Pennsylvania Department of Health

PA-NEDSS

Technical Bulletin

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Version History

Version	Date	Author	Status	Notes
1.0	10/10/2002	Harley Young	Final	Initial Creation
2.0	02/24/2004	Implementation Team	Final	Updated for PA-NEDSS Release 5.0
3.0	02/22/2005	Mike Cincala	Final	Updated for PA-NEDSS Release 7.0
4.0	08/18/2005	Azunna Anyanwu	Final	Updated for Release 7.5
5.0	03/29/2006	Margaret Taney	Final	Updated with Release 9.0 Functional Enhancements
10.0	01/25/2007	Implementation Team	Final	Updated to reflect Release 10.0 enhancements.
10.1	06/05/2007	Implementation Team	Final	Updated to reflect the change in minimum system requirements.
11.0	10/11/2007	Implementation Team	Final	Updated to reflect Release 11 enhancements.
12.0	03/21/2008	Implementation Team	Final	Updated to reflect Release 12 enhancements.
13.0	09/08/2008	Implementation Team	Final	Updated to reflect Release 13 enhancements.
13.1	01/21/2009	Implementation Team	Final	Updated to reflect change in password requirements.
14.0	10/30/2009	Implementation Team	Final	Updated for structure, clarity and additional training best practices as part of Release 14 documentation.
14.1	10/26/2010	Implementation Team	Final	Updated to reflect change in password requirements.
14.2	7/13/2011	Technical Team	Final	Updated to reflect changes in minimum system requirements
15.0	10/15/2012	Technical Team	Final	Updated to reflect changes in minimum system requirements
15.1	01/07/2013	Implementation Team	Final	Updated contact information.
15.2	3/31/2015	Implementation Team	Final	Updated to reflect IE 10

15.3	7/15/2016	Implementation Team	Final	Updated to reflect IE 11 and Compatibility View Settings. Added settings for Low Resolution Screens.
15.4	6/19/2018	Staff	Final	Password requirements change
15.5	10/22/2021	NEDSS Application Support Team	Final	Added Edge IE Mode section and IE Mode FAQ questions
16.0	11/18/2022	NEDSS Application Support Team	Final	Complete document rewrite to update all information to current trends
17.0	10/23/2025	NEDSS Application Support Team	Final	Updated document for Internet Explorer settings.

Document Updates for Version 17.0

Section	Notes
3.1	Removed Internet Explorer web browser from list.
3.2	Updated Internet Explorer mode steps and screen shots.
3.3	Added new Screen Resolution section.
4.0	Updated Internet Explorer mode steps and screen shots.

1 Executive Summary

The purpose of this document is to provide basic technical information and hints for troubleshooting the implementation of the Pennsylvania National Electronic Disease Surveillance System (PA-NEDSS).

2 Security

PA-NEDSS is a highly secure web application that employs multiple layers of industry best practices for security. In order to achieve this high security level, the PA-NEDSS Team regularly reviews current trends in Internet threats and employs processes and technology to counter these threats. Such security practices include enforcing strong passwords, periodic password changes, secure data transmission, and industry standard user authentication methods. Additionally, the Commonwealth uses intrusion detection and prevention systems, multi-level firewalls, and user security training.

2.1 Secure Sign-In: SSL and PA-NEDSS Security

Secure Sockets Layer (SSL) is a communications protocol for transmitting private information over the Internet between the client and the server. SSL works by using two keys to encrypt data that is transmitted over the connection. Microsoft Edge supports SSL and displays a **Lock** icon 🔒 located to the left of the Address bar when the web page is protected by an SSL connection. Uniform Resource Locators (URLs) that require an SSL connection start with Hypertext Transfer Protocol Secure (https) instead of Hypertext Transfer Protocol (http).
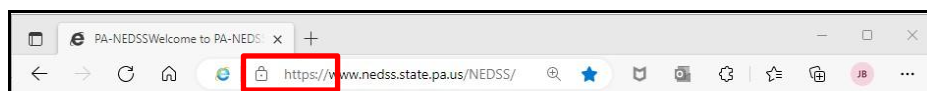

Figure 2.1-1: Secured Web Page

All of the information exchanged with PA-NEDSS (including the username and password during the logon process) is encrypted before being sent over the Internet. No one can read or access the data that is being transmitted.

After the user signs in, PA-NEDSS keeps track of who the user is by using a computer-generated key rather than the PA-NEDSS username. This key, a Globally Unique Identifier (GUID), changes each time the user visits PA-NEDSS, which makes it very difficult for anyone else to pose as the user.

2.2 Passwords and Usernames

Passwords expire every 60 days. The system notifies the user at each logon of an impending password expiration beginning 25 days prior to the expiration date. At 60 days, the user will be redirected to the Password Change screen where the user must change the password before access to PA-NEDSS is granted. When changing the password, users are encouraged to also change the password hint.

If the user has forgotten his/her password, he/she can access the hint which is located by clicking the "Forgot your password?" link on the PA-NEDSS Home Page. The hint will be delivered to the e-mail address on file. The actual password will not be sent via e-mail. After reviewing the hint, if the user still cannot recall his/her

password, contact the PA-NEDSS Help Desk by calling 717-783-9171, Option 4 to have the password reset.

Passwords must be at least twelve (12) characters long, contain at least one number (0-9), and at least one uppercase and one lowercase letter (A-Z, a-z), and no spaces. It cannot contain the username, the user's first or last name, or match any of the previous six passwords. It should be difficult for others to guess! The password is also case sensitive.

PA-NEDSS accounts are locked after three failed logon attempts. Locked accounts are unlocked automatically after twelve hours. Alternatively, users may call the PA-NEDSS Help Desk (717-783-9171, Option 4) for assistance with unlocking the account.

2.3   Security Question and Answer

Each PA-NEDSS user must answer a security question in order to use the application. The security question and answer will assist the help desk in positively identifying users who request password resets, other user account specific information or any patient specific information. Once the security question and answer have been set, they can be edited at any time via the Update User Profile link on the Administration screen or the Edit User link in the upper right corner of any PA-NEDSS screen.

2.4   Browser Security Setting Requirements

In order to access PA-NEDSS, users may need to change the browser's security settings to make sure they are at the appropriate level. For Microsoft Edge, see Section 3.2 to verify and/or change your browser settings. Additional settings for Internet Options can be found in Section 4.

2.5   About Cookies

The cookies used by PA-NEDSS are not persistent. In other words, files are not stored on the user's computer. Cookies exist in the memory of the browser and as soon as the browser is closed, PA-NEDSS cookies are discarded. Moreover, the information stored in the cookie is not confidential; it is merely a unique number that allows the server to keep track of the current session, which ensures that accurate data is received.

3 System Requirements

3.1 Recommended System Requirements

The following list of system requirements is recommended, but not required, in order to access PA-NEDSS:

Internet Connection
- T1 or greater broadband Internet connection

Computer Hardware
- 4 GB of Ram
- 500 MB of hard drive space
- For optimal viewing, one of two settings should be used. See section 3.3 for steps.
  - 1366x768 resolution at 100% browser zoom only (this resolution is typical for many laptops)
  - 1920x1080 resolution at 100-150% browser zoom (zooming capability at this resolution has been restored)

Computer Software
- Microsoft Windows 7 or later
- Microsoft Edge (using Internet Explorer Mode)
- Support for session cookies (non-persistent)
- Support for JavaScript

3.2 Internet Explorer Mode for Edge Browser

3.2.1 Checking Default Browser

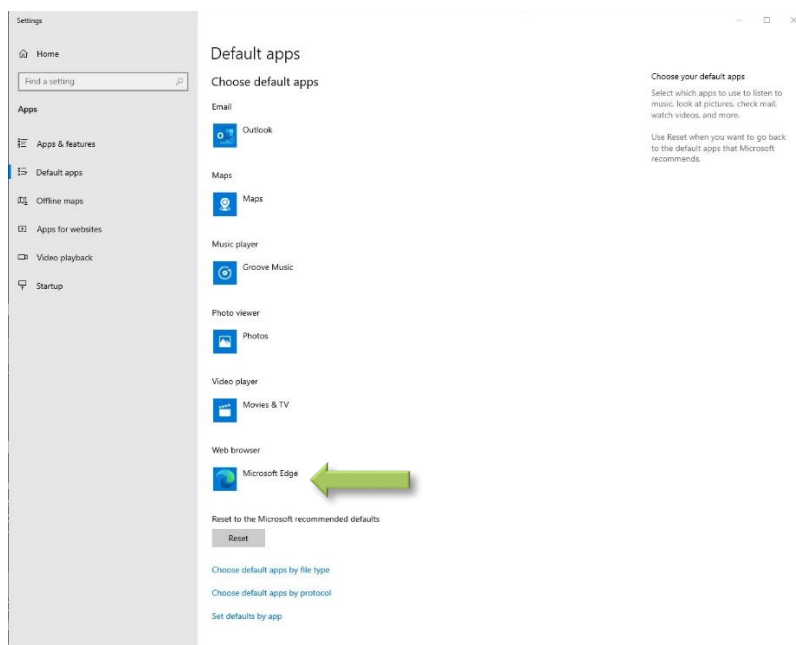| Step	Action
1.	To check your computer default web browser, in the Windows search bar type "Apps" and hit Enter.
2.	Click Apps & Features.
3.	Click Default Apps on the left side.
4.	Ensure Microsoft Edge is selected as the Default Web Browser (Figure 3.2.1-1).

Figure 3.2.1-1: Default Web Browser

3.2.2 Internet Explorer Mode Settings

Microsoft's Edge browser has a new compatibility mode called Internet Explorer mode (IE mode). IE Mode appears under the settings menu (…), listed as reload in Internet Explorer mode. This mode will display selected pages as they would appear in Internet Explorer 11.

| Step	Action
1.	Open Microsoft Edge and click the (**…**) option in the upper right-hand corner. The browser settings menu dropdown appears. This selection may not appear according to local group policy settings.
2.	Click the Reload in Internet Explorer mode option to reload the site as if it were running in IE 11 (Figure 3.2.2-1). Note: This may be grayed out due to company policy control. If the Reload in Internet Explorer mode item is not listed in the EDGE web browser Settings menu list, this item might be listed under Settings > More Tools. The Reload in Internet Explorer mode item might also be in the EDGE web browser tab. Right click in the EDGE web browser tab, the Reload in Internet Explorer mode item might be listee there.
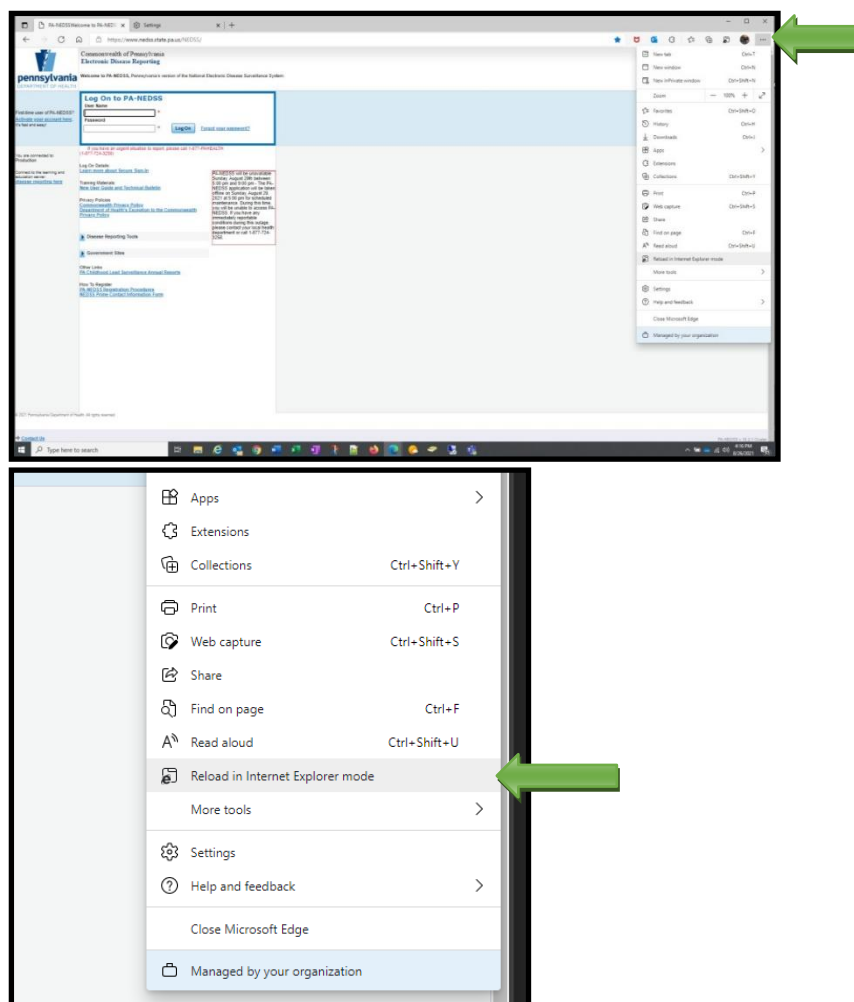
Figure 3.2.2-1: Edge Settings Menu

When "Reload in Internet Explorer mode" is selected, a new window appears with a slide switch option allowing the user to always open the page in IE mode. Sliding the switch to the right will add the URL to the Internet Explorer compatibility list so the browser will always apply IE mode when loading the site.

