

# New Additional Steps for External User FamLink Access via SAW

The following steps will need to be conducted in order to make sure you can still access FamLink via SAW in the future. Internet Explorer will no longer be supported to allow access to FamLink via SAW. Additionally, Windows 11 will no longer provide support for Internet Explorer. Additional securities will also need to be downloaded and are included in the zip file.

New instructions for OCX have been added. If you have completed other portions of these instructions, you can just run the OCX Settings.

## Install/ Update Edge

Make sure you have the most current version of Microsoft Edge Chromium on your computer. Internet Explorer is no longer supported.



Edge can be updated or installed from Microsoft's Website or by clicking the following the link.





<https://www.microsoft.com/en-us/edge/features?form=MY01RZ&OCID=MY01RZ>

Page will open

Scroll down till **Browse with Microsoft Edge across devices** displays

### Browse with Microsoft Edge across devices

Microsoft Edge is available on supported versions of Windows, macOS, iOS, and Android.

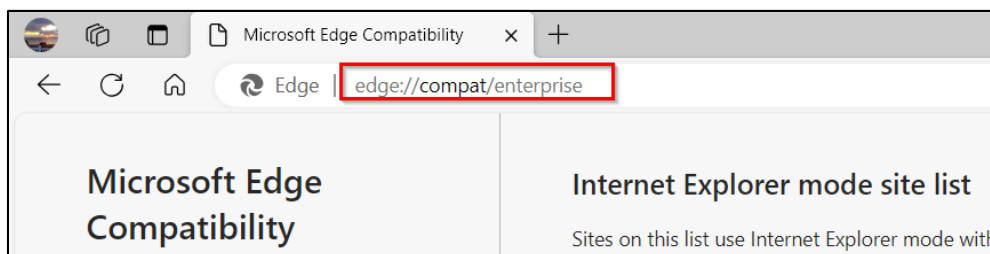
			
<b>Microsoft Edge for Windows</b> <p>Microsoft Edge is the best browser for Windows. Sync your passwords, favorites, and settings across multiple devices and start using Microsoft Edge today.</p> <p><b>DOWNLOAD</b> for Windows 10</p>	<b>Microsoft Edge for macOS</b> <p>Microsoft Edge was designed to feel at home on a Mac. Easily sync your passwords, favorites, and settings across many devices. Download Microsoft Edge as your new trusted web browser today.</p> <p><b>DOWNLOAD</b> for macOS</p>	<b>Microsoft Edge for iOS</b> <p>Microsoft Edge is available to download on your iOS device. Sync your passwords, favorites, and collections, across your signed-in devices. Scan the QR code to install the app.</p> <p><b>Download on the App Store</b></p>	<b>Microsoft Edge for Android</b> <p>Microsoft Edge is available to download on your Android device. Sync your passwords, favorites, and collections, across your signed-in devices. Scan the QR code to install the app.</p> <p><b>GET IT ON Google Play</b></p>

1. Click **Download for Windows 10**

Follow prompts to update Edge on your computer.

## Check Edge IE Mode

Check to see if Edge IE Mode has already been enabled on your machine.

