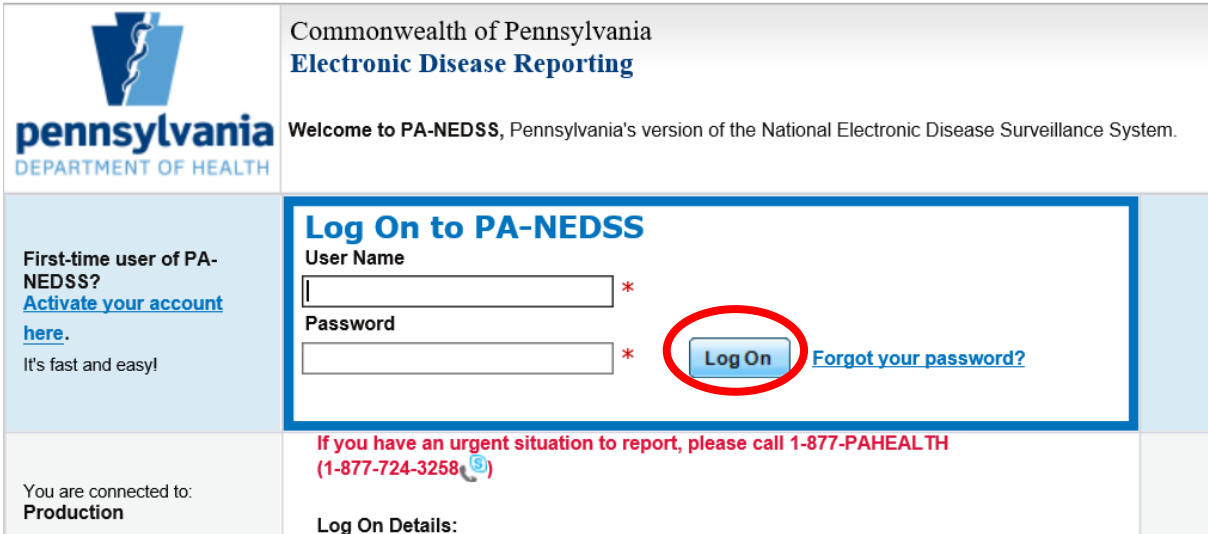


PA-NEDSS Manual Test Reporting Instructions for COVID Tests

Refer to [PAHAN 633](#) for reporting requirements.

Navigate to PA-NEDSS home page at <https://www.nedss.state.pa.us/nedss/> 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.

PA-NEDSSWelcome to PA-NEDSS - Internet Explorer



Commonwealth of Pennsylvania
Electronic Disease Reporting

Welcome to PA-NEDSS, Pennsylvania's version of the National Electronic Disease Surveillance System.

Log On to PA-NEDSS

User Name
 *

Password
 *

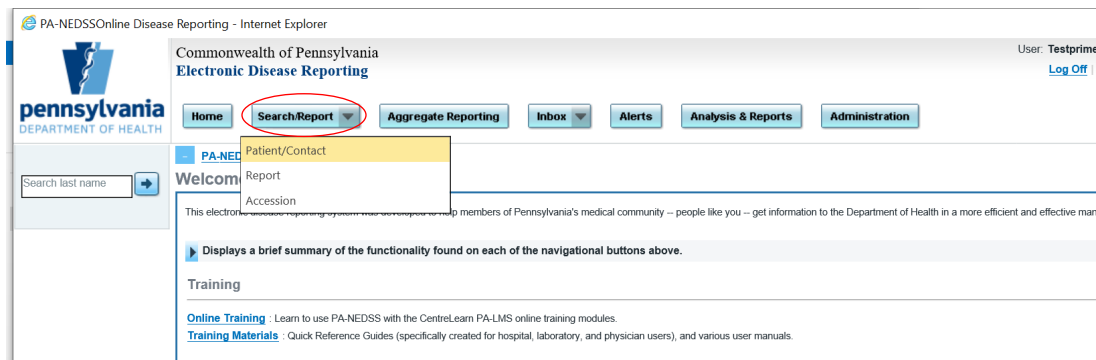
Log On [Forgot your password?](#)

If you have an urgent situation to report, please call 1-877-PAHEALTH (1-877-724-3258)

You are connected to:
Production

Log On Details:

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



PA-NEDSSOnline Disease Reporting - Internet Explorer

Commonwealth of Pennsylvania
Electronic Disease Reporting

User: Testprint
[Log Off](#)

Home **Search/Report** Aggregate Reporting Inbox Alerts Analysis & Reports Administration

PA-NEDSS
Patient/Contact
Report
Accession

Search last name

Welcome

This electronic reporting system is designed to help members of Pennsylvania's medical community -- people like you -- get information to the Department of Health in a more efficient and effective manner.

Displays a brief summary of the functionality found on each of the navigational buttons above.

Training

[Online Training](#) : Learn to use PA-NEDSS with the CentreLearn PA-LMS online training modules.
[Training Materials](#) : Quick Reference Guides (specifically created for hospital, laboratory, and physician users), and various user manuals.

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)

My Reporting Location In Progress

Active Location
123 Main Street
Harrisburg PA 17112

Search Types

Patient/Contact Report Accession

Patient/Contact Search/Entry

Patient/Contact ID [Show Advanced Search Fields](#)
 First Name test Search Type: Begins With
 Middle Name
 Last Name test Search Type: Begins With
 Birth Date 1/1/1800 Exact
 Gender Female
 Home Zip Code

New Patient Search

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

NOTE: Even if the test is negative, please DO select *Coronavirus, novel 2019* as the condition. That just indicates that the report pertains to COVID, it does not mean that the test indicates that the patient has COVID.

Patient/Contact Report Accession

Patient Entry

Patient Entry

First Name test *
 Middle Name
 Last Name test *
 Birth Date 1/1/1800 *
 Estimated [\[Est. Birth Date Calculator\]](#)
 Gender Female *
 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]
Gender	<input type="checkbox"/> Estimate Female ▾ *
Race (check all that apply)	<input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> White <input checked="" type="checkbox"/> Other <input type="checkbox"/> Unknown
Ethnicity	<input checked="" type="radio"/> Hispanic or Latino <input type="radio"/> 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	<input type="text" value="123 Test Ave"/>
Street Address 2 (Optional)	<input type="text"/>
City	<input type="text" value="Test"/>
State	<input type="text" value="Pennsylvania"/> *
Zip Code	<input type="text" value="12345"/> * If you do not know the patient's zip code, enter the zip code of your reporting location.
Home Phone	<input type="text" value="123-123-1234"/>
Alternate Phone Number	<input type="text"/>
Provide Non-US Location	<input type="checkbox"/> Provide a new Non-US Location for the patient

Other Information

Social Security Number	<input type="text"/>
Medical Assistance Number	<input type="text"/>
Occupation	<input type="text" value="Occupation -"/>
Employer	<input type="text"/>

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 asymptomatic 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.