Step	Action
3.	Click the slide switch to add the NEDSS website to the IE Mode list (Figure 3.2.2-2).
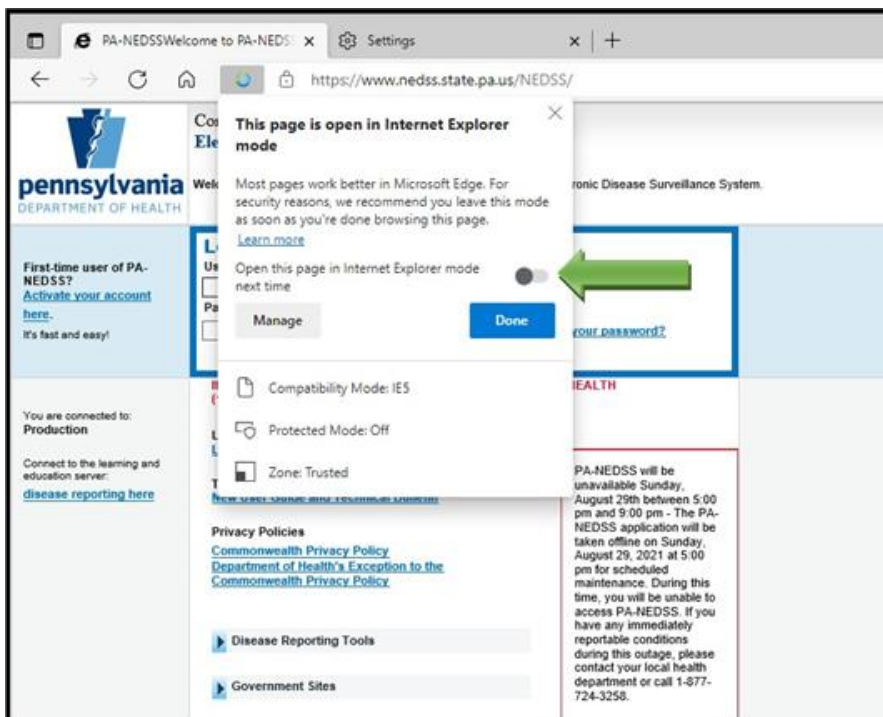
Figure 3.2.2-2: IE Mode Slide Switch

When NEDSS is loaded in IE Mode and running correctly after the settings have been applied, there will be a blue IE icon that appears to the left of the NEDSS URL.

Figure 3.2.2-3: NEDSS Loaded in IE Mode

If these settings do not appear in the list as shown, or are greyed out and inaccessible, sites can manually be entered by clicking **Settings** and **Default Browser**. This will bring up the settings control which will allow the user to manually add URL links to be loaded in Internet Explorer mode. The specific steps are listed in Section 3.2.4.

3.2.3 IE Mode Notification Bar

When a site is loaded in IE mode, there is an additional notification bar under the URL address bar confirming the site is running in IE mode. Selecting X on the far right of the bar removes the notification bar but does not remove the page from the Internet Explorer compatibility list. Selecting Leave will remove the page from IE mode and reload it in standard Edge mode.

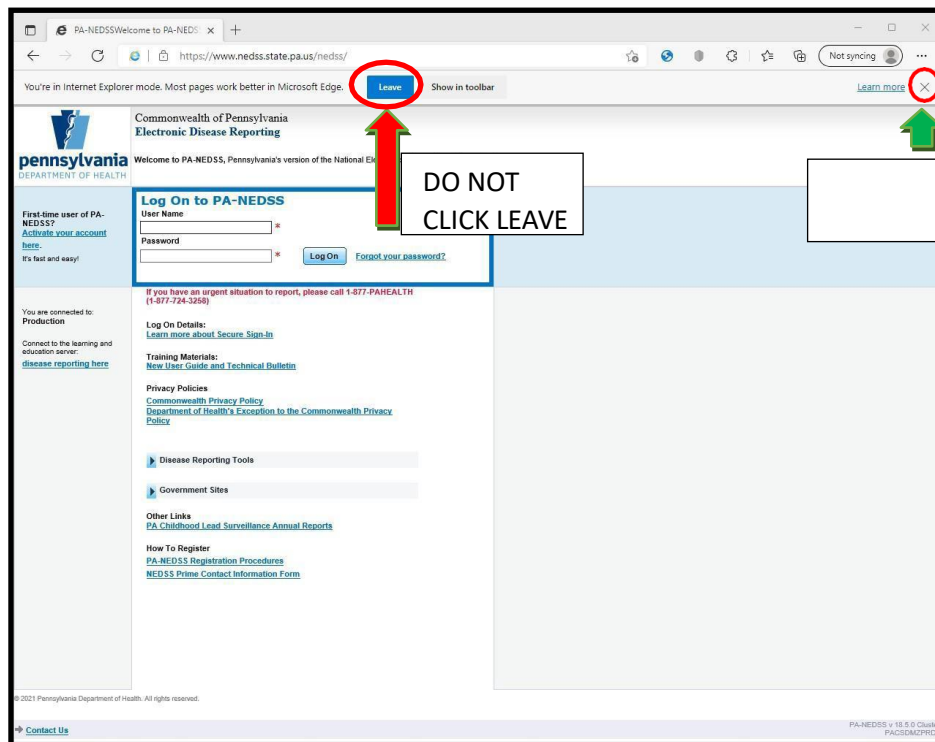| Step	Action
1.	Click **X** in the upper right-hand corner (Figure 3.2.3-1). **Do not click Leave**, this will reload the site in standard Edge mode.

Figure 3.2.3-1: IE Mode Notification Bar

3.2.4 Setting IE Mode Manually

To view the list of sites assigned to load in IE mode, navigate to the Internet Explorer compatibility list by selecting (**...**), **Settings**, and **Default Browser**. Users can also navigate to this menu by selecting the **Manage** button in the IE mode pop-up window (shown on Page 31). To add a site to this list, click the **Add** button. To remove a site from this list, click the **trash can** icon.

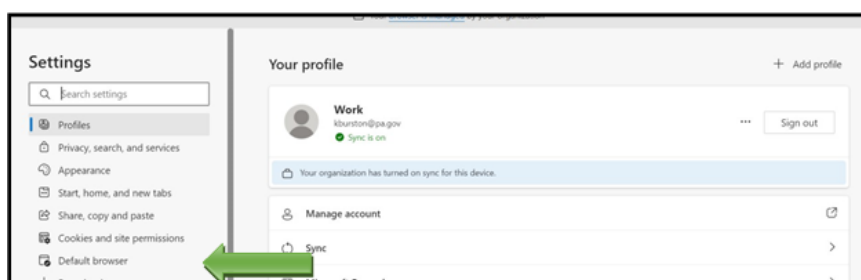| Step	Action
1.	Click the Edge Settings Menu in the upper right-hand corner (**...**)
2.	Click **Settings** near the bottom of the list.
3.	In the left navigation list, click **Default Browser** (Figure 3.2.4-1).

Figure 3.2.4-1: Default Browser Settings

| Step	Action
4.	In the right pane, got to the section **Internet Explorer Compatibility**.
5.	Under Let Internet Explorer open sites in Microsoft Edge, choose **Incompatible sites only (Recommended)**.
6.	Under Allow sites to be reloaded in Internet Explorer mode (IE mode), choose **Allow** from the dropdown.
7.	Under Internet Explorer mode pages, click the **Add** button. In the window that appears, enter the following sites as applicable (Figure 3.2.4-2): https://www.nedss.state.pa.us/NEDSS/ (NEDSS users) https://www.nedsstest.state.pa.us/NEDSS/ (ELR onboarding)
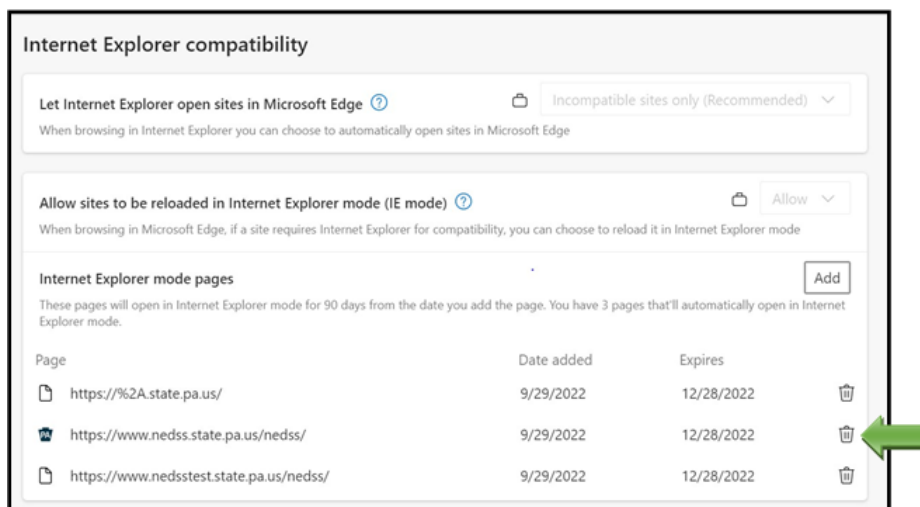
Figure 3.2.4-2: IE Mode Settings

These settings will expire in 30 days or your organization's configuration value. This process will need to be completed again once expired. If the pop-up window below displays, click the Add back button. If the pop-up window does not display, go to itemized item below to view the list of sites.

Figure 3.2.4-3: IE Mode Expiration Prompt

*** As with most browser settings, IT Policies drive what options are available. If any options listed in this document are greyed out or inaccessible, please contact the local IT Department for support.

