

6/13/2022

PA-NEDSS Manual Test Reporting Instructions for Point of Care (POC) Tests

Refer to PAHAN 633 for reporting requirements.

This document is intended for facilities reporting point-of-care test results. Note that "point-of-care" means that the test is performed in a non-laboratory setting, e.g., a nursing home, school, etc.).

Navigate to PA-NEDSS home page at <u>https://www.nedss.state.pa.us/nedss/</u> NOTE: PA-NEDSS can only be accessed through Internet Explorer or using Edge in Internet Explorer Compatibility mode (instructions located at end of document). Enter your username and password. Click the Log On button.

Section 2017 PA-NEDSSWelcome to PA	A-NEDSS - Internet Explorer
pennsylvania	Commonwealth of Pennsylvania Electronic Disease Reporting Welcome to PA-NEDSS, Pennsylvania's version of the National Electronic Disease Surveillance System.
First-time user of PA- NEDSS? Activate your account here. It's fast and easy!	Log On to PA-NEDSS User Name Arrow A
You are connected to: Production	If you have an urgent situation to report, please call 1-877-PAHEALTH (1-877-724-3258) Log On Details:

Click the Search/Report down arrow. Click the Patient/Contact option.





On the next screen fill out the following fields:

- First name
- Last name
- Birthdate. Format is MM DD YYYY (i.e., for July it has to be 07 not 7) if you prefer key entry rather than use of the calendar.
- Gender

Click New Patient (bottom left)

	In Progress		
My Reporting Location Active Location 123 Main Street Harrisburg PA 17112			
Search Types			
Patient/Contact	○ Report	O Accession	
Patient/Contact Search/Entry			
Patient/Contact ID		A Show Advanced Search Fi	ields
First Name	test Search Type Begins With V		
Middle Name			
Last Name	test Search Type Begins With V		
Birth Date	1/1/1800 Exact V		
Gender	Female 🗸		
Home Zip Code			
New Patient		Sear	rch

Choose condition *Coronavirus, novel 2019*. Click Start New Report (bottom right).

Patient/Contact	(O Report	
Patient Entry			
Patient Entry			
First Name	test *		
Middle Name			
Last Name	test *		
Birth Date	1/1/1800		
	Estimated [Est. Birth Date Calculator]		
Gender	Female V *		
Zip Code			
Condition	Coronavirus, novel 2019	▼ *	
Cancel			Start New Report



Complete the Patient Demographics section. Name, birthdate, and gender will prepopulate from the initial entry screen. *Race and ethnicity* are high priority fields for COVID reporting and should be entered whenever possible. If race is unknown, choose "unknown." If ethnicity is unknown, leave both fields unchecked.

PATIENT DEMOGRAPHICS

Fields on the patient demographics page with red asterisks are required by PA-NEDSS and a report will not be created if these fields are blank. This section header might also say Clinician Disease Reporting Short Form. This varies based upon registration designation (laboratory vs clinician/hospital).

Lab Reporting Short Form	
Patient Demographics	
Prefix	- Prefix - 🗸
First Name	test *
Middle Name	
Last Name	test *
Suffix	
Birth Date *	1/1/1890 [Est. Birth Date Calculator]
	Estimate
Gender	Female V *
Race (check all that apply)	American Indian or Alaskan Native
	Asian
	Black or African American
	Native Hawaiian or Other Pacific Islander
	White
	✓ Other
	Unknown
Ethnicity	ullet Hispanic or Latino $igodow$ Not Hispanic or Latino

LOCATION (PRIMARY RESIDENCE)

Complete the *Location (primary residence) section*. This should be the residential address for the patient. If address unknown, use the zip code of the provider that ordered the test. **Zip code is a required field.**

Examples:

- Long-term care facility resident facility address
- Long-term care facility staff staff home address NOT the facility address
- University/college student college associated address (either on campus or off campus)
- University/college staff-staff home address

Complete the *home phone number*. This should be the phone number at which the patient is most likely to be reached.

Examples:

• Long-term care facility resident - facility phone number



- Long-term care facility staff staff home or mobile number
- University/college student or staff home or mobile number NOT the university main number

OTHER INFORMATION

The Other Information section can be left blank. We DO NOT need social security number, etc.