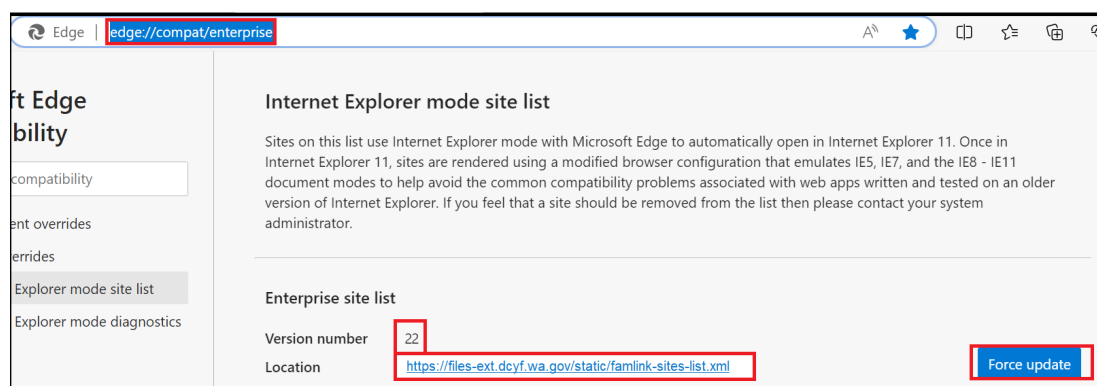


1. Open **Edge**
2. Type: **edge://compat/enterprise** in URL Address Bar

### Option 1

If the Enterprise Site List shows FamLink Site XML <https://files-ext.dcyf.wa.gov/static/famlink-sites-list.xml>, with **Version Number 22**.

As show below then you have already enabled IE Mode using the DCYF FamLink IE Mode XML.



Skip to FamLink ActiveX/OCX Manual Installation on page 7.

### Option 2

If Enterprise Site List shows a different Site XML, then you are using your own/organization provided IE Mode Site XML.

1. **Contact your IT Department** and have them add the following FamLink sites into your Organization's IE Mode Site XML file.

```
<site url="secureaccess.wa.gov">
  <compat-mode>Default</compat-mode>
  <open-in>IE11</open-in>
</site>
<site url="secureaccess.wa.gov/dcyf/famlink/">
  <compat-mode>IE5</compat-mode>
  <open-in>IE11</open-in>
</site>
<site url="secureaccess.wa.gov/dcyf/famlink/famlink ">
```

```
<compat-mode>IE5</compat-mode>  
<open-in>IE11</open-in>  
</site>
```

2. Skip to to FamLink ActiveX/OCX Manual Installation on page 7.

## Enable Edge IE Mode

New FamLink properties will be needed and are available by following these steps and downloading this zip file.

