![Oregon Health Authority logo]

Center for Health Statisics

Biometric Installation Instructions for the Oregon Vital Events Registration System (OVERS)

Important

If you are prompted by the 'found new hardware wizard' to install device drivers after connecting the biometric device to your computer, please click "Cancel".

This device is compatible with all versions of Windows operating systems.

If you have any questions about these instructions or need assistance installing the biometric device, please contact the OVERS Help Desk at 971-673-0279.

For more information regarding the OVERS application, please visit the Center for Health Statistics OVERS website at:
http://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/overs/Pages/index.aspx

To access the OVERS application, click here:
https://or-vitalevents.hr.state.or.us/overs

System Requirements:

1) APC biometric device (provided free of charge)*
2) Windows based PC (XP, Vista, Windows 7 & 8; 32 or 64 bit)**
3) Internet Explorer 6.xx or higher (Is not compatible with other browsers)
4) An available USB port
5) Administrator rights (The ability to install software on this computer)

*The biometric readers and device drivers are provided to you free of charge by the Center for Health Statistics. Written instructions and free technical support are also provided with the biometric device.
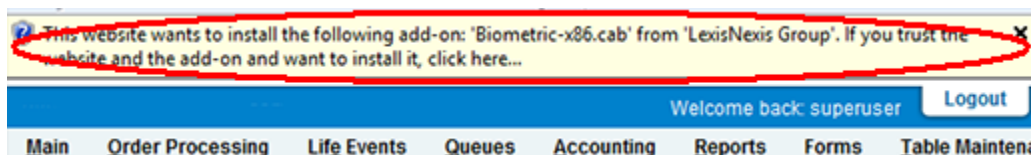**If you have a Mac with Windows emulator software already installed, such as Parallels, you can use the biometric device within the Windows virtual environment.

Biometric drivers/software

The software (Internet Explorer Add-on) for the biometric device is delivered automatically from the Sign/Certify page in OVERS via an ActiveX control. Once the initial install is complete, the biometric device will function for all users that login to that workstation.
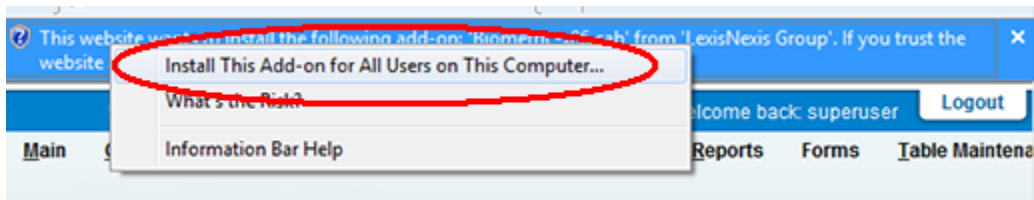
Installing the biometric software

In order to install the software, you will need to wait until you have a record to complete. Once the record is ready to be signed/certified, you will see this message displayed across the top of the sign/certify page in OVERS:
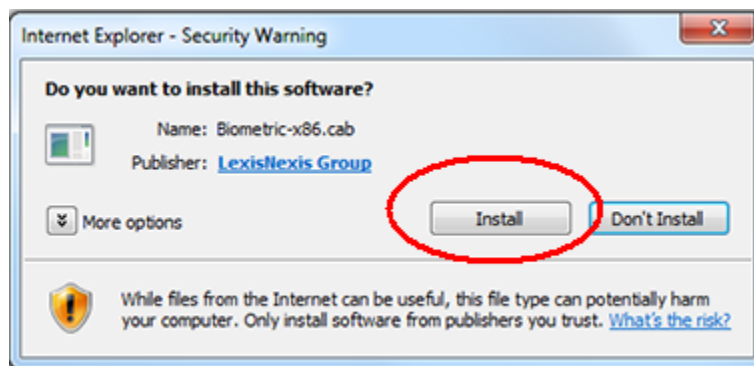

Click the yellow bar that runs across the top of your Internet Explorer screen to begin the installation.
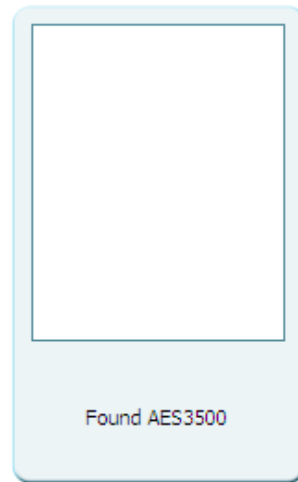
After clicking the yellow bar, click "Install This Add-on for All Users on This Computer…"

You will then be prompted to install the software. Please click "Install".

Once the install has completed, you should see the message of "Found AES3500" below the fingerprint display window.

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Found AES3500

Affirm Clear Return

__Issues that may prevent the software from installing__

- ❖ You do not have administrator privileges on your computer. You will need to get your IT staff involved.

- ❖ The pop-up blocker may need to be disabled if you are not prompted to install the Internet Explorer add-on.

- ❖ You are not using Internet Explorer.

If you are unable to successfully install the biometric device or have additional questions, please contact the OVERS Help Desk at 971-673-0279.