

# iVOS 5.0 Troubleshooting Guide

## Supported Browsers

The following web browsers are now supported:

- Chrome
- Edge
- Internet Explorer 11
- Safari

## 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

## 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> (for incident reporting users)
- After entering the URL in the field, click the Add button.
- Click Close on the Trusted sites dialog.

## 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.
- **Internet Explorer:**
  - Open the Tools menu (or click the Gear icon) and select Internet Options
  - Select the Privacy tab
  - Uncheck "Turn on Pop-up Blocker"
- **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".

### The fields on Incident Form no longer cleared

After submitting an incident on the BC Incident form without initially clicking the **Add** button. If the user attempts to then submit a subsequent incident without clicking **Add**, an error occurs and the incident cannot be submitted:

The screenshot shows the 'Incident Form' interface. At the top, there is a navigation bar with 'Incident' highlighted. Below it are buttons for 'Add', 'Submit', 'Refresh', and 'Related'. The form title is 'Incident Form' and the type is set to 'Liability'. The 'Incident Information' section includes:

- \*School District: SD05 - Southeast Kootenay
- \*School: Amy Woodland Elementary (30)
- \*Person Involved - First Name: tim, \*Last Name: brown, Person Type: [dropdown]
- \*Incident Date: 12/25/2020 00:00, Date of Birth: [calendar], Age: [input], Gender: [dropdown]
- \*Incident Description: asdasd
- Contact Me Regarding This Request
- \*Location Type: Athletic Field
- \*Reporter First Name: test, \*Last Name: test, Person Type: [dropdown]
- Other Involved First Name: [input], Last Name: [input], Person Type: [dropdown]
- Other Involved First Name: [input], Last Name: [input], Person Type: [dropdown]

An error message box at the bottom right says 'Can't Update Incident Reporting' with an information icon and a close button.

# Solution:

Advise users to click the Add button when initially submitting a new Incident Report.

If the user is encountering this error, they can click Refresh to reload the screen and then submit their subsequent report. Alternately, log out and then re-login to the incident reporting site.