Location (Primary Residence)	
Street Address 1	123 Test Ave
Street Address 2 (Optional)	
City	Test
State	Pennsylvania V *
Zip Code	12345 * If you do not know the patient's zip code, enter the zip code of your reporting location.
Home Phone	123-123-1234
Alternate Phone Number	
Provide Non-US Location	Provide a new Non-US Location for the patient
Other Information	
Social Security Number	
Medical Assistance Number	
Occupation	Occupation -
Employer	

CLINICAL INFORMATION

Complete the following fields in Clinical Information section, if information is available.

Date of onset- please complete, if known, and if the person had symptoms. Leave this blank for <u>asymptomatic</u> patients. Format is MM DD YYYY (i.e., for July it has to be 07 not 7) if you prefer key entry rather than use of calendar.

Reported date- will be automatically generated

Hospitalization (Patient was hospitalized as a result of this condition)- if known

Death (Did patient die) and Date of death- if known. Other death information is not needed.



4/8/2022

Clinical Information	
Core Data	
Suspected Condition/Infectious Agent	Coronavirus, novel 2019 🗙 *
Date of Onset	09/02/2020
Date of Diagnosis	
Reported Date	9/10/2020
Patient was hospitalized as a result of this condition	◯ Yes ● No ◯ Unknown
Status at Diagnosis	● Dead ◯ Alive ◯ Unknown
Did Patient Die?	Yes 🗸
Date of Death	09/07/2020 ×
Did illness contribute to death?	◯ Yes ◯ No ● Unknown
Death Information Source	- Information Source - V Other Description
Death Certificate Number	
State where Death Occurred	- State - 🗸

Special Circumstances

Not all reporters will see this section. The ability to see this section will vary depending upon type of registration designation. If you do have this section, complete the fields if known. "Patient is pregnant" must be answered for all females (as denoted by the red asterisk)

Special Circumstances	
Patient is a foodhandler	◯ Yes ◯ No ◉ Unknown
Patient has contact with children in daycare	○ Yes ○ No ● Unknown
Patient is a health care worker	⊖Yes ⊖No ●Unknown
Ratient is pregnant *	○Yes ○No ○Unknown
Patient condition is part of outbreak	⊖Yes ⊖No ● Unknown

SPECIMEN INFORMATION

THIS SECTION IS VERY IMPORTANT. PLEASE COMPLETE ALL CIRCLED SECTIONS.

If you have the Abbott ID NOW POC machine, the test is a <u>nucleic acid detection test (PCR)</u>. You must fill out the following Specimen Information sections:

Specimen collection date- Format is MM DD YYYY (i.e., for July it has to be 07 not 7) if you prefer key entry rather than use of the calendar.

2019 novel coronavirus nucleic acid detection (rRT-PCR, probe) = yes

Test result - positive. Options are available by choosing the down arrow. DO NOT report patients if the result is listed as negative, inconclusive, indeterminate, or invalid.

Test completed date- Format is MM DD YYYY (i.e., for July it has to be 07 not 7) if you prefer key entry rather than use of the calendar.



4/8/2022

Specimen Information			
Specimen 1			
Accession number		Lookup	
Specimen source		-Select-	\checkmark
Specimen collected date		09/03/2020	
Specimen received date			
Laboratory name		PA Dept of Health - Epide Lookup	
Were the following tests ordered?			
2019 novel coronavirus nucleic acid de	etection (rRT-PCR, probe)	● Yes ○ No ○ Unknown	
Test result	Positive V		
Test method	-Select-	\checkmark	
Test completed date	09/04/2020		
		~	
Additional information			
Abnormal test flag	-Select-		

If you have the BD Veritor, Quidel Sofia 2, LumiraDX, or BinaxNOW POC machine, or the test was a self-administered home test (i.e. BinaxNOW, QuickVue, Ellume, etc), the test is an <u>ANTIGEN</u> test. You must fill out the following Specimen Information sections:

Specimen collection date- Format is MM DD YYYY (i.e., for July it has to be 07 not 7) if you prefer key entry rather than use of calendar.