3.2.5 JavaScripting Settings

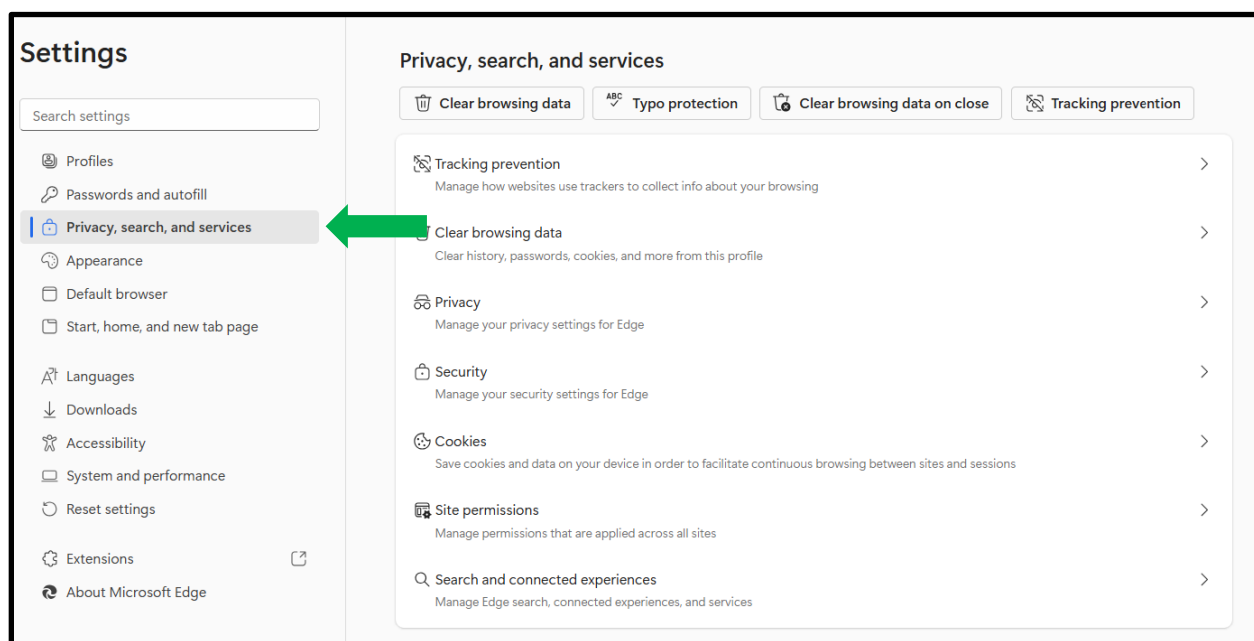| Step	Action
1.	Click the Edge Settings Menu in the upper right-hand corner (**...**)
2.	Click **Settings** near the bottom of the list.
3.	In the left navigation list, click **Privacy, search and services** (Figure 3.2.5-1).

Figure 3.2.5-1: Privacy, Search and Services Settings

Step	Action
4.	In the right pane, go to **Site Permissions**.
5.	Got to the section **All Permissions**.
6.	Click on **JavaScript** (Figure 3.2.5-2).
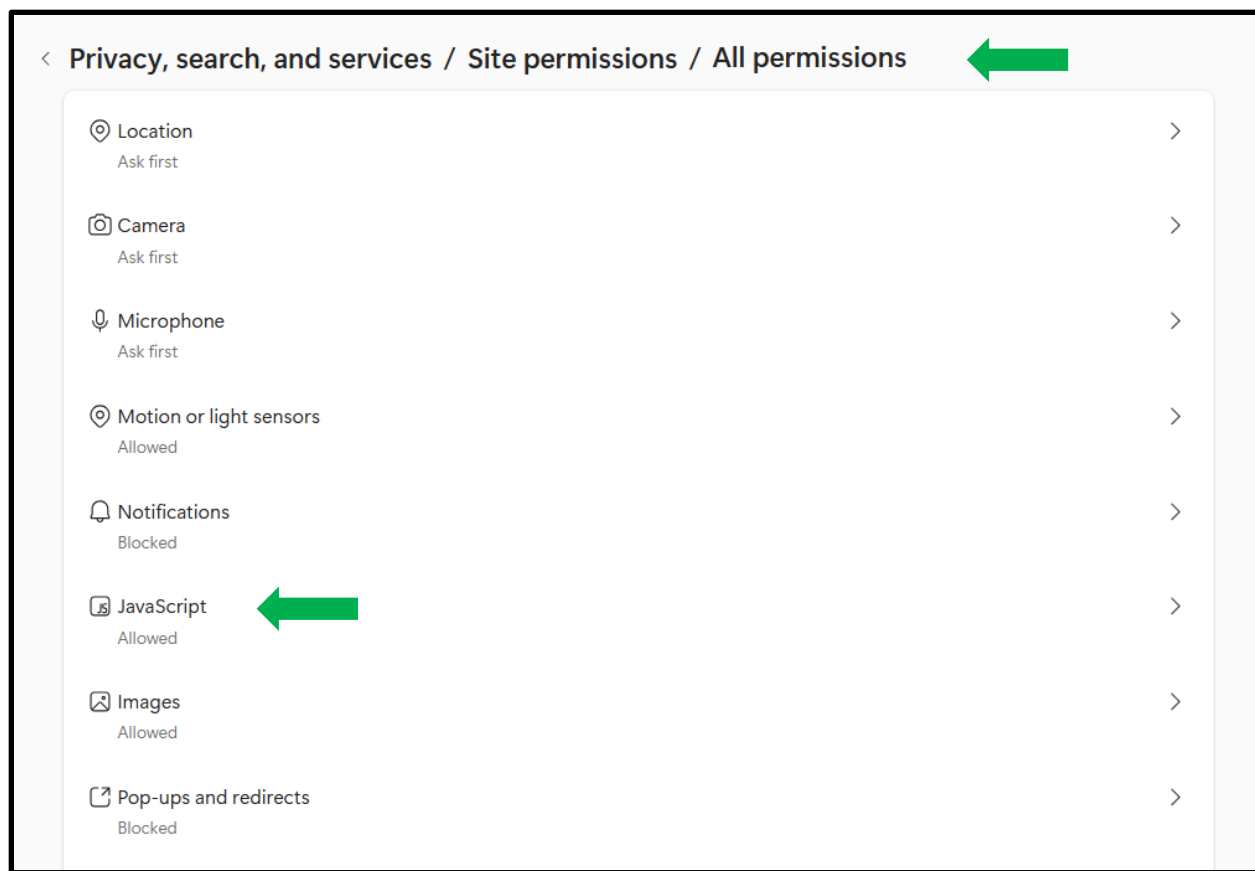
Figure 3.2.5-2: All Permissions Selections

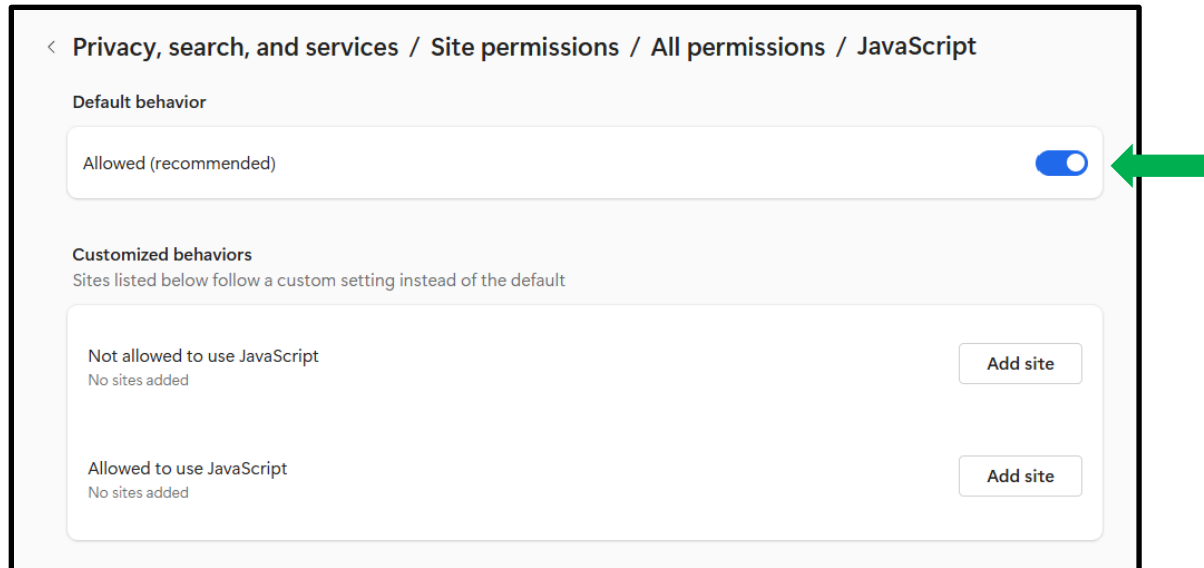| Step	Action
7.	Click the slide switch next to **Allowed (recommended)** to activate it (Figure 3.2.5-3).
8.	Click the back arrow next to **Site permissions / JavaScript**.

Figure 3.2.5-3: JavaScript Slide Switch

3.2.6 Pop-up Blocker Settings

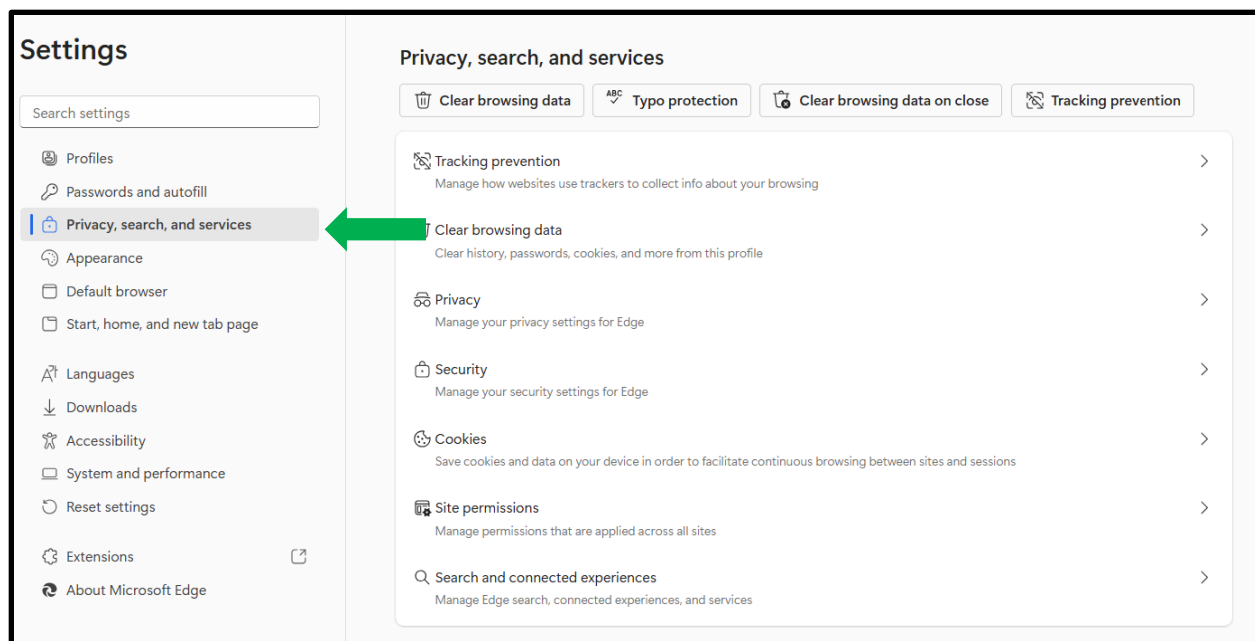| Step	Action
1.	Click the Edge Settings Menu in the upper right-hand corner (**...**)
2.	Click **Settings** near the bottom of the list.
3.	In the left navigation list, click **Privacy, search and services** (Figure 3.2.6-1).

