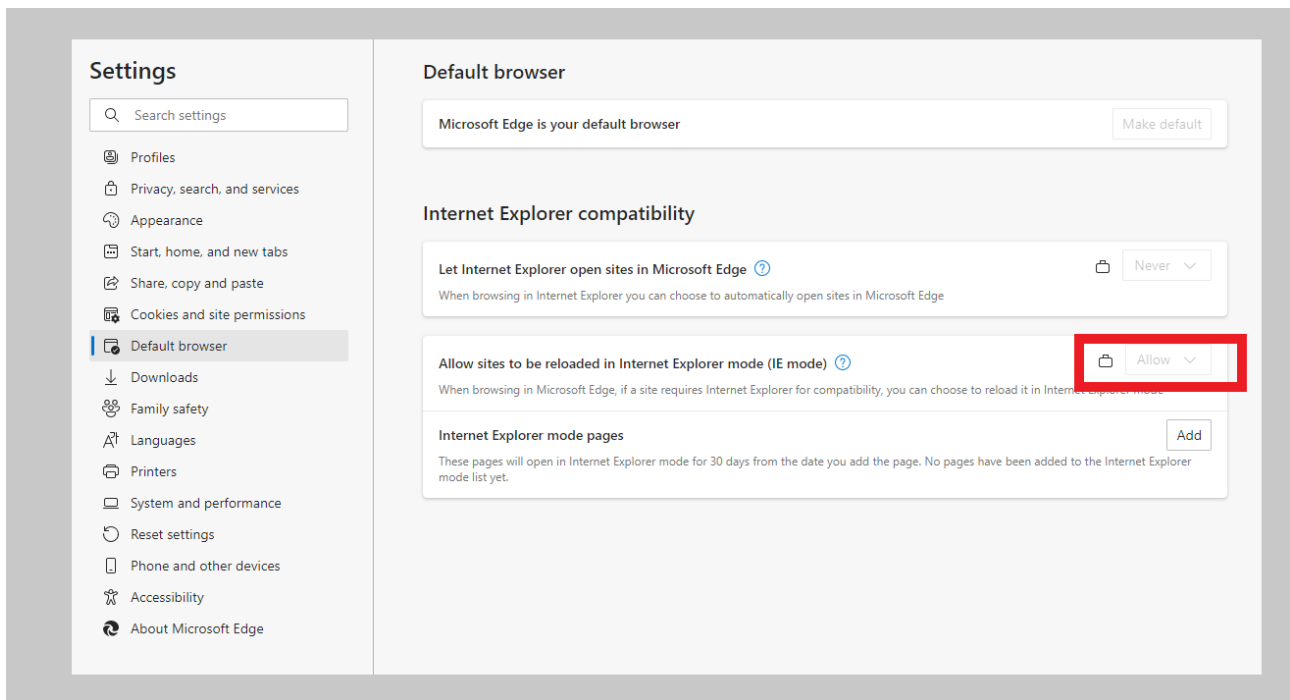# APHA Briefing Note 42/22

Changes to iSam

Date issued: 31 October 2022

Purpose

1. To further inform Official Veterinarians (OVs) and all iSam users about the changes to iSam, which went live, on 24 October 2022.
2. How to access the new iSam
3. How to update the capability mode users had previously been advised to set.
4. To inform users of planned Sam downtime in November 2022
5. To raise awareness of new iSam issues being investigated due to the upgrade.

Information

6. Please access iSam though the following page Sam online TB test submission (defra.gov.uk) clicking on the 'Log on' to Sam button. Please amend any shortcuts saved.
7. Please ensure you have no reference to Internet Explorer on the device you are working from. Internet Explorer is no longer effective and using this browser will cause you issues using iSam.
8. To amend the capability mode previously set please follow the steps below.
   - Settings
   - Default Browser
   - Allow sites to be reloaded in Internet Explore Mode (IE Mode) ensure this is set to ***Don't Allow.***

9. You should now be able to access iSam through a greater range of internet browsers, see below, point 15

10. The upgrade will look significantly different but functionally will behave in the same way.

11. iSam will not be available at the following dates and times due to necessary downtime:
    - Tuesday 1 November 7pm until Wednesday 2 November 7am
    - Tuesday 8 November 7pm until Wednesday 9 November 7am
    - Tuesday 15 November 7pm until Wednesday 16 November 7am

12. Users should continue to contact the APHA IT Service Desk as they do now if they have any issues

13. We are aware of the following issues in the new version of iSam which we are currently investigating as a matter of urgency. Apologies for any inconvenience caused.
    - Unable to Sort
    - No search results return for submitted work
    - DOB not downloading onto working form
    - Occasionally, unable to select test performer name
    - Occasionally, the animal count at the top of the page is incorrect or zero
    - Occasionally, there is a page refresh issue

    Browser feature not related to Sam:
    - TB Master file Save As option is no longer available

Action

14. Users should amend the settings of the capability mode as addressed above in step 6.

15. Please continue to contact the APHA IT Service Desk as normal if you have any issues.

14. Users should not attempt to log into iSam during the dates and times specified in paragraph 9 above.

15. Sam is now compatible with the following operating systems:
    a) Microsoft Vista
    b) Microsoft Windows 10
    c) Microsoft Windows 8
    d) Microsoft Windows 7
    e) Mac OS X

Sam is now compatible with the following web browsers and software:
a) Safari
b) Firefox
c) Chrome
d) Microsoft Edge Chromium
e) Microsoft Office 2010
f) Microsoft Office 2007
g) Microsoft Office 2003

Further Information

For any queries relating to the use of iSam please contact the APHA IT Service Desk
aphaservicedesk@apha.gov.uk