2019 novel coronavirus ANTIGEN = yes

Test result - positive. Options are available by choosing the down arrow. DO NOT report patients if the result is listed as negative, inconclusive, indeterminate, or invalid.

Test completed date-Format is MM DD YYYY (i.e., for July it has to be 07 not 7) if you prefer key entry rather than use of the calendar.

Additional information (for self-administered home tests only)-include the brand name of the home test, if available. **Example entry**: home test brand BinaxNow



Specimen Information			
Specimen 1			
Accession number		Lookup	
Specimen source		-Select-	
Specimen collected date		09/03/2020	
Specimen received date			
Laboratory name		PA Dept of Health - Epide Lookup	
Were the following tests ordered?	>		
2019 novel coronavirus nucleic ac	id detection (rRT-PCR, probe)	◯ Yes ◯ No ◯ Unknown	
IgM antibody to 2019 novel corona	avirus	◯ Yes ◯ No ◯ Unknown	
IgG antibody to 2019 novel corona	avirus	◯ Yes ◯ No ◯ Unknown	
Antibody (IgM, IgG not specified) t	to 2019 novel coronavirus	◯ Yes ◯ No ◯ Unknown	
2019 novel coronavirus ANTIGEN	detection	● Yes ○ No ○ Unknown	
Test result	Negative V		
Test method	-Select-	\checkmark	
Test completed date	09/08/2020 ×		
Additional information		$\hat{}$	
Abnormal test flag	-Select-		

ORDERING PHYSICIAN INFORMATION

Check the box that says "Check here if these tests were provided by you/your practice." This will populate the Ordering Facility Information. Type any additional information or relevant notes into the Additional Information/Notes text box. This is not required and is only necessary if you have information you would like to share with DOH. **This section can be left blank if the test was a self-administered home test.**

Click Save and Submit to DOH. You must click this button or the report will not be submitted and information will be lost.

Check here if these test	s were provided by you/your p lowing information for the ord	practice. ering physician and/or facilit	\rightarrow					
Click this button to search and	ainst the National Plan and Provi	ider Enumeration System (NPE	NPPES Search					
Ordering Physician Info	ormation	aor Enamoration Oyotom (nr 1	(Ordering Facility Infor	rmation			
(last, first)	name)				PA Dept of Health - Ep	pidemiol		
Physician Name :				Facility Name	- OR -			
- OR -					Facility History			
Physician History								
				Provider Tax ID				
Provider Tax ID				Provider NPI Number				
Provider NPI Number				Address Line 1	123 Main Street			
Address Line 1		_		Address Line 2				
Address Line 2		=		City	Harrisburg	7		
City				State	Pennsylvania	~		
State	- State -	~		Zip Code	17112			
Zip Code				Phone	717-787-3350			
Phone					Clear Facility Data			
	Clear Dhusisian Data					J		
	Clear Physician Data							
Any Additional Informa	tion / Notes							
The length of the notes fie	ld is limited to a maximum	of 5,000 characters.		_				
			(
* - denotes required field			Click the Save button	Once. If you click twice, du	plicate records will be created			
					Save	and Submit to DOH	Save Work in Progress	Cancel



You will receive the message below. Click OK when you are ready to submit.



If the address information is not verified in the PA-NEDSS system you will receive the pop-up below. Click Use this unverified address. The report will then be submitted into PA-NEDSS. If the address doesn't verify but is close, NEDSS will present the unverified version and the verified version and will ask the user to choose. If the verified version looks reasonable, choose the verified version.

<i>ဓ</i> PA-NEDSSVerify	Location - Internet Explorer	-	_	
Verify Locat	ion		С р	rint page
Address Inform	ation			
123 Test Ave Test PA 12345 We were unable to information click to information to the	verify the address you provided. If you would still like the link above. Otherwise, close this window using the link address you provided.	o use this add ink below and	lress edit o	r add
	[Re-enter The Address On The Form]			
Alternatively, you	may use the options below that may be a close match to	the address p	orovide	ed.