Figure 3.2.6-1: Privacy, search and Services Settings

Step	Action
4.	In the right pane, go to **Site Permissions**.
5.	Got to the section **All Permissions**.
6.	Click on **Pop-ups and redirects** (Figure 3.2.6-2).
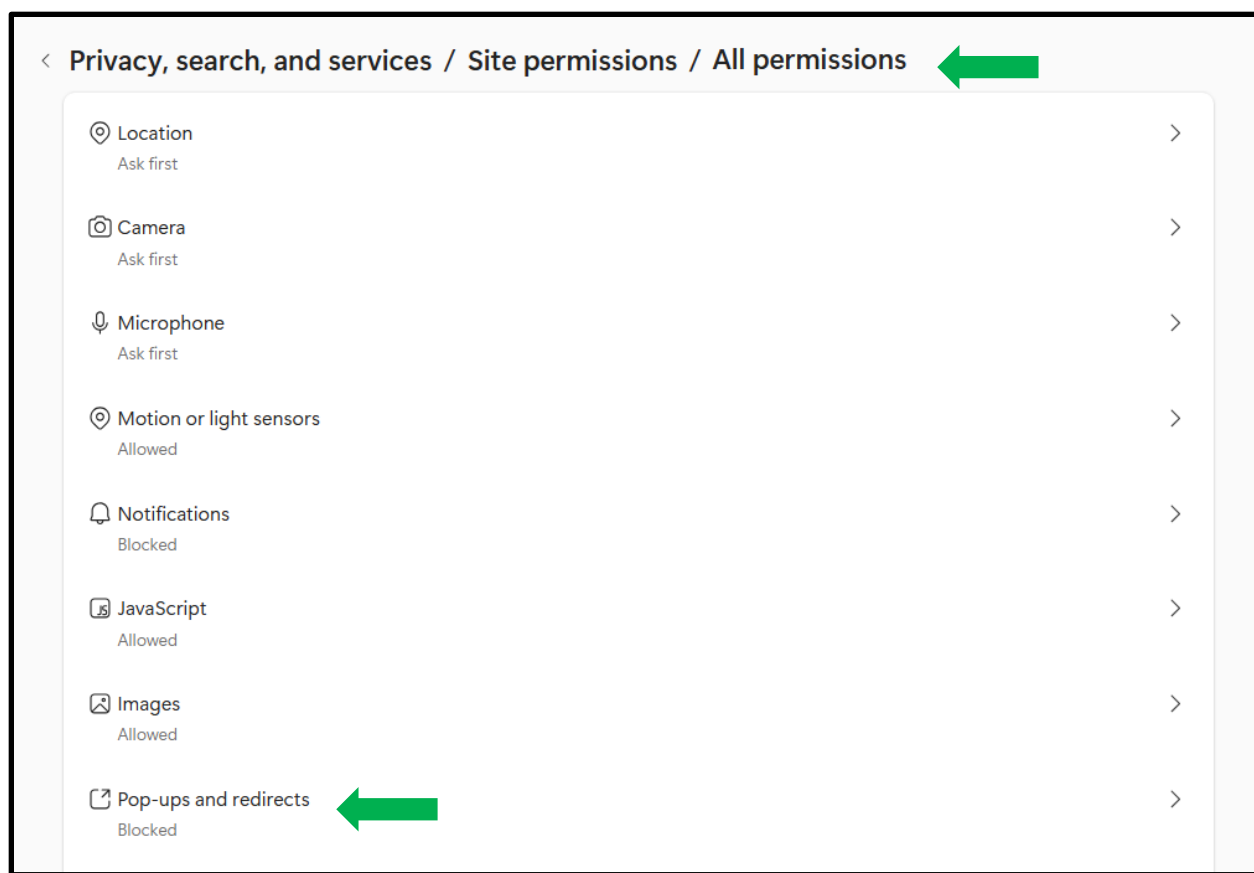
Figure 3.2.6-2: All Permissions Selections

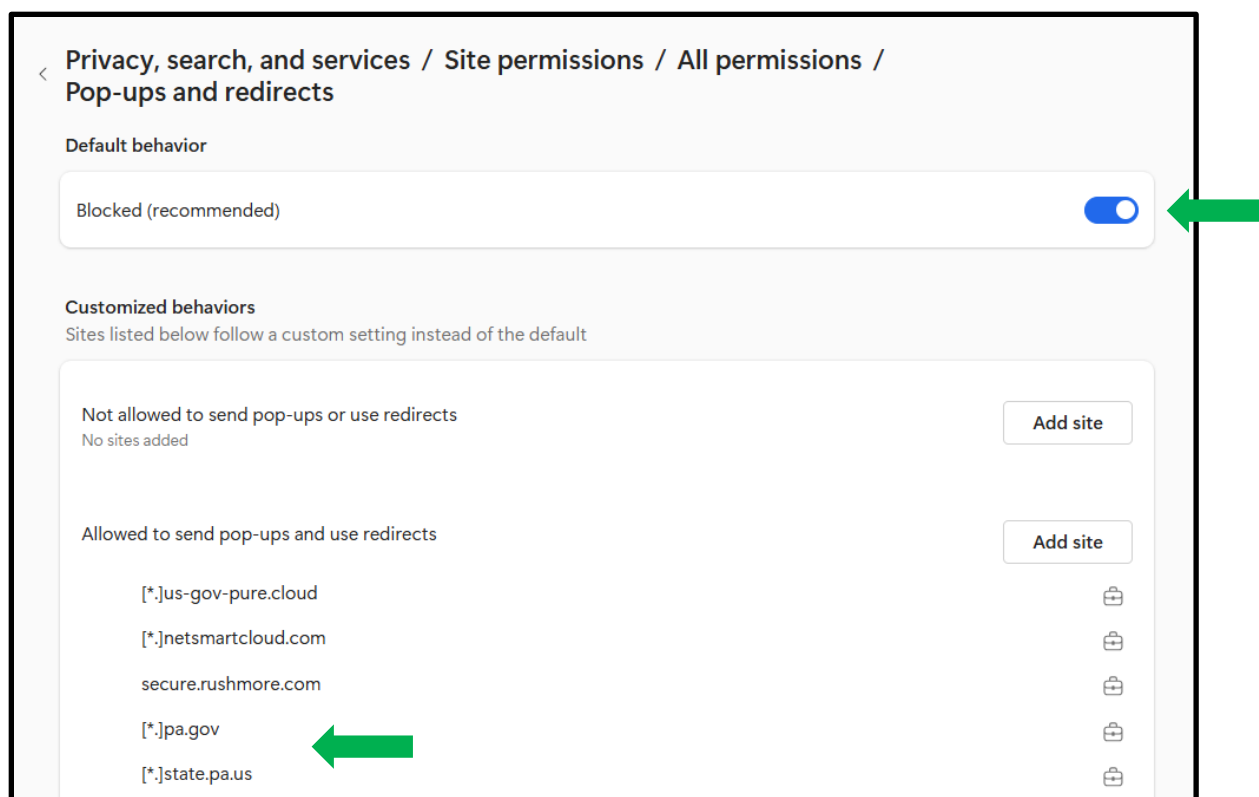| Step	Action
7.	Click the slide switch next to **Block (recommended)** to activate it (Figure 3.2.6-3).
8.	Under the **Allowed to send pop-ups and use redirects** section, delete any rows that have a NEDSS website URL.
9.	Under the **Allow to send pop-ups and use redirects** section, click the **Add site** button.
10.	In the pop-up window, type: **[*.]state.pa.us**
11.	Click the Add button to add the URL to the Allow list.
12.	Verify the site has been added, the click the back arrow next to **Site permissions / Pop-ups and redirects**.

Figure 3.2.6-3: Pop-ups and redirects Settings

3.2.7 Clear Cookies and Browsing Data

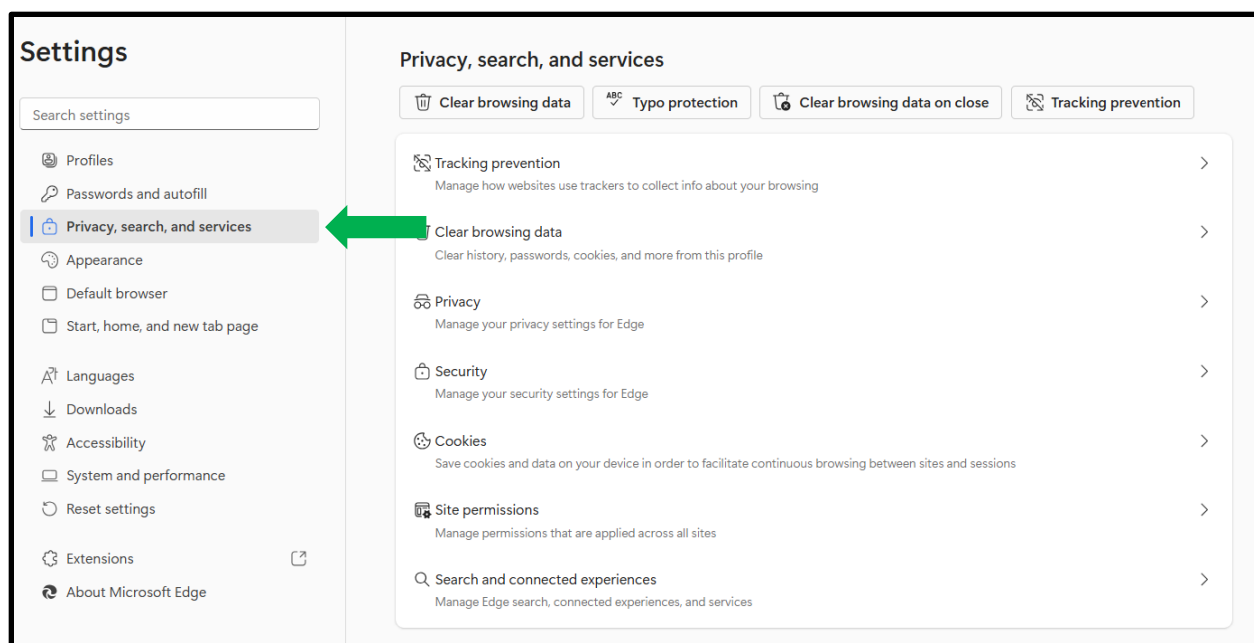| Step	Action
1.	Click the Edge Settings Menu in the upper right-hand corner (**...**)
2.	Click **Settings** near the bottom of the list.
3.	In the left navigation list, click **Privacy, search, and services** (Figure 3.2.7-1).