Clinical Information

Core Data

Suspected Condition/Infectious Agent	<input type="text" value="Coronavirus, novel 2019"/> *
Date of Onset	<input type="text" value="09/02/2020"/>
Date of Diagnosis	<input type="text"/>
Reported Date	<input type="text" value="9/10/2020"/>
Patient was hospitalized as a result of this condition	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Unknown
Status at Diagnosis	<input checked="" type="radio"/> Dead <input type="radio"/> Alive <input type="radio"/> Unknown
Did Patient Die?	<input type="text" value="Yes"/>
Date of Death	<input type="text" value="09/07/2020"/>
Did illness contribute to death?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Unknown
Death Information Source	<input type="text" value="- Information Source -"/> Other Description <input type="text"/>
Death Certificate Number	<input type="text"/>
State where Death Occurred	<input type="text" value="- 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 | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Unknown |
| Patient has contact with children in daycare | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Unknown |
| Patient is a health care worker | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Unknown |
| Patient is pregnant * | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown |
| Patient condition is part of outbreak | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Unknown |

SPECIMEN INFORMATION

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

If your lab does molecular based testing, choose the nucleic acid (PCR) test question.

POINT OF CARE (POC) reporters: Note that "point-of-care" means that the test is performed in a non-laboratory setting, e.g., a nursing home, school, etc.). Report only positive results. If you have the **Abbott ID NOW** POC machine, the test is a nucleic acid detection test.

All other reporters must report positive, negative, and inconclusive PCR test results.

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

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

Specimen Information	
Specimen 1	
Accession number	<input type="text"/> <input type="button" value="Lookup..."/>
Specimen source	-Select- <input type="button" value="v"/>
Specimen collected date	09/03/2020 <input type="button" value="c"/>
Specimen received date	<input type="text"/> <input type="button" value="c"/>
Laboratory name	PA Dept of Health - Epid <input type="button" value="Lookup..."/>
Were the following tests ordered?	
2019 novel coronavirus nucleic acid detection (rRT-PCR, probe)	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown
Test result	Positive <input type="button" value="v"/>
Test method	-Select- <input type="button" value="v"/>
Test completed date	09/04/2020 <input type="button" value="c"/>
Additional information	<input type="text"/>
Abnormal test flag	-Select- <input type="button" value="v"/>

If your lab does ANTIGEN testing, choose the antigen test question.

AS OF 4/4/2022, REPORT ONLY POSITIVE RESULTS. 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 ANTIGEN 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, negative, inconclusive, indeterminate. This should be whatever result the machine displays. Options are available by choosing the down arrow. **DO NOT** report patients if the result is listed as 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	<input type="text"/>	<input type="button" value="Lookup..."/>
Specimen source	-Select- <input type="button" value="v"/>	
Specimen collected date	09/03/2020	<input type="button" value="i"/>
Specimen received date	<input type="text"/>	<input type="button" value="i"/>
Laboratory name	PA Dept of Health - Epid	<input type="button" value="Lookup..."/>

Were the following tests ordered?

2019 novel coronavirus nucleic acid detection (rRT-PCR, probe)	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown
IgM antibody to 2019 novel coronavirus	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown
IgG antibody to 2019 novel coronavirus	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown
Antibody (IgM, IgG not specified) to 2019 novel coronavirus	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown
2019 novel coronavirus ANTIGEN detection	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown

Test result	Negative <input type="button" value="v"/>
Test method	-Select- <input type="button" value="v"/>
Test completed date	09/08/2020 <input type="button" value="x"/> <input type="button" value="i"/>
Additional information	<input type="text"/>
Abnormal test flag	-Select- <input type="button" value="v"/>

NOTE: If your lab does more than one type of test, you must report each result separately. For example, if you did a PCR test and an antibody test on the same person, you must answer both test questions.

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.

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 tests were provided by you/your practice.
If not, please enter the following information for the ordering physician and/or facility.

Click this button to search against the National Plan and Provider Enumeration System (NPES). **NPES Search**

Ordering Physician Information	Ordering Facility Information
Physician Name: <input type="text"/> (last, first name) - OR - Physician History Provider Tax ID: <input type="text"/> Provider NPI Number: <input type="text"/> Address Line 1: <input type="text"/> Address Line 2: <input type="text"/> City: <input type="text"/> State: <input type="text" value="- State -"/> Zip Code: <input type="text"/> Phone: <input type="text"/> Clear Physician Data	Facility Name: <input type="text" value="PA Dept of Health - Epidemiol"/> - OR - Facility History Provider Tax ID: <input type="text"/> Provider NPI Number: <input type="text"/> Address Line 1: <input type="text" value="123 Main Street"/> Address Line 2: <input type="text"/> City: <input type="text" value="Harrisburg"/> State: <input type="text" value="Pennsylvania"/> Zip Code: <input type="text" value="17112"/> Phone: <input type="text" value="717-787-3350"/> Clear Facility Data

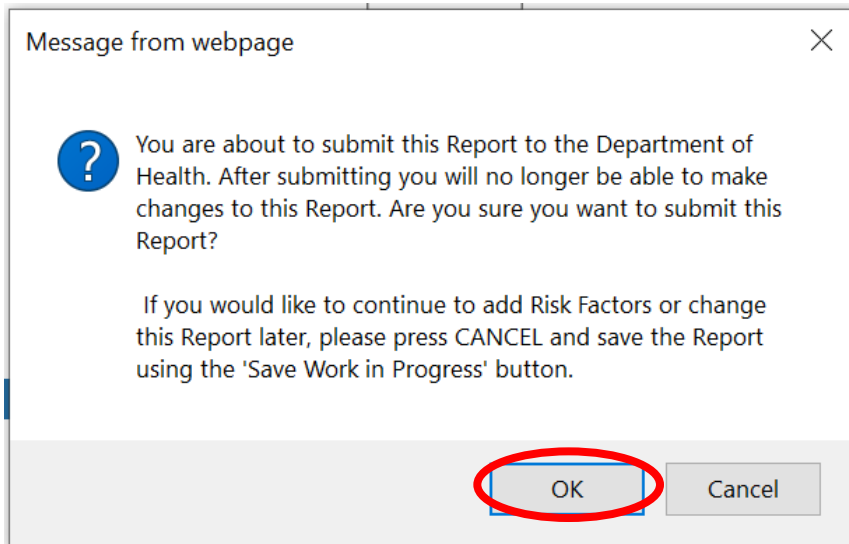
Any Additional Information / Notes
 The length of the notes field is limited to a maximum of 5,000 characters.