Audience: All PA-NEDSS Users

Subject: PA-NEDSS Info Byte, 6/13/2022: Reminder: Using the Edge browser in Internet Explorer Mode to access PA-NEDSS / Retirement of Internet Explorer effective June 15, 2022

PA-NEDSS INFO BYTE

Using the Edge browser in Internet Explorer Mode to access PA-NEDSS, and Internet Explorer retirement on June 15, 2022

June 13, 2022

Hello!

The purpose of this Info Byte is to remind PA-NEDSS users of a new browser option available for PA-NEDSS and to remind PA-NEDSS users Internet Explorer is being retired on June 15, 2022. Users are now able to access PA-NEDSS using Edge in Internet Explorer compatibility mode, to address the June 15th change with Internet Explorer (IE). After reviewing this document, you will be able to:

- Configure Microsoft Edge settings to launch PA-NEDSS in IE mode.
- View what sites you have added or removed in Edge in IE mode.
- Manage what sites you open in IE mode.
- Renew access to IE mode when it expires after 90 days.
- Recognize signs that indicate when the Edge settings and/or browser need to be updated.
- Learn available options if you are a Mac user to access PA-NEDSS (see page 14, FAQ #3).
- Know who to contact if you are still unable to get PA-NEDSS to work properly after following the Info Byte instructions.

Thank you for taking the time to review this information. For questions related to PA-NEDSS, please contact the Help Desk at 717-783-9171.

PA-NEDSS Project Team

PA Office of Administration | Health and Human Services

2525 North 7th Street, Third Floor | Harrisburg, PA 17110 Phone: 717.783.9171

Ra-dhNEDSS@pa.gov | www.oa.pa.gov



Internet Explorer Mode for Edge Browser

- 1. To check your computer default web browser:
 - Click on Start Windows menu icon.
 - Click on Gear icon for Settings.
 - Click on Apps.
 - In the left pane, click on Default apps.
 - View web browser in right pane to see default web browser.
 - To make Edge the default web browser:
 - Click on the browser icon under the web browser. (Pop up will open)
 - Click on Edge icon.
 - Close window.

← Settings		- 0 ×
û Home	Default apps	
Find a setting P	Choose default apps	Choose your default apps
Apps	Email	Select which apps to use to listen to music, look at pictures, check mail, watch videos, and more.
IΞ Apps & features	o Outlook	Use Reset when you want to go back to the default apps that Microsoft recommends.
i Default apps	Maps	
仰 _走 Offline maps	O Maps	Get help
Apps for websites	Notestary 1	
III Video playback	music payer	
₽ Startup		
	Photo viewer	
	Photos	
	Video player	
	Movies & TV	
	Web browser	
	Internet Explorer	
	Reset to the Microsoft recommended defaults	
	Reset	
	Choose default apps by file type	
	Choose default apps by protocol	
	Set defaults by app	





2. 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.