Figure 3.2.7-1: Privacy, search, and Services Settings

| Step	Action
4.	In the right pane, go to **Clear browsing data.**
5.	Under **Clear browsing data,** click the **Choose what to clear** button (Figure 3.2.7-2).
5.	Set the Timeline at **All Time** in the dropdown.
6.	Check all boxes except Site permissions. Click **Clear now** button. Once the clearing is complete, the window will close.
7.	Under **Clear browsing data for Internet Explorer**, select the slide switch next to **Clear chosen data for Internet Explorer and Internet Explorer mode every time you exit Microsoft Edge** to activate it. This will automatically clear all IE Mode data every time you close Edge.
8.	Under **Clear browsing data for Internet Explorer**, click the **Choose what to clear** button (Figure 3.2.7-2).
9.	Check all boxes. Click the **Delete** button. Once the clearing is complete, the window will close.
10.	After both sections are cleared, it is recommended to perform section 4 before restarting the computer.
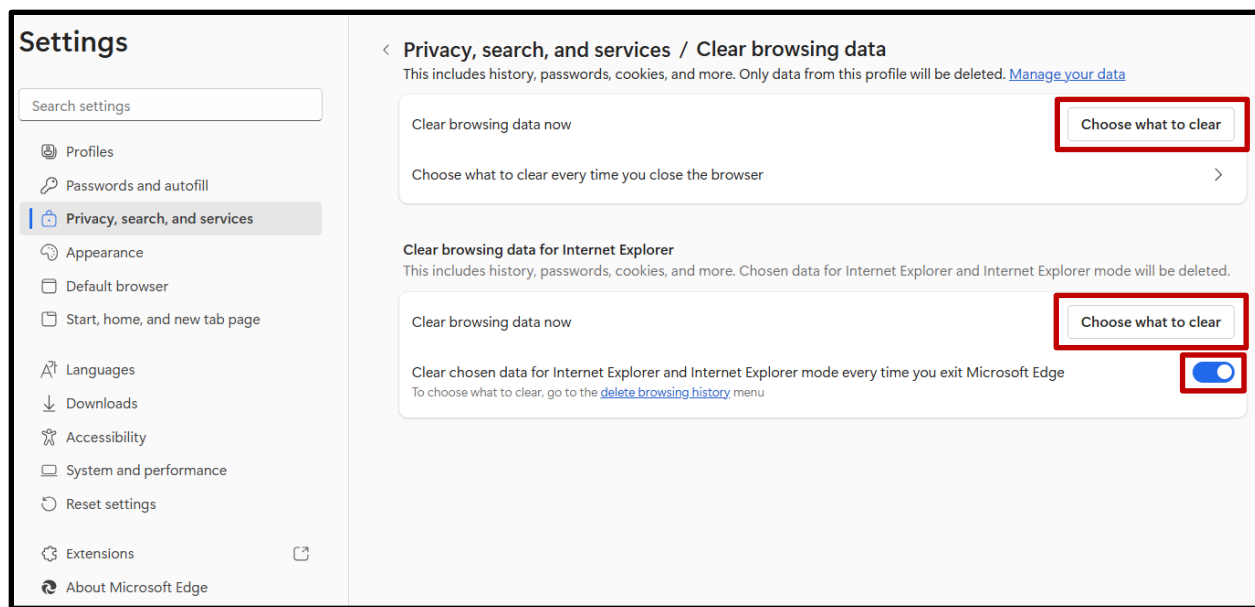
Figure 3.2.7-2: Clear Browsing Data Options

3.3 Low Resolution Screen settings to display PA-NEDSS buttons

For optimal viewing of PA-NEDSS web site, one of two settings should be used:
- o 1366x768 resolution at 100% browser zoom <u>only</u> (this resolution is typical for many laptops)
- o 1920x1080 resolution at 100-150% browser zoom

CHECK YOUR RESOLUTION: If your resolution is 800x600 or 1076x768, please adjust the settings as described below:

| Step	Action
1.	Right click anywhere on your desktop. From the menu that appears, select **Display settings** (Figure 3.3-1). System Display settings are displayed (Figure 3.3-2). Scroll down to find the **Scale and Layout section.** On the Display Resolution drop-down, note your screen resolution (Figure 3.3-3).
2.	To change the screen resolution, select one of the suggested resolutions listed above from the Resolution drop-down (Figure 3.3-4).
	Close the System Display settings window.
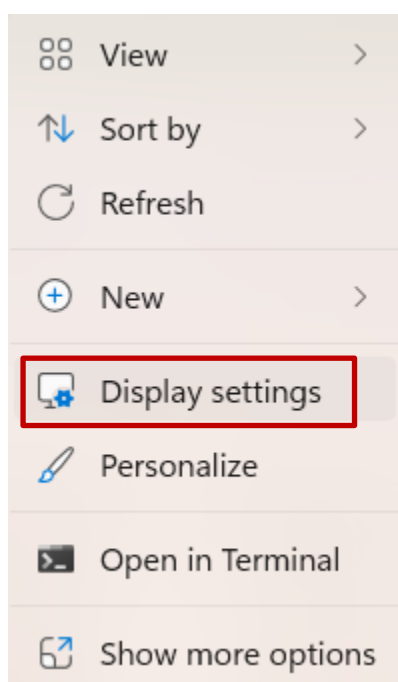
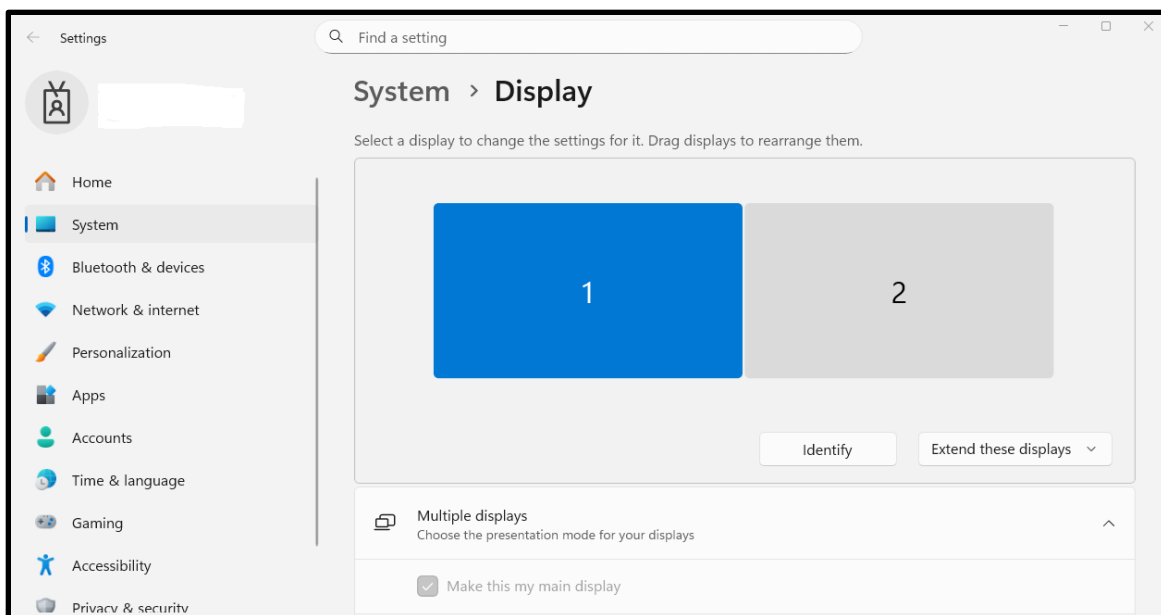*Figure 3.3-1: To find Screen Resolution*
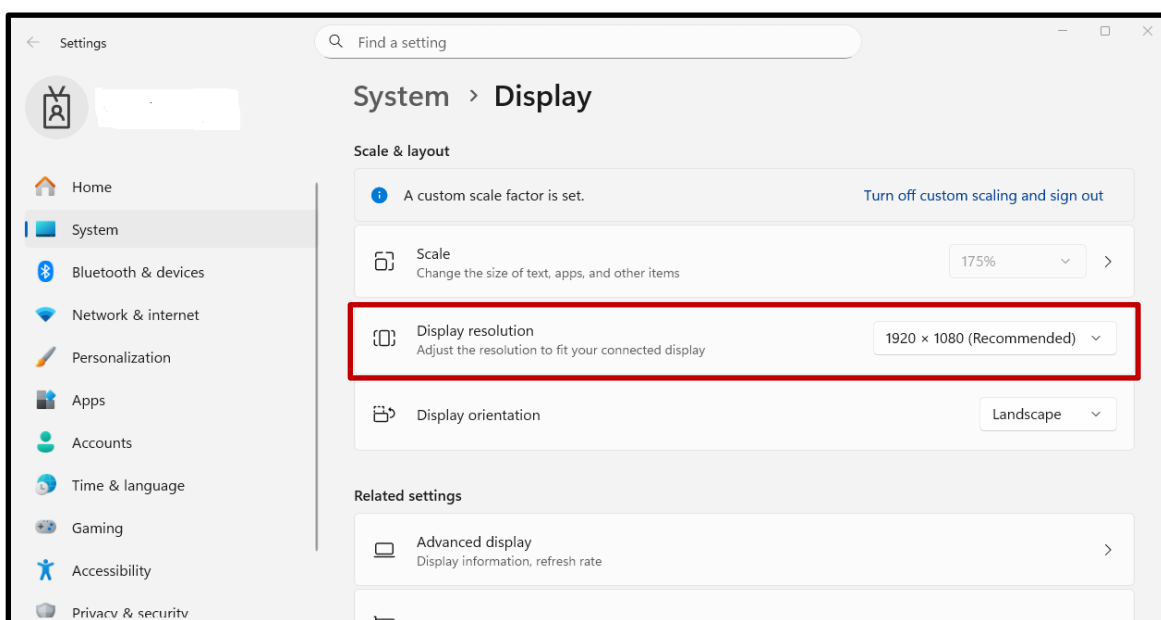
Figure 3.3-2: System Display screen

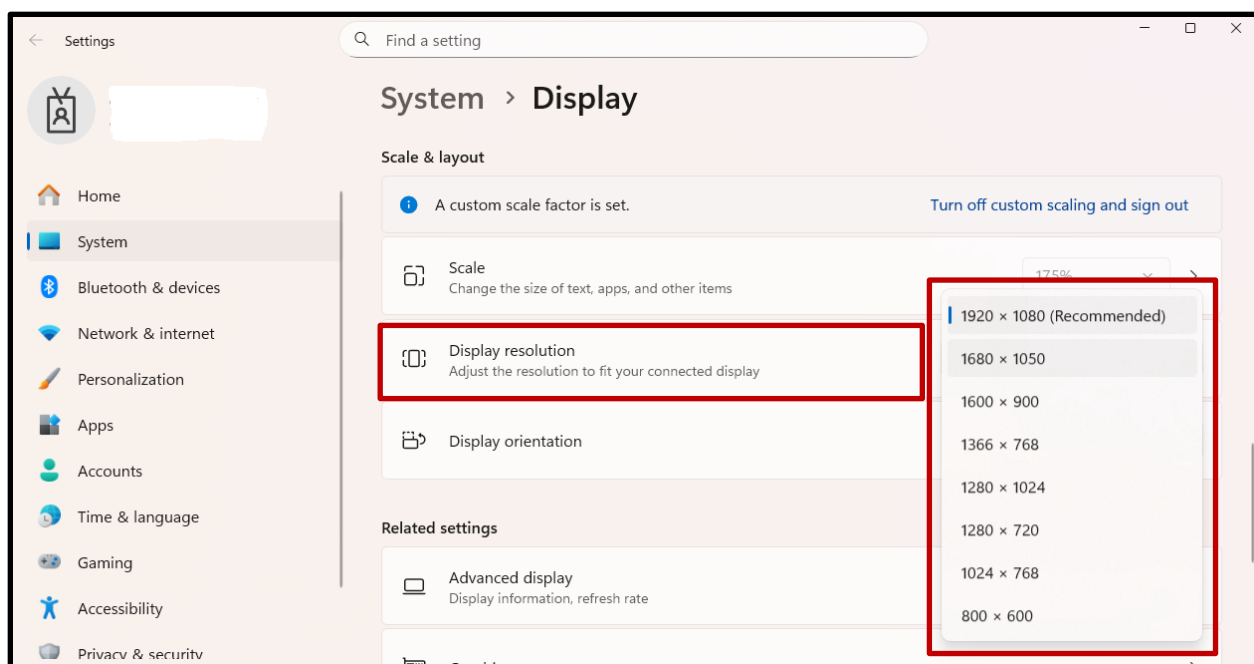*Figure 3.3-3: Current Screen Resolution*

Figure 3.3-4: Change Screen Resolution

4 Optional Settings for Internet Options

In the event that the settings applied to IE Mode in Edge do not fix any issues, the following are some additional settings that can be applied that have proven to be helpful for Internet Options on the computer outside of EDGE web browser settings.