* - denotes required field

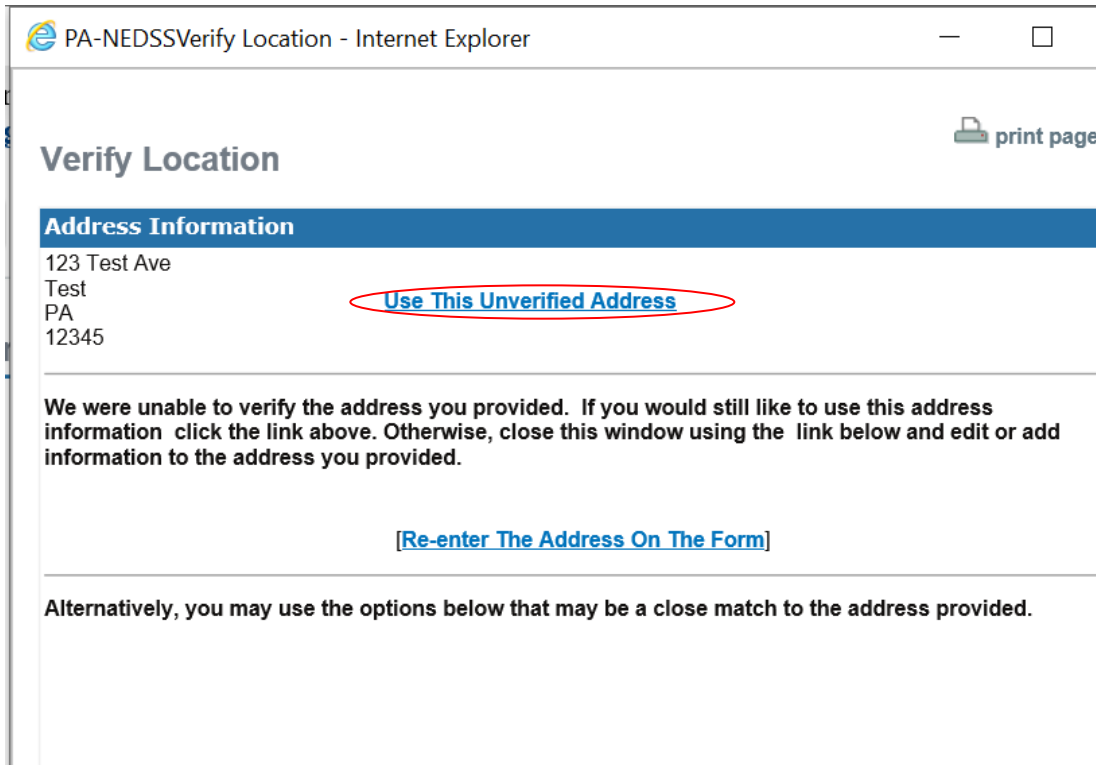
Click the Save button Once. If you click twice, duplicate records will be created.

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.



PA-NEDSSVerify Location - Internet Explorer

print page

Verify Location

Address Information

123 Test Ave
Test
PA
12345

[Use This Unverified Address](#)

We were unable to verify the address you provided. If you would still like to use this address information click the link above. Otherwise, close this window using the link below and edit or add information to the address you provided.

[\[Re-enter The Address On The Form\]](#)

Alternatively, you may use the options below that may be a close match to the address provided.

DONE!

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

PA-NEDSS INFO BYTE

Internet Explorer Mode for Edge Browser

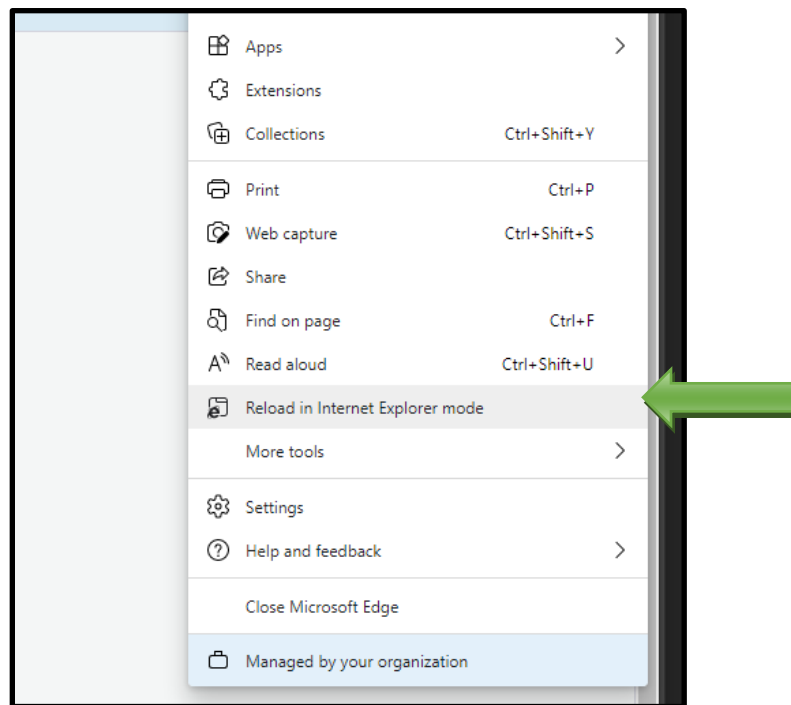
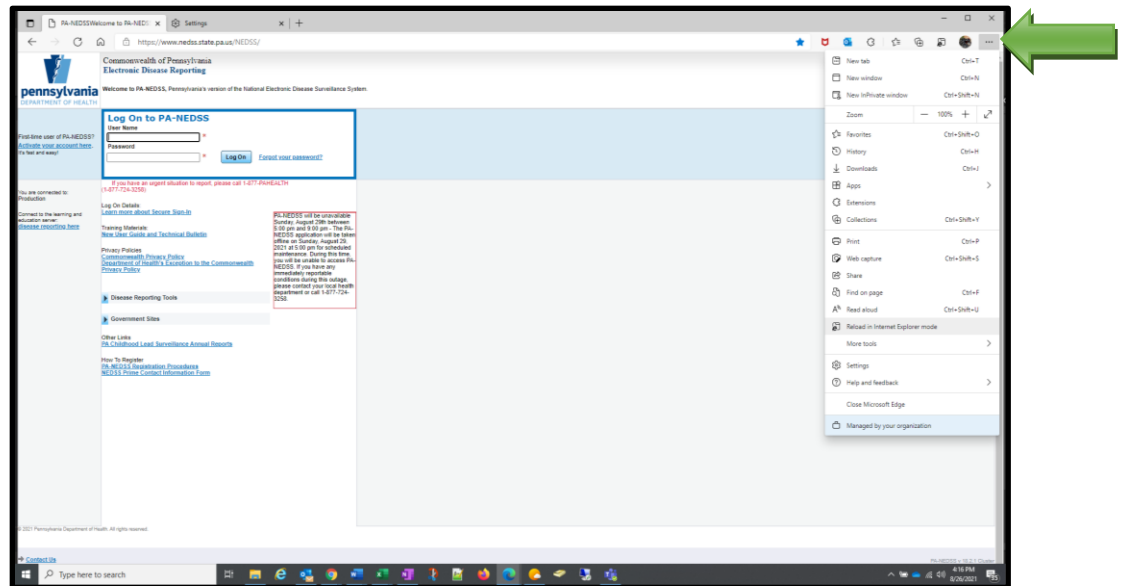
1. To check your computer default web browser:

- 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.



PA-NEDSS INFO BYTE

- 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.

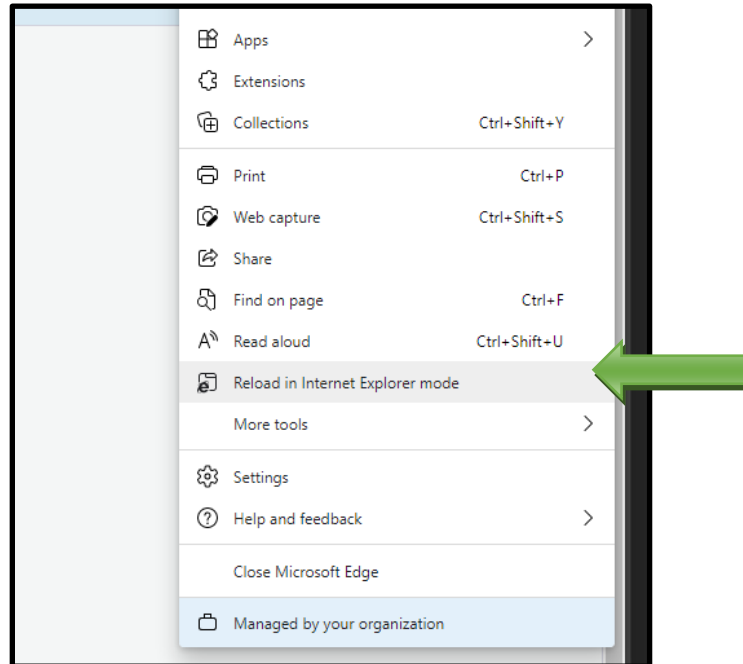


PA-NEDSS INFO BYTE

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

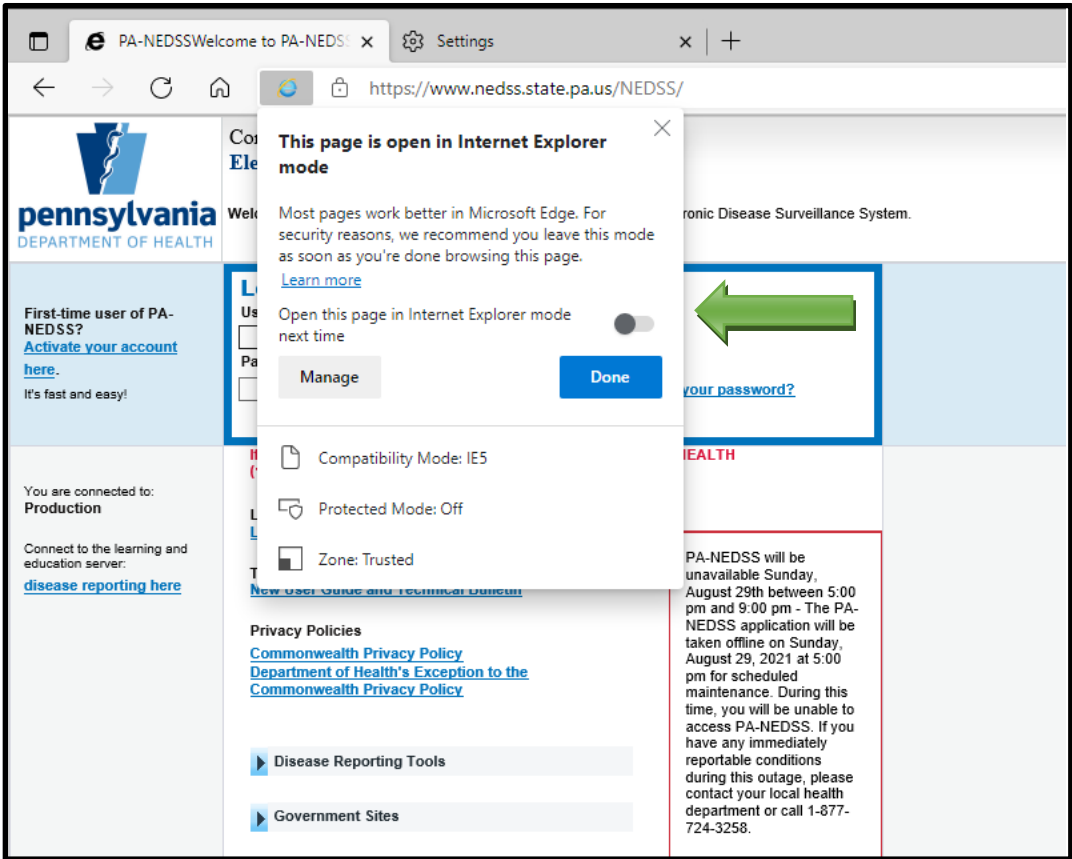
If this option is available, continue in the itemized list below to 4.
Otherwise

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



PA-NEDSS INFO BYTE

- 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.



Audience: **All PA-NEDSS Users**

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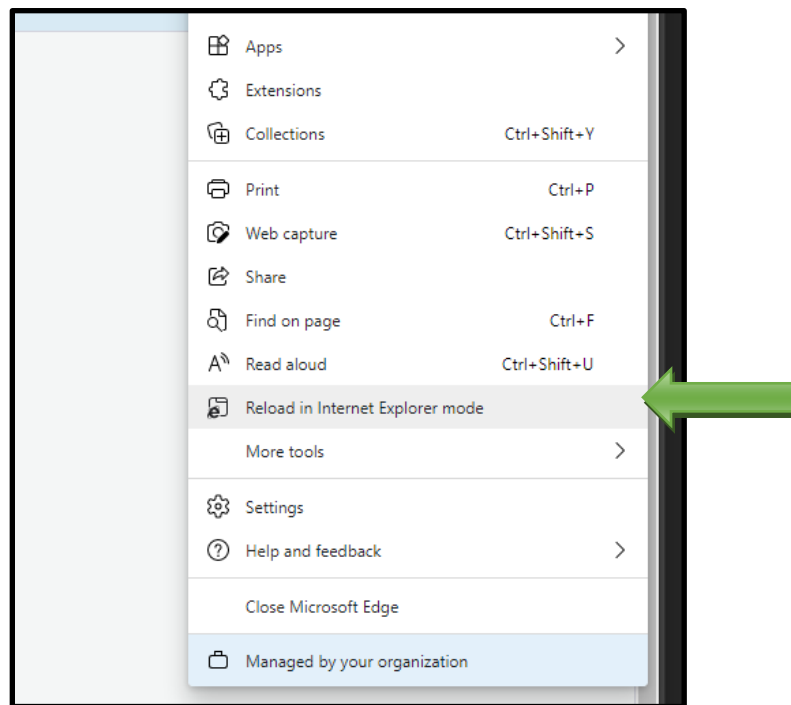
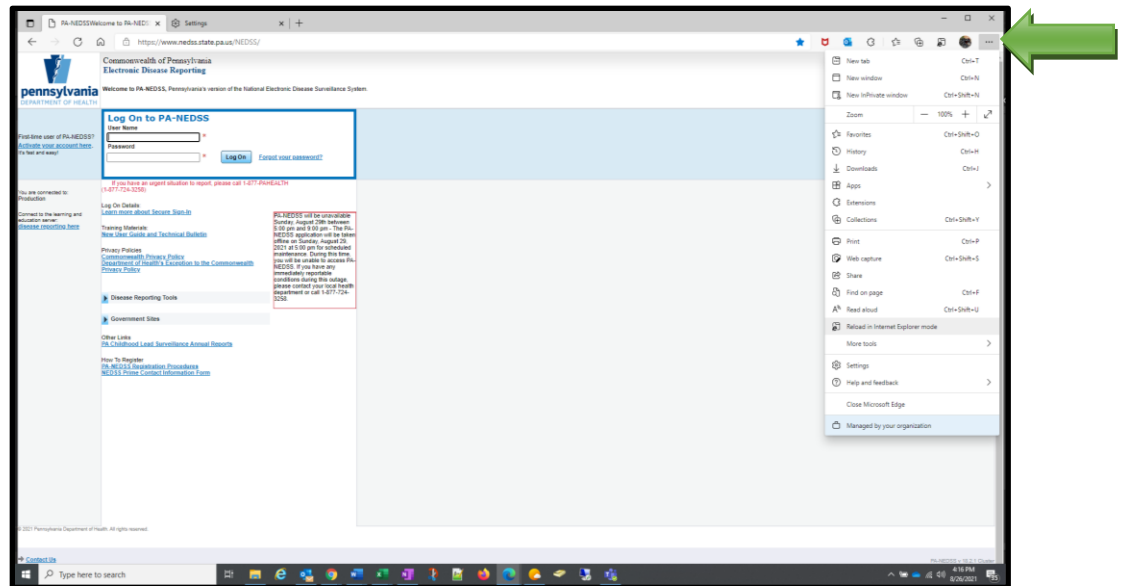
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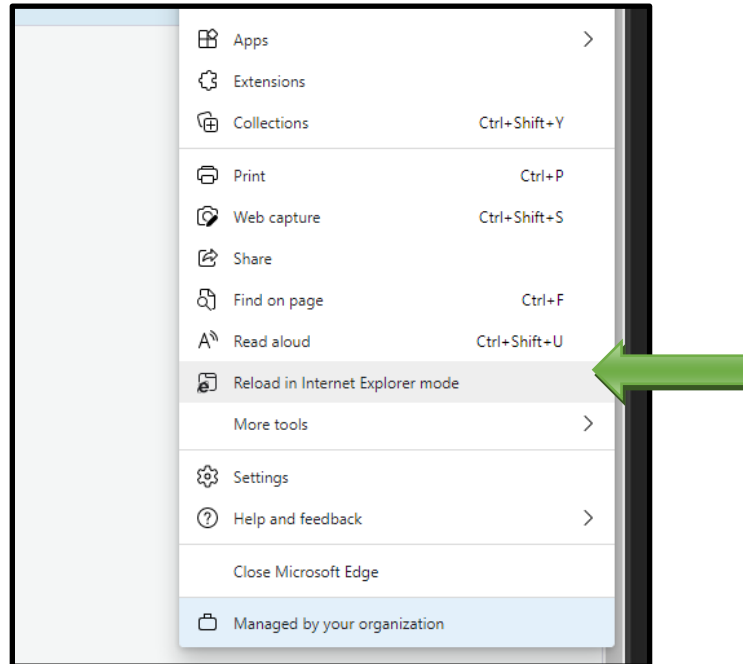