PA-NEDSSWei	icome to RA-NEDS × 😣 1	Settings	x +					- 🗆 X	1
< → C G	ລີ 🗇 https://www.ne	dss.state.pa.us/N	EDSS/			*	0 0 6 🙆	p 😸	
	Commonwealth of Penns Electronic Disease Repo	ylvania orting					New tab	Cerl+T	
pennsylvania	Welcome to PA-NEDSS, Pennsy	Ivania's version of the	e National Electronic Disease Surveillance System.				New InPrivate window	Ctrl+Shift+N	
	Log On to PA-NE	DSS					Zoom —	1005 + 2	
First-time user of PA-NEDSS? Activate your account here. Its feet and easy!	Password	 					양= Favorites ③ History	Ctrl+Shitt=O Ctrl+H	
		Log C	Parque rour passworu:				<u>↓</u> Downloads	Ctri+J	
You are connected to: Production	If you have an urgent situation (1-077-724-3258) Lon On Details	n to report, prease cal	I 1477-PANEACTH				C Extensions	>	
Connect to the learning and education server: disease reporting here	Learn more about Secure Sign-	lo -	PILIVEDSS will be unavailable Sunday, August 29th between 5:00 pm and 9:00 pm - The PIL-				G Collections	Ctrl+Shift+Y	
	New User Golde and Technical Phyacy Policies Communication Privacy Policy	Duffetin	NEDSS application will be taken offine on Sunday, August 29, 2021 at 5:00 pm for scheduled maintenance. During this time,				Print	Ctri+P	
	Department of Health's Exception Privacy Policy	on to the Commonw	saith you will be unable to access PA- NEDSS. If you have any immediately reportable conditions during this outage.				E Share	Cui+suut+s	
	Disease Reporting Tools		prease contact your local health department or call 1-877-724- 3258.				Find on page A Read almost	Col+F	
	Government Sites						Reload in Internet Explorer mod	fe la	
	Other Links PA Childhood Lead Surveillance	e Annual Reporta					More tools	>	
	PA-NEDSS Repinituation Proceed NEDSS Prime Contact Informati	ion Form					 Settings Help and feedback 	>	
							Close Microsoft Edge		
							Managed by your organization		
© 2021 Pennsylvania Department of He	with All rights reserved.							_	
+ Contact Us								%-NED55 v 18.2.1 Outlar	
🗄 🔎 Type here to	o search	Ħ	📕 (Ĉ 🔩 🏮 🖷 🖉 引	् हे 🔮 💽 💪 🗢 😼	<u>11</u>		^ 🛥 🖷 d	416 PM 8/26/2021	
		FR	Apps		>				
		_							
		3	Extensions						
		G	Collections	Chill Child V					
		Ψ	Collections	Ctri+Shirt+Y					
		_		0.1.0					
		Ю	Print	Ctrl+P					
		۵ì	Web capture	Ctrl+Shift+S					
		4							
		Ē	Share						
		0]	Find on page	Ctrl+F					
		A»	Read aloud	Ctrl+Shift+U					
		G	Reload in Internet Evolo	rar mode					
		æ	nelodo in internet explo	ier mode					
			More tools		>				
		£3	Settings						
		(2)	Help and feedback		>				
			0 M. 0.51						
			Close Microsoft Edge						
		д							
			Managed by your organ	lization					
		-							



3. Depending on your computer settings, some users will not see the reload in Internet Explorer mode option.

If this option is available, continue in the itemized list below to 4. Otherwise

- Click the EDGE settings menu (...).
- Click the Settings item.
- Skip to 5 in the itemized list below.

BB €3	Apps Extensions		>
Ē	Collections	Ctrl+Shift+Y	
Ð	Print	Ctrl+P	
Ø	Web capture	Ctrl+Shift+S	
ė	Share		
ධ	Find on page	Ctrl+F	
A»	Read aloud	Ctrl+Shift+U	
þ	Reload in Internet Explorer mode		
	More tools		>
¢3	Settings		
?	Help and feedback		>
	Close Microsoft Edge		
Ö	Managed by your organization		



4. 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.





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. **Do not click Leave.**

PA-NEDSSWeld	come to PA-NEDS × +					- 0 ×
← → C	🤨 🖞 https://www.nedss.state.pa.us/nedss/		6 3	• ¢	5≡ 6	Not syncing
You're in Internet Explore	r mode. Most pages work better in Microsoft Edge.	ŧ.				Learn more X
pennsylvania DEPARTMENT OF HEALTH	Commonwealth of Pennsylvania Electronic Disease Reporting Welcome to PA-NEDSS, Pennsylvania's version of the National Ex	CLICK			[Click the X
First-time user of PA- NEDSS? Activate your account here. It's fast and easy!	LEAVE					instead
You are connected to: Production Connect to the learning and education server: disease reporting here	If you have an urgent situation to report, please call 1-877-PAHEALTH (1-877-724-3268) Log On Details: Learn more about Secure Sign-In Training Materials: Mew User Guide and Technical Bulletin Privacy Policies Commonwealth Privacy Policy Department of Health's Exception to the Commonwealth Privacy Policy ≥ Disease Reporting Tools > Government Sites Other Links PA Childhood Lead Surveillance Annual Reports How To Register PA-NEDSS Registration Procedures NEDSS Prime Contact Information Form					
© 2021 Pennsylvania Department of He	alth. All rights reserved.					PA-NEDSS v 18.5.0 Cluster
Contact Us						PACSDMZPRD2





Monday, June 13, 2022

- 5. Verify default web browser and setup Edge in Internet Explorer mode settings.
 - In the left navigation pane, select default browser.