Note: There are several methods to display Internet Options pop-up window.
- To verify and/or change settings, in the search field next to the Windows start icon, type **Internet Options** and hit Enter. Click the Internet Options app. (Figure 4.1-1).
- Open Microsoft Edge web browser and click the (**...**) option in the upper right-hand corner. The browser settings menu dropdown appears.
  Select More Tools and then Select Internet Options (Figure 3.2.2-1).
- Open Microsoft Edge web browser and click the (**...**) option in the upper right-hand corner. The browser settings menu dropdown appears.
  Select Settings.
  In the left navigation list, click **Default Browser.**
  In the right pane, select Internet Options (Figure 3.2.4-1).

4.1   Recommended Pop-Up Settings

The steps outlined below explain how to change the pop-up blocker settings in the computer's Internet Options for Internet Explorer 11 mode. Symptoms that may indicate changes to the settings should be applied are as follows: a page or screen will not open when using the site, the page may appear to freeze when a pop-up window should open, pop-up window may be blank and not contain data but has a count after the pop-up window header, text box may have a very black thick border or EDGE web browser closes when the user tries to log into PA-NEDSS. Due to restrictions enforced on some networks or machines by the user's organization, a user may need to contact their local desktop support team to obtain further assistance.

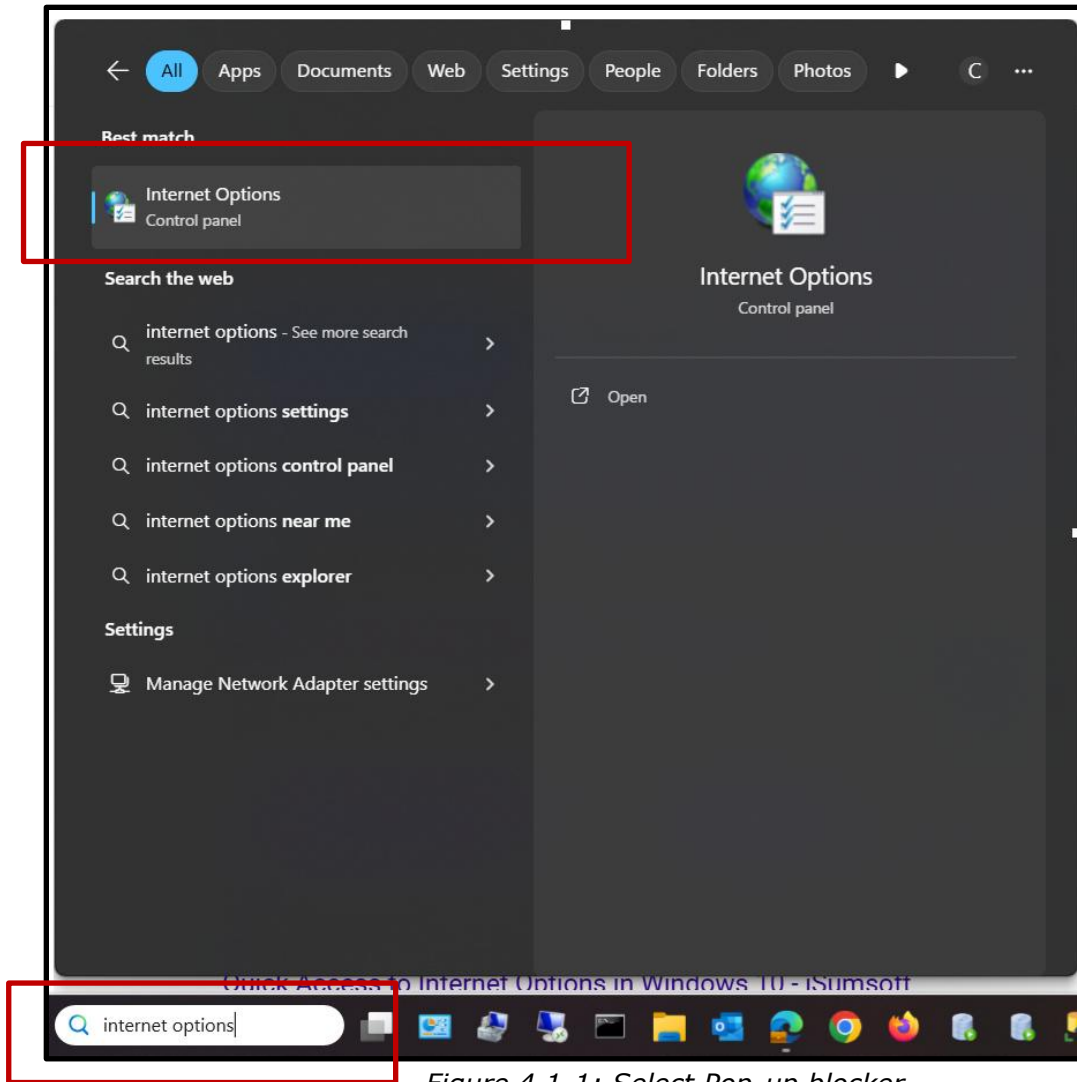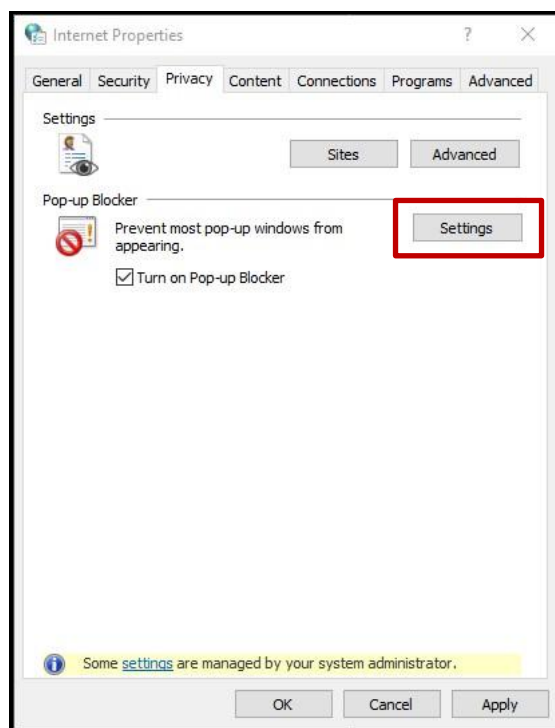| Step	Action
1.	To verify and/or change settings, in the search field next to the Windows start icon, type **Internet Options** and hit Enter. Click the Internet Options app. (Figure 4.1-1).
2.	The Internet Options Properties pop-up window displays. Select the **Privacy** tab. Select the **Settings** button under the **Pop-Up Blocker** section (Figure 4.1-2).

Figure 4.1-1: Select Pop-up blocker

Figure 4.1-2: Select Pop-up blocker

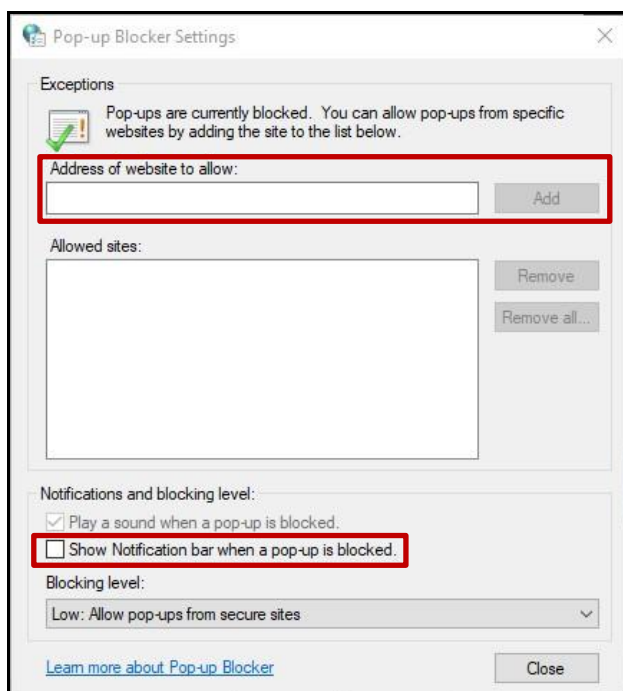| Step	Action
3.	Type https://www.nedss.state.pa.us/NEDSS/ in the **Address of website to allow** box. Click the **Add** button (Figure 4.1-3).
	Type *.state.pa.us in the **Address of website to allow** box. Click the **Add** button (Figure 4.1-3).
	Type *.pa.gov in the **Address of website to allow** box. Click the **Add** button (Figure 4.1-3).
	All items will be displayed in the Allowed sites section.
	Check Show Notification bar when a pop-up is blocked.
	Selected blocking level should be set to Low: Allow pop-ups from secure sites.
	Click the **Close** button to close the **Pop-up Blocker Settings** pop-up window. This will return to the Internet Options Properties pop-up window.
	Note: PA-ELR on-boarding users should also type https://www.nedsstest.state.pa.us/NEDSS/ in the **Address of website to allow** box and click the **Add** button.

Figure 4.1-3: Add URLs as Allowed

4.2 The Security Tab

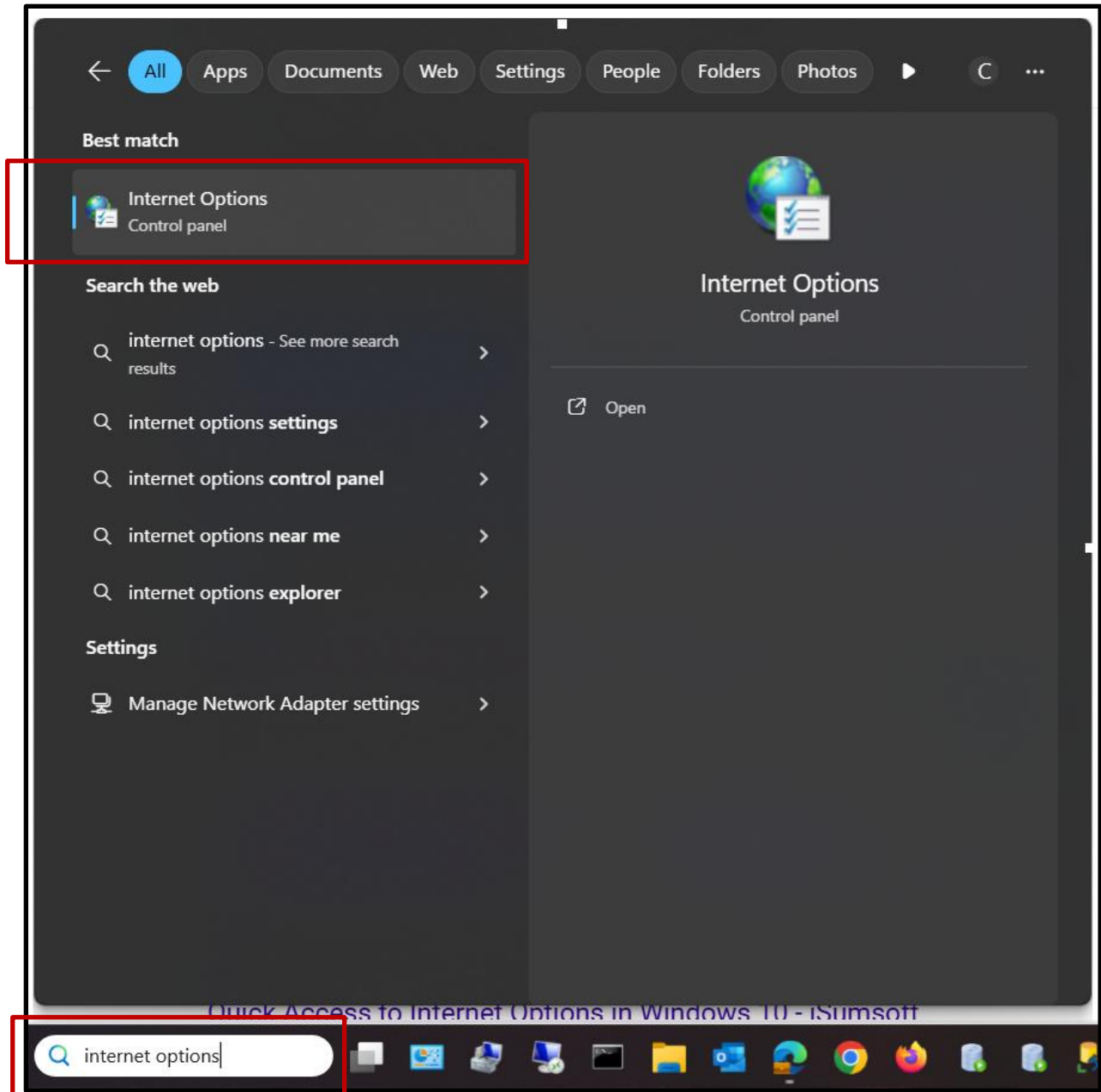| Step	Action
1.	To verify and/or change settings, in the search field next to the Windows start icon, type **Internet Options** and hit Enter. Click the Internet Options app. (Figure 4.2-1).
2.	The Internet Options Properties pop-up window displays. Select the **Security** tab.
3.	Click the **Trusted Sites** ✓ icon to display the **Trusted Site** section. Click the **Sites** button. (Figure 4.2-2). The **Trusted Sites** pop-up window displays. (Figure 4.2-3).
4.	Type https://www.nedss.state.pa.us/NEDSS/ in the **Add this website to the zone** box as a **Trusted Site.** Check the Require server verification (https_ for all sites in the zone checkbox. Click the **Add** button. The web site address will now be displayed in the **Websites** window. Click the **Close** button to close the Trusted Sites pop-up window. This will return to the Internet Options Properties pop-up window. (Figure 4.2-3). **Note:** PA-ELR on-boarding users should also add https://www.nedsstest.state.pa.us/NEDSS/ as a **Trusted Site**.

