A portion of a window is cut off and not all fields or buttons are visible.	Configure the site as a Trusted Site .
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.	Before logging on, ensure that the Internet pop-up blocker is disabled.