 In the right pane, verify the default browser displays Edge. If Edge is not default web browser, click Make Default button. (These settings maybe managed by your IT Dept and require them to update.)

Default browser	
Make Microsoft Edge your default browser	Make default





Let Internet Explorer open sites in Microsoft Edge 🕐	🗂 Incompatible	e sites only (Recommend	ed) 🗸
When browsing in Internet Explorer you can choose to automatically op Microsoft Edge	pen sites in		
Allow sites to be reloaded in Internet Explorer mode 🕐		- All	ow 🗸
When browsing in Microsoft Edge, if a site requires Internet Explorer for	r compatibility, you can choose to relo	ad it in Internet	
Explorer mode			
Internet Explorer mode pages			Add
Internet Explorer mode pages These pages will open in Internet Explorer mode for 90 days from the d in Internet Explorer mode.	ate you add the page. You have 3 pag	es that'll automatically open	Add
Internet Explorer mode pages These pages will open in Internet Explorer mode for 90 days from the d in Internet Explorer mode. Page	ate you add the page. You have 3 pag Date added	es that'll automatically open Expires	Add
Internet Explorer mode pages These pages will open in Internet Explorer mode for 90 days from the d in Internet Explorer mode. Page https://%2A.state.pa.us/	ate you add the page. You have 3 pag Date added 4/27/2022	es that'll automatically open Expires 7/26/2022	Add
Internet Explorer mode pages These pages will open in Internet Explorer mode for 90 days from the d in Internet Explorer mode. Page https://%2A.state.pa.us/ https://www.nedss.state.pa.us/nedss	ate you add the page. You have 3 pag Date added 4/27/2022 4/7/2022	es that'll automatically open Expires 7/26/2022 7/6/2022	Add

- $\circ~$ In the right pane, go to section "Allow sites to be reloaded in Internet Explorer mode".
 - Select Allow in drop down list.
 - Verify the Allow item is displayed.



- In the right pane, go to section "Internet Explorer mode pages".
 - Click Add button, a pop-up window opens.
 - Type in: <u>https://www.nedss.state.pa.us/nedss</u>
 - Click Add button, the pop-up window closes.
 - Click Add button, a pop-up window opens.
 - Type in: <u>https://www.nedsstest.state.pa.us/nedss</u>
 - *This is for PA-ELR onboarding
 - Click Add button, the pop-up window closes.
- 6. Verify data is in the page section under "Internet Explorer mode pages". (These settings will expire in 90 days. 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 item 9 in the itemized list below.) NOTE: Please note your calendar as a reminder.

C 6	https://www.example.com	10	£'≡	۲	
ir nana uill na hannar haad ii	a Internet Evolution model				

- 7. Add PA-NEDSS to allow pop ups.
 - In the left navigation above default browser selection, select "Cookies and site permissions".

Cat	tin		- redu <u>anomaci a managea</u> of you organization	
Set	tings		Your profile	+ Add profile
Q	Search settings		Work	
8	Profiles		kburston@pa.gov	Sign out
ĉ	Privacy, search, and services		Sync is on	
$\langle \cdot \rangle$	Appearance	_	Your organization has turned on sync for this device.	
	Start, home, and new tabs	_		
Ŕ	Share, copy and paste		S Manage account	Ø
04	Cookies and site permissions		Sunc	>
Co	Default browser			

- In right pane under Site Permissions section, go to "All permissions", then to "Pop-ups and Redirects".
- Under the "Allow" section, click the Add button. A pop-up window opens.
- Type in: <u>https://www.nedss.state.pa.us/nedss</u>
- Click add button. Pop-up window closes.



 \circ $\,$ Verify the data is displayed with the NEDSS website or a truncated version beginning with *

\downarrow	Site permissions / Pop-ups and redirects	
	Block (recommended)	
	Block	Add
	No sites added	
	Allow	Add
	C [*.]pa embedded on gov	ō
	[*.]state.pa.us	ō



- 8. Clear Cookies and Browsing Data.
 - In left navigation, select "Privacy, search and services".