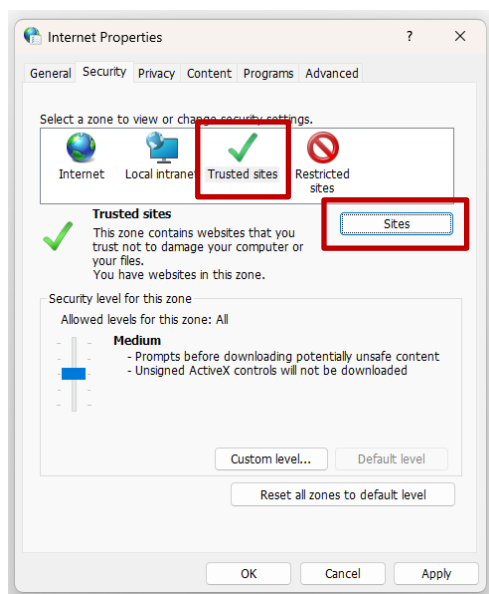*Figure 4.2-1: Select Pop-up blocker*
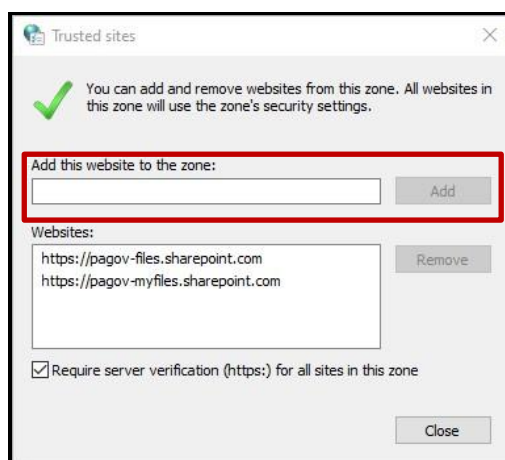
Figure 4.2-2: Internet Options

Figure 4.2-3: Trusted Sites

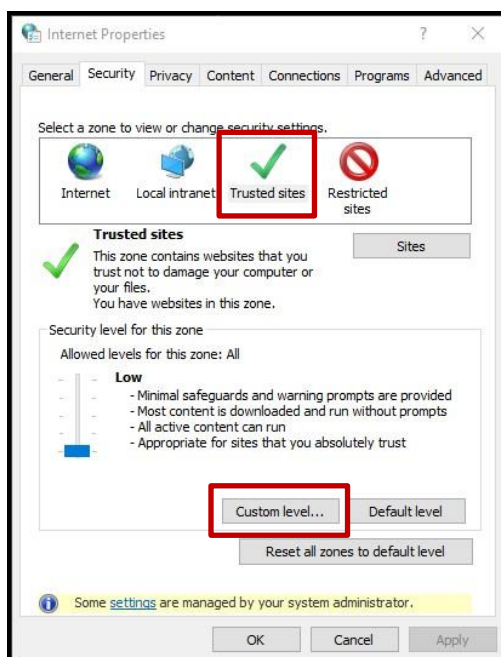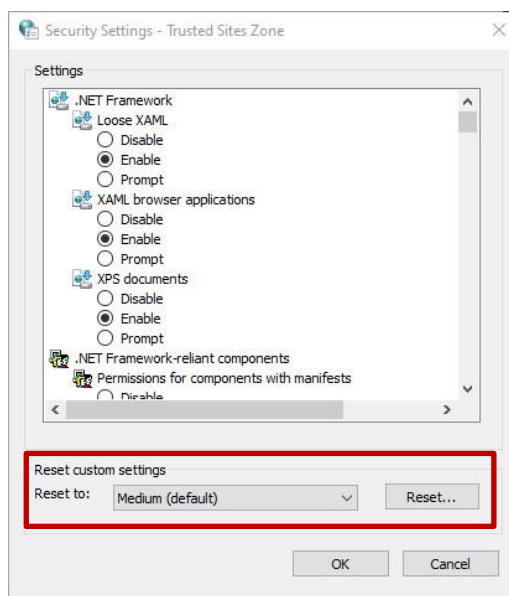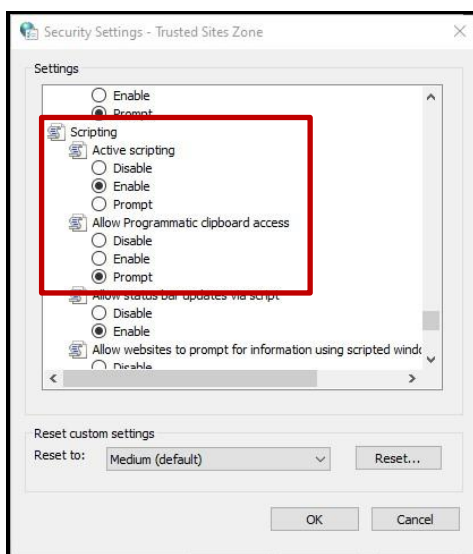| Step	Action
4.	Next, verify that the Security Level for the **Trusted Sites** zone is set to Medium (default). Click the **Custom Level** button (Figure 4.2-4). The **Security Settings – Trusted Sites Zone** pop-up window displays (Figure 4.2-5). At the **Reset Custom Settings** section, select **Medium** from the **Reset to** drop-down menu (Figure 4.2-5).

Figure 4.2-4: Security Settings

Figure 4.2-5: Security Settings

Step	Action
5.	At the **Security Settings – Trusted Sites Zone** pop-up window (Figure 4.2-6): Scroll down to the Scripting section and set the following: Active scripting set as **Enable**. Allow Programmatic clipboard access set as **Prompt**. Scripting of Java applets set as **Enable**. Scroll down to the Miscellaneous section and set the following: Display mixed content set as **Disable.** Click **OK** button to close the Security Settings – Trusted Sites Zone pop-up window (Figure 4.2-5). A Warning pop-up window displays, click the **Yes** button. Both pop-up windows will close. This will return to the Internet Options Properties pop-up window. **Note**: This will change the settings for all **Trusted Sites**.
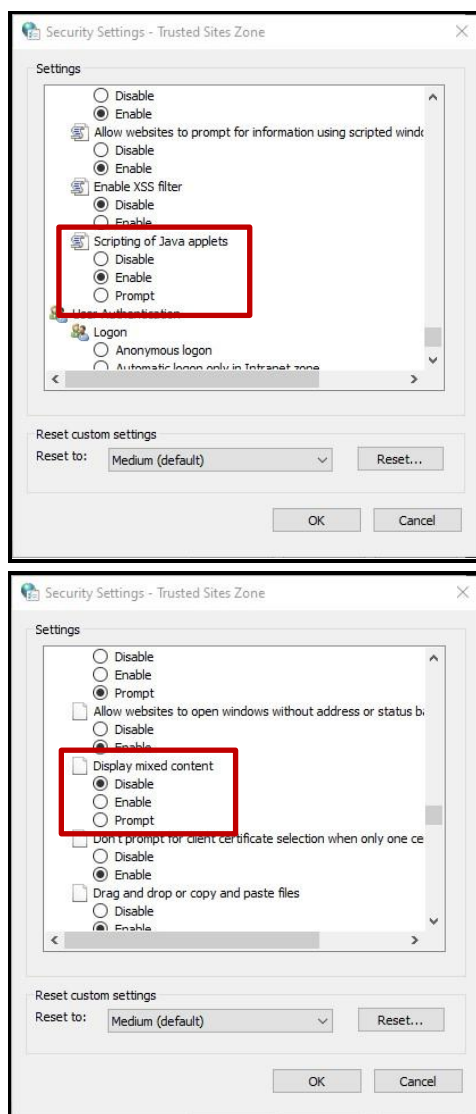
Figure 4.2-6: Security Settings

