Biometrics and Windows 10

The new browser (Edge) that comes with Windows 10 does not support ActiveX Controls, which is a necessary component for the biometric device to function within OVERS.

In order to continue signing/certifying records when using Windows 10, you will need to access OVERS using Internet Explorer, and not Edge. The icons of Edge and Explorer look very similar.

Option 1: Internet Explorer can be found by clicking **Start > All Apps > Windows Accessories**. Under Windows Accessories, you will see Internet Explorer. You can either click Internet Explorer from here to open it, or you can right click Internet Explorer and then click "Pin to Taskbar/Start." By pinning this to your taskbar, it will place an icon on your taskbar that will allow you to launch Internet Explorer by simply clicking the icon.

Option 2: Internet Explorer can be found by clicking **Start** and type "Internet Explorer" (without quotes) within the **Search** field. You can right click on Internet Explorer and pin it to your Taskbar or Start Menu.

There should be no difficulty using OVERS if accessed through Internet Explorer versions 8 through 11. For further assistance or questions, please contact the OVERS help desk at 971.673.0279, or Carlos Herrera at 971.673.0629.