- Clear browsing data for Edge:
 - In right pane under "Clear browsing data", click the "Choose what to clear" button. A pop-up window opens.
 - Check boxes:
 - Browsing History
 - Download History
 - o Cookies and other site data
 - Cached images and files
 - Passwords
 - Autofill form data (includes forms and cards)
 - Click "Clear now" button. Pop-up window closes.
- Clear browsing data for Internet Explorer:
 - In right pane under "clear browsing data", click Choose what to clear button. A pop-up window opens.
 - Check all boxes.
 - Click Delete button. Pop-up window closes.
 - After all settings are updated, **restart your computer** and log into PA-NEDSS.



- 9. To view the list of sites assigned to load in IE mode
 - Navigate to the Internet Explorer compatibility list by Edge selecting menu (...)
 - Select settings.
 - In the left navigation, select Default browser.
 - Users can also navigate to this menu by selecting the manage button in the IE mode pop-up window.
 - \circ $\;$ To add a site to this list, click the Add button.
 - \circ $\;$ In the pop-up window type in the web site
 - Click the Add button, the pop-up window closes.
 - To remove a site from this list, click the trash can icon.

		Your browser is managed	by your organization	
ettings	Default browser			
2 Search settings	Microsoft Edge is your default browser			
Profiles				
Privacy, search, and services				
Appearance	Internet Explorer compatibility	Internet Explorer compatibility		
(¹) On startup				
New tab page	Let Internet Explorer open sites in Microsoft Edge 🕐		💾 Never 🗸	
Share, copy and paste	When browsing in Internet Explorer you can choose to automatically ope	en sites in Microsoft Edge		
Cookies and site permissions				
Default browser	Allow sites to be reloaded in Internet Explorer mode (2)			
Downloads	Explorer mode	compatibility, you can choose to reloa	a it in internet	
Family safety	Internet Explorer mode pages		Add	
t Languages	These pages will open in Internet Explorer mode for 90 days from the da	te you add the page. You have 1 page	that'll automatically open in	
Printers	Internet Explorer mode.			
⊇ System	Page	Date added	Expires	
) Reset settings	https://www.nedss.state.pa.us/NEDSS/	8/26/2021	11/24/2021	
Phone and other devices				
About Microsoft Edge				





***** Internet Explorer compatibility expires after 90 days**. The Internet Explorer compatibility list displays the date applied and the date set for expiration for each site. A pop-up bar will appear on day 91 that allows the user to add the site back to the Internet Explorer compatibility list (as pictured below) by clicking the add back button. This resets IE mode for another 90 days.



- 10. If the PA-NEDSS web application still does not work properly in Edge, set up Internet Options using the Control Panel.
 - In the Search box next to your computer Start menu, type 'Control Panel'.
 - Click on the Control Panel item.
 - In the Control Panel window in the upper right corner, change View by to Large Icons.
 - $\circ~$ Click on Internet Options.
 - Follow Technical Bulletin. <u>https://www.nedsstest.state.pa.us/nedss/Training/TrainingTech.aspx</u>
 - Open Edge.
 - Go to NEDSS web site.
 - o Log in

Note: Restart your computer after you have updated your settings. Open Edge, navigate to the PA-NEDSS web site. Log into PA-NEDSS. This should address your settings and/or browser issues. If there are still issues, contact your IT Department for assistance as your organization may have items managed on your computer that cannot be manually changed.



FAQs:

1. 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.
- **3. Question:** What browser would you use if you are a MAC user and cannot access PA-NEDSS?

Answer: First option, <u>How to install Virtual Box on Windows 10.</u> 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: <u>Download Microsoft Edge Web Browser | Microsoft</u>

4. Question: The PA-NEDSS application is designed to work only 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.

5. 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 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.

6. Question: How do I check and/or update the browser I am using?
 Answer: On the NEDSS Home Page (<u>https://www.nedss.state.pa.us/nedss</u>), look under training materials called IE11 to EDGE.