4.3 The Advanced Tab

Step	Action
1.	To verify and/or change settings, in the search field next to the Windows start icon, type **Internet Options** and hit Enter. Click the Internet Options app. (Figure 4.3-1).
2.	The Internet Options Properties pop-up window displays. Select the **Advanced** tab.
3.	Scroll down to the HTTP settings section. Check all items. (Figure 4.3-2)
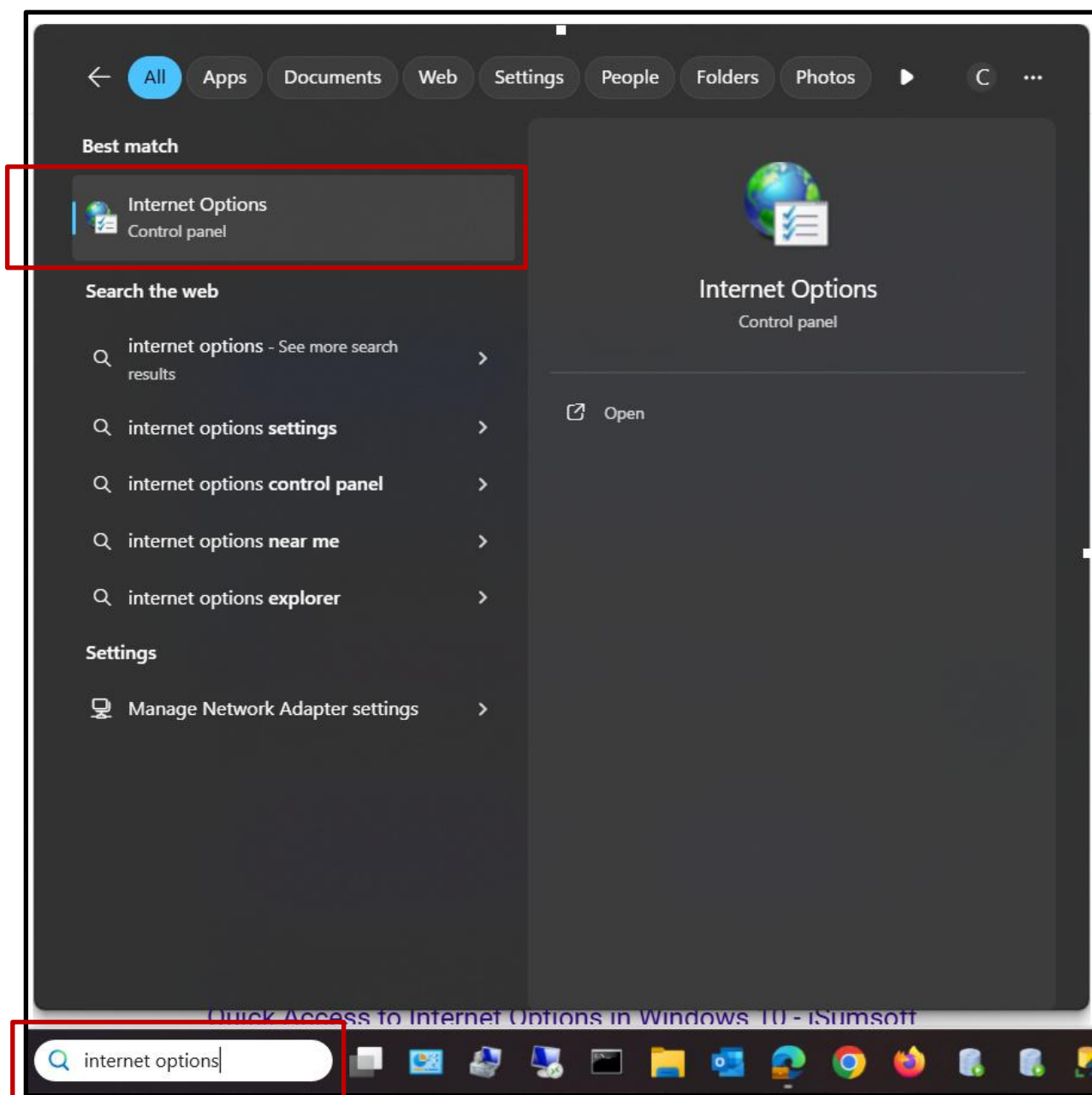
Figure 4.3-1: Select Pop-up blocker
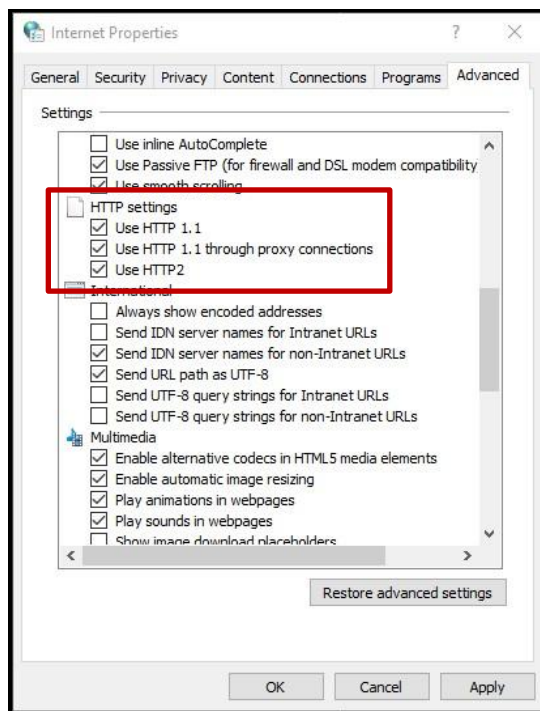
Figure 4.3-2: HTTP Section

Step	Action
4.	Scroll down to the **Security** section. Do the following. (Figure 4.3-3): Uncheck the following: Do not save encrypted pages to disk Use SSL 3.0 Use TLS 1.0 Use TLS 1.1 Check the following: Empty Temporary Internet Files folder when browser is closed Use TLS 1.2 Use TLS 1.3 Click the **OK button** to close the Internet Options Properties pop-up window.
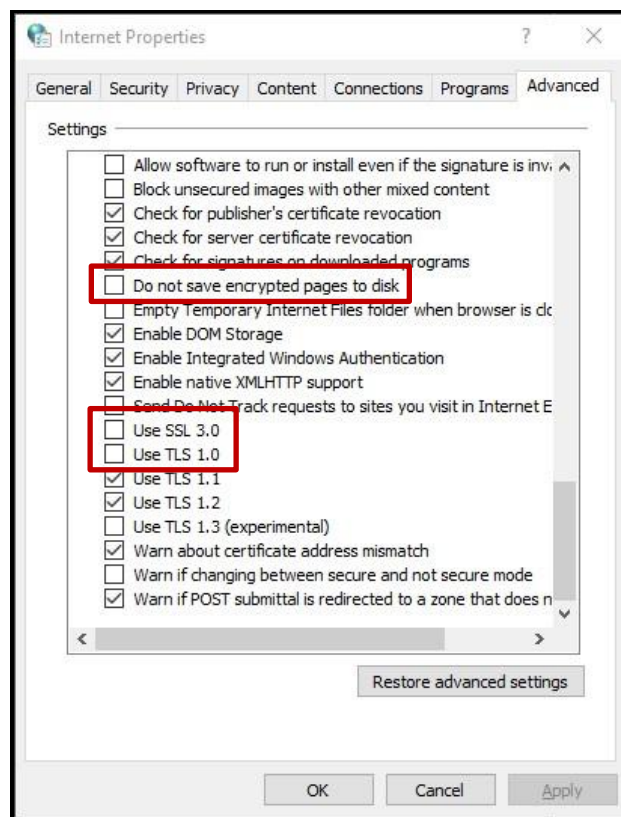
Figure 4.3-3: Security Section

4.3   Advanced Settings for Local IT Group Policy

If the PA-NEDSS web application still does not work properly in Edge, set up EDGE Enterprise Compatibility Mode List setting.

Your organization's IT will need to setup this setting.

Step	Action
1.	Open Edge and type: edge://compat/enterprise
2.	Using an XML editor, create an XML file with the lines listed in the screenshot below to setup Enterprise Compatibility Mode List setting.
3.	Compat-mode line is the DEFAULT IE MODE line.

```
Insert to XML schema for Group Policy – Enterprise Compatibility Mode List
(edge://compat/)



<site url=www.nedss.state.pa.us>

    <compat-mode>IE11Enterprise</compat-mode>

    <open-in>IE11</open-in>

  </site> <site url=www.nedsstest.state.pa.us>

    <compat-mode>IE11Enterprise</compat-mode>
```

4.	After the change is applied, close all open web browsers and save all work, restart the computer.
5.	After logging back in, open Edge and load NEDSS.

5 Frequently Asked Questions

Users should also beware of **Phishing** attacks. Phishing attacks are "spoofed" e-mails that appear to come from a legitimate source asking to provide or confirm confidential information such as PA-NEDSS usernames and passwords. If users receive a suspicious e-mail concerning PA-NEDSS, please call the Help Desk at 717-783-9171 immediately. Do not respond to any e-mails from unknown senders. DOH Staff will <u>**never**</u> send e-mails or call asking for confidential information or account information such as usernames or passwords. If an e-mail appears to have come from a DOH Staff member requesting this type of information, please treat it as a Phishing attack. Also, always remember never to enter PA-NEDSS usernames or passwords into any site other than the PA-NEDSS log in screen at https://www.nedss.state.pa.us. Lastly, be sure not to click any links contained in e-mails which appear to be a Phishing attack.

Question: Who determines the access rights for users, or do all users have the same level of access?

Answer: All hospital, laboratory, and physician users have the same level of access – users can see data that anyone in their organization has entered in PA-NEDSS. Users are allowed to view and update data that someone in their licensed organization has created, or where they have a unique identifier (accession #) and the patient's last name. A hospital and a laboratory are considered to be separate organizations even though they are under the same management chain; Public Health Staff have different access rights determined by their supervisors.

Question: When do passwords expire and are users prompted to change them?

Answer: Passwords expire every 60 days. At that time, users will be redirected to a screen where they must change their password before logging on to the site. The system will notify the user at each log on of an impending password expiration beginning 25 days prior to the expiration date.

Question: Who terminates user accounts when employees are terminated or no longer need access to PA-NEDSS?

Answer: Users should contact the PA-NEDSS Help Desk at 717-783-9171 to report that an employee has left. The user's account will be disabled by the Department of Health Security Officer.

Question: Will my organization's firewalls interfere with the use of PA-NEDSS?

Answer: Firewalls may or may not pose an issue in using PA-NEDSS. In order to work successfully, the firewall must be able to pass traffic on TCP port 443 (SSL traffic for secure Web browsing). This port is typically open, but if users are having trouble accessing PA-NEDSS, they should check with their firewall administrator or contact their information technology department.

Question: How does my account become locked?

Answer: PA-NEDSS accounts will become locked after three failed attempts to log on to PA-NEDSS. Account will become unlocked automatically after 12 hours or users may call the PA-NEDSS Help Desk at 771-783-9171, Option 4 for assistance with unlocking their account.

Question: What is the process to follow if someone believes his or her password was compromised?

Answer: The user can change his/her password from the Change Password link on the Administration page or by contacting the PA-NEDSS Help Desk at 717-783-9171, Option 4 to reset their password.

Question: This bulletin describes usage of the PA-NEDSS application in the Internet Explorer browser, but Microsoft is dropping support for this browser in June 2022. PA-NEDSS does not run correctly in other browsers currently. What is happening with the application going forward?

Answer: The PA-NEDSS Application Support Team is currently working to update the application to run correctly in modern browsers, concentrating on the now standard Microsoft Edge browser. The application will run correctly in Edge prior to Internet Explorer's retirement date of June 2022. Following the work with Edge, the Team will turn to performing updates for the application to work properly in other standard browsers such as Chrome and Firefox.

Question: My IT Department has removed the Internet Explorer browser due to Microsoft dropping support for it in the near future. We are required to use the Edge browser but PA-NEDSS does not work correctly in Edge. What should I do?

Answer: Microsoft Edge has included a new feature called Internet Explorer Mode, which reloads designated pages as if they were opened in Internet Explorer 11. Use of this mode is described in **Section 3.3** above. This mode has been tested by the PA-NEDSS Application Support Staff and has been shown to fix all issues PA-NEDSS users currently encounter when running the application in the Edge standard browser.

Question: What are some frequent downstream effects within the PA-NEDSS application when the browser and/or settings are not updated?

Answer: Registration fails when trying to log in, user is unable to search and produce results, the inbox says amount but does not display results, when trying to submit reports during the address verification service PA-NEDSS does not allow you to advance and does not display in system.

Question: What do you do if your settings are managed by your organization and are unable to change your browser or settings?

Answer: After following the attachment, reach out to your IT Department and forward this document so they can update your settings.

Question: What browser would you use if you are a MAC user and cannot access PA-NEDSS?

Answer: First option, How to install Virtual Box on Windows 10. Download VirtualBox software to your device and select Windows 10 and Edge. Then setup Edge using our Technical Bulletin. When exiting, select "save machine session". Then when you log back, in the Edge settings will be intact.

Another option: Download Microsoft Edge Web Browser | Microsoft

6   Contact Information

Users can make suggestions or communicate technical problems using a web form accessible from the **Contact Us** link from any PA-NEDSS screen.

The PA-NEDSS Help Desk can be reached by calling 717-783-9171, Option 4, or via email at ra-dhNEDSS@pa.gov.