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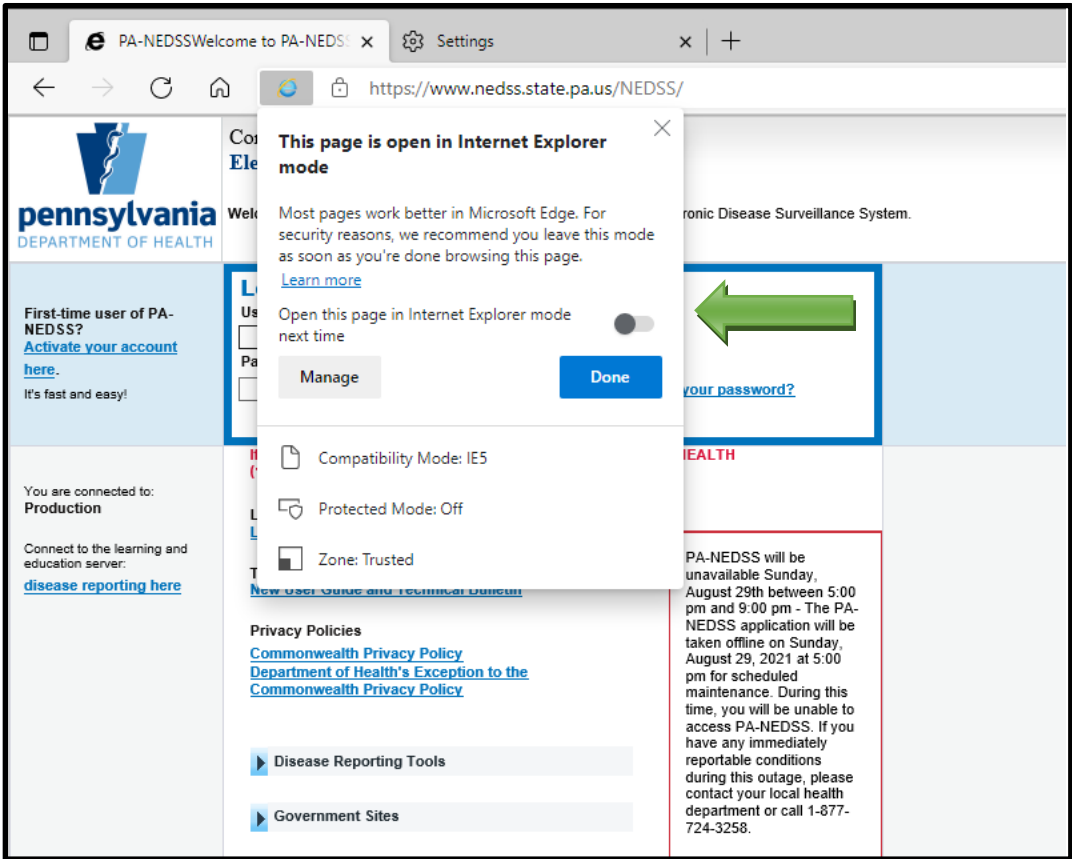
If this option is available, continue in the itemized list below to 4. Otherwise

