



Work with your facility's technical support personnel to ensure your local system is set up to meet at least the minimum requirements below to access the HCS and NYS Database Application of Vital Events (DAVE).

Memory

- 4 GB memory

Operating System

- **Windows 10**, Windows 8.1, or Windows 7
(**NOTE:** Microsoft no longer supports Windows 7; only extended support for Windows 8.1 to 2023.)
- Apple MacOS, current version

Internet

- High-speed internet connection
- Internet Browsers (Refer to the [Procedure to Turn off AutoFill/AutoComplete settings in all Internet Browsers.](#))
 - Microsoft Internet Explorer 11 or Microsoft **Edge** (Microsoft is de-supporting Internet Explorer as of August 2021. It is highly recommended that users upgrade to MS Edge or use another browser as their default.)
 - **Google Chrome**, current version with Auto-Fill feature turned off
 - Safari, current version for Mac/iOS
- Browser Settings
 - TLS 1.2 encryption enabled
 - Java scripting enabled (typically medium-low security setting)
 - Cookies accepted
 - Depending on your facility's network security settings, you may also need to add the following website addresses to your browser's *Trusted Sites* list:
 - **NYS Health Commerce System and DAVE:** <https://commerce.health.state.ny.us>
 - **DAVE training and reference materials:** https://health.ny.gov/vital_records/edrs
 - **DAVE WebEx-based training courses:** <https://meetny.webex.com>
 - If using Internet Explorer, it is recommended that you set your browser to *check for newer versions of stored pages every time you visit the webpage*:
 1. Click the **Tools** icon or menu and select **Internet options**.
 2. On the *General* tab's *Browsing history* section, click **Settings**.
 3. On the *Temporary Internet Files* tab, under *Check for new versions of stored pages*, select **Every time I visit the webpage**.
 4. Click **OK**, and then back in the *Internet Options* window click **OK**.

Viewing and Printing Documents

- **Adobe Acrobat Reader**, version 9.0 or newer – necessary to view/print forms and reports
 - Acrobat PDF Reader must be from Adobe for full compatibility with DAVE. Other PDF viewers are not fully compatible with DAVE/EDRS forms and certificates.
 - A browser should not be used as the default viewer for printing burial permits or death certificates.
- Printer
 - When printing certificates and forms from DAVE/EDRS, you must set your printer settings to **Fit, Fit to Page** or **Shrink Oversized Pages** so that the entire form will print.

Mobile Devices: Full compatibility between HCS/DAVE and mobile devices (tablets and smart phones) is not guaranteed. The EDRS *Cause of Death* page may not be fully visible with some smart phones.