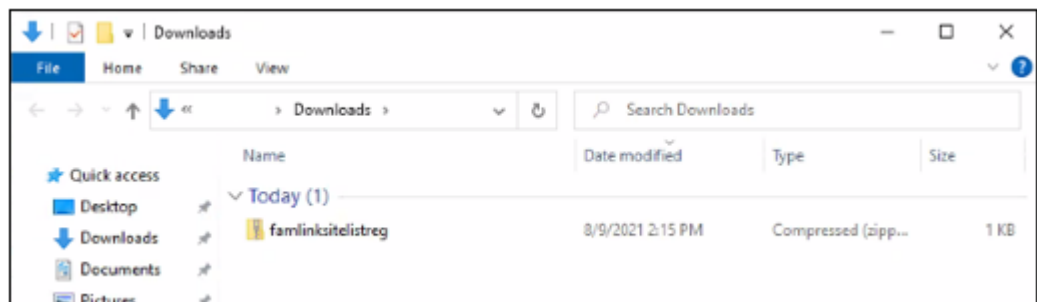
Using Microsoft Edge

1. Click Link to Download zip file: [famlinksitelistreg.zip](http://famlinksitelistreg.zip)

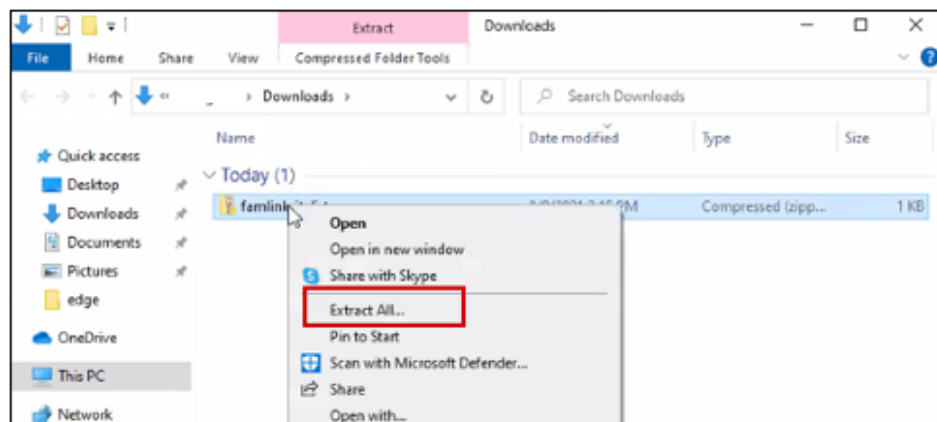


1. Downloads window will display
2. Click **show in Folder**

Download Folder will display Zip File

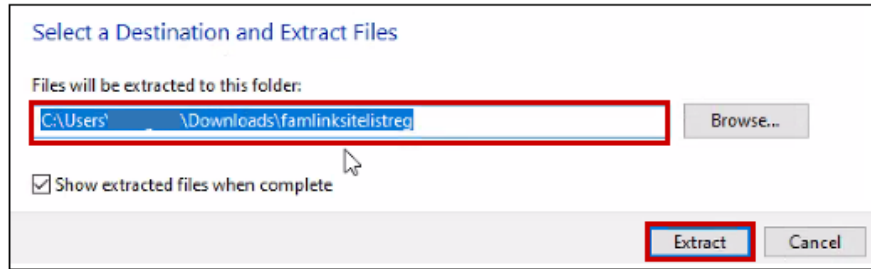


1. Place **Cursor** on Zip File

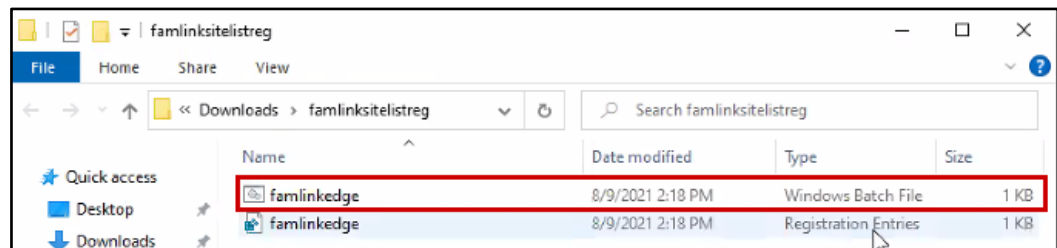


1. Right **Click** on Zip File
2. Click **Extract All**

Window will display to select Destination of Extracted Files

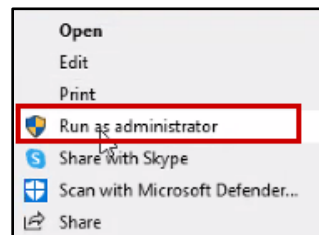


1. Browse to **select location** or **accept default**
2. Once destination is entered
3. Click **Extract**
4. Open Folder where Extracted Files are located



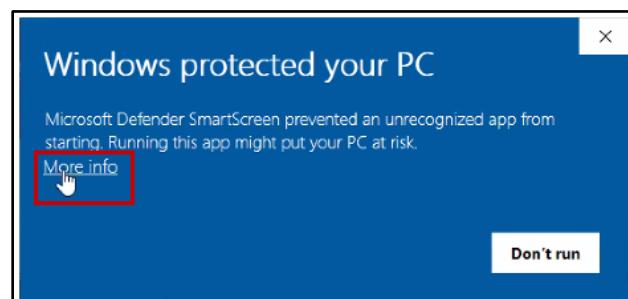
1. Two Files will display
2. **Right Click** on File with Type of **Windows Batch File**

Menu will display



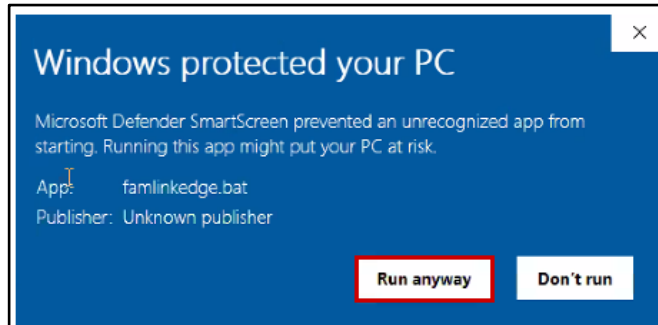
1. Click **Run as administrator**

Window will display (The following 2 Windows will not display in all versions of Windows)