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



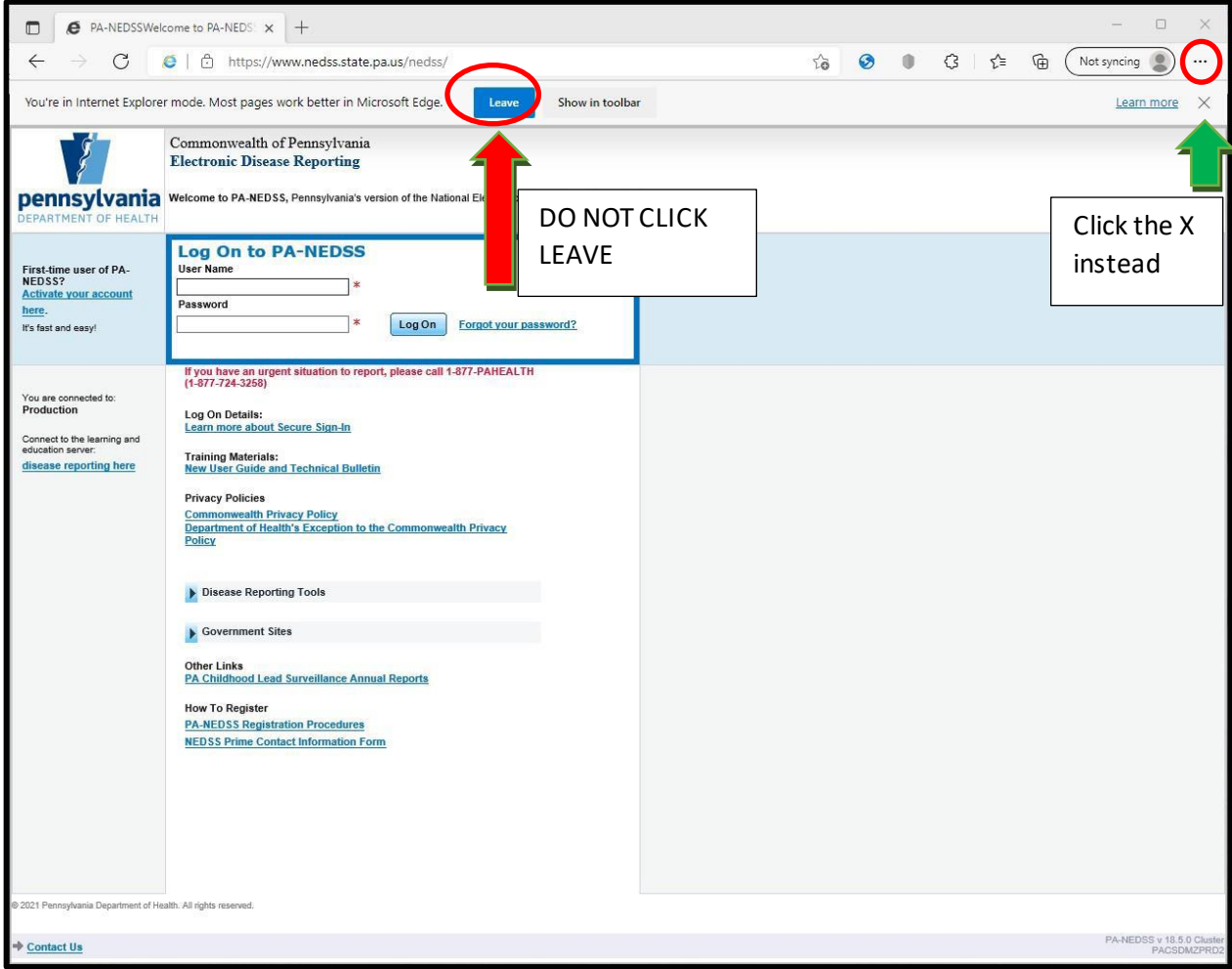
PA-NEDSS INFO BYTE

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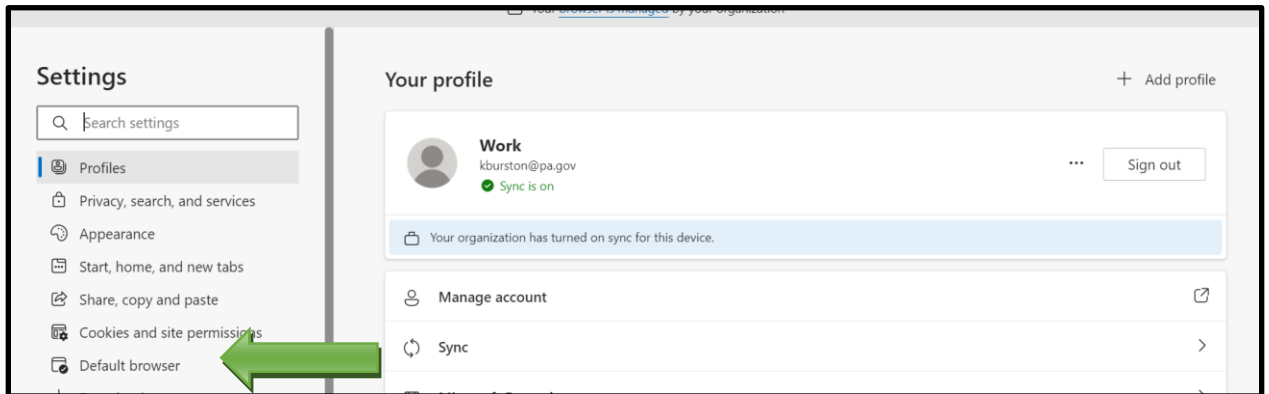
PA-NEDSS INFO BYTE

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.**

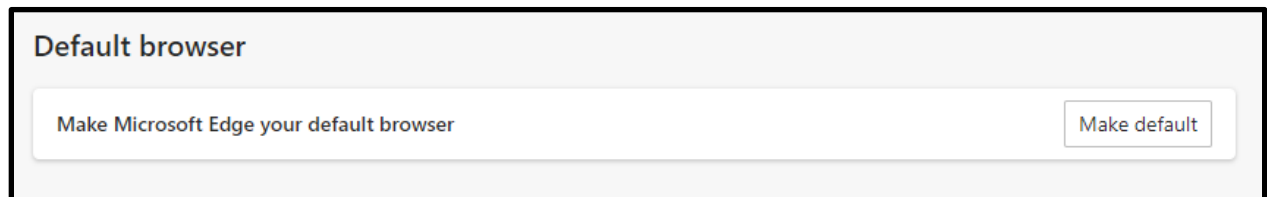


PA-NEDSS INFO BYTE

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.)



PA-NEDSS INFO BYTE

Internet Explorer compatibility

Let Internet Explorer open sites in Microsoft Edge ? Incompatible sites only (Recommended) ▾

When browsing in Internet Explorer you can choose to automatically open sites in Microsoft Edge

Allow sites to be reloaded in Internet Explorer mode ? Allow ▾

When browsing in Microsoft Edge, if a site requires Internet Explorer for compatibility, you can choose to reload it in Internet Explorer mode

Internet Explorer mode pages Add

These pages will open in Internet Explorer mode for 90 days from the date you add the page. You have 3 pages that'll automatically open in Internet Explorer mode.

Page	Date added	Expires	
https://%2A.state.pa.us/	4/27/2022	7/26/2022	
https://www.nedss.state.pa.us/nedss	4/7/2022	7/6/2022	
https://www.nedsstest.state.pa.us/nedss	4/7/2022	7/6/2022	

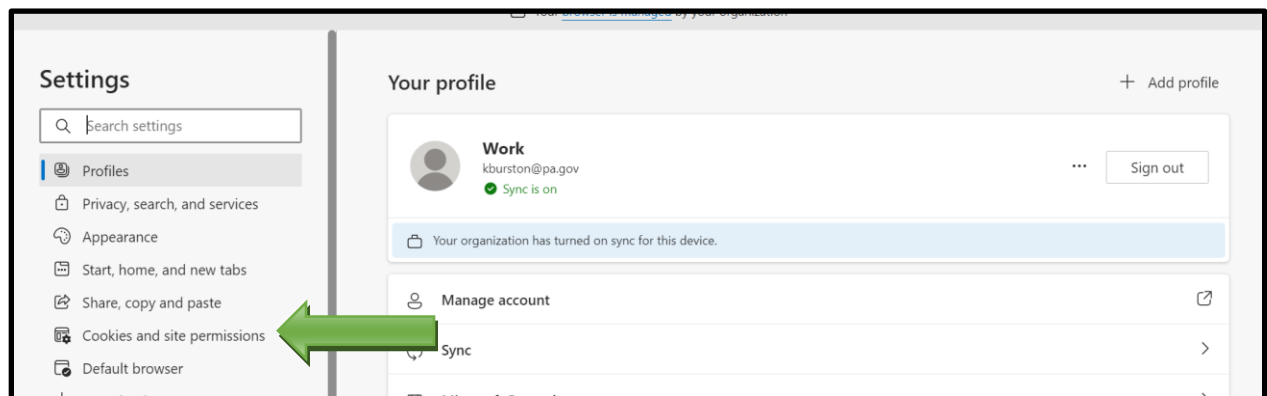
- In the right pane, go to section “Allow sites to be reloaded in Internet Explorer mode”.
 - Select Allow in drop down list.
 - Verify the Allow item is displayed.

PA-NEDSS INFO BYTE

- In the right pane, go to section “Internet Explorer mode pages”.
 - Click Add button, a pop-up window opens.
 - Type in: <https://www.nedss.state.pa.us/nedss>
 - Click Add button, the pop-up window closes.
 - Click Add button, a pop-up window opens.
 - Type in: <https://www.nedsstest.state.pa.us/nedss>
 - *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.



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



- 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: <https://www.nedss.state.pa.us/nedss>
- Click add button. Pop-up window closes.

PA-NEDSS INFO BYTE

- Verify the data is displayed with the NEDSS website or a truncated version beginning with *

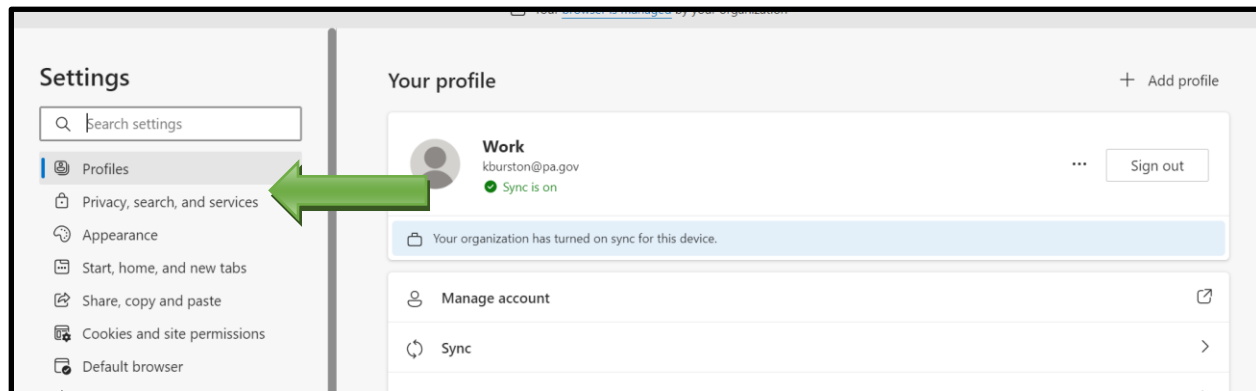
The screenshot shows a settings page titled "Site permissions / Pop-ups and redirects". It features three main sections: "Block (recommended)", "Block", and "Allow".

- Block (recommended):** A toggle switch is turned on.
- Block:** An "Add" button is present, and the area below it contains the text "No sites added".
- Allow:** An "Add" button is present. Below it, two entries are listed:
 - Entry 1: A document icon, the text "[*].pa", and "embedded on gov" below it. A trash icon is on the right.
 - Entry 2: A document icon, the text "[*].state.pa.us", and an empty space below it. A trash icon is on the right.

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8. Clear Cookies and Browsing Data.

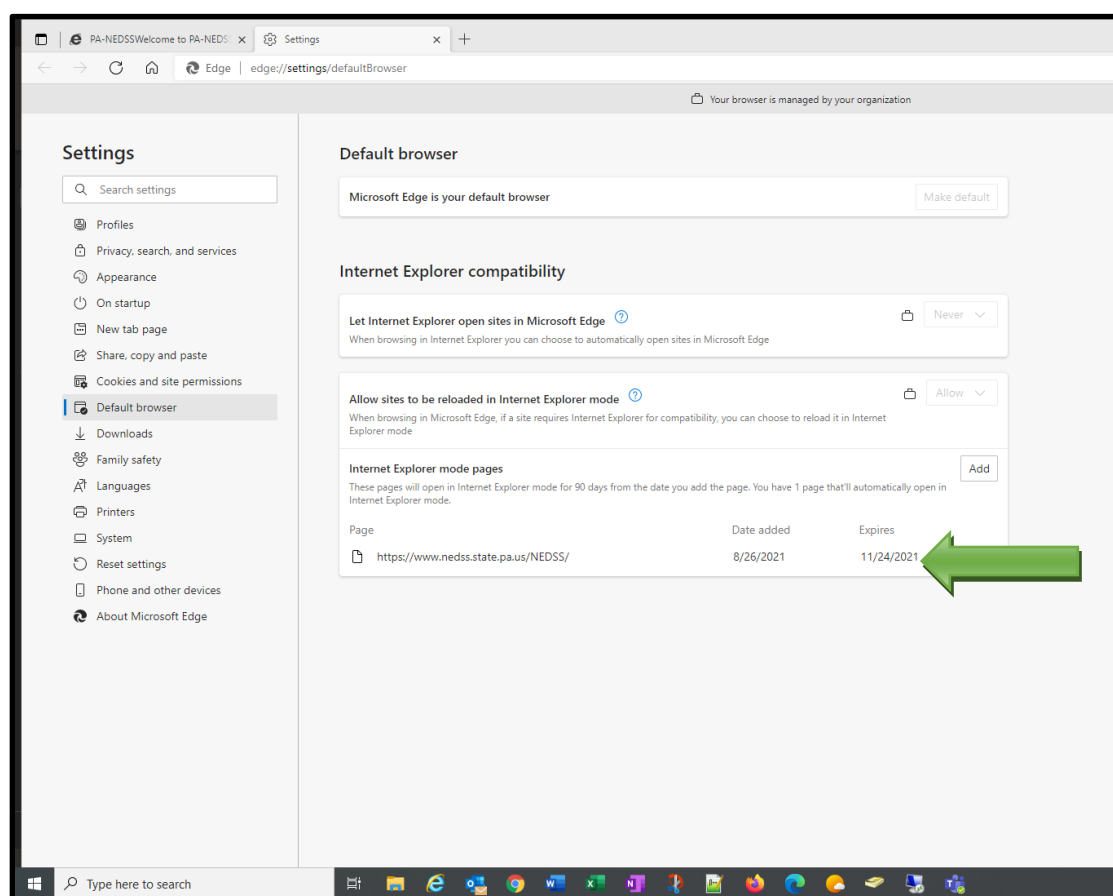
- In left navigation, select "Privacy, search and services".



- 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
 - 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.

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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.
 - To add a site to this list, click the Add button.
 - 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.



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***** 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.
- Click on Internet Options.
- Follow Technical Bulletin.
<https://www.nedstest.state.pa.us/nedss/Training/TrainingTech.aspx>
- Open Edge.
- Go to NEDSS web site.
- 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.

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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.

- 2. 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, [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](#)

- 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

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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 (<https://www.nedss.state.pa.us/nedss>), look under training materials called IE11 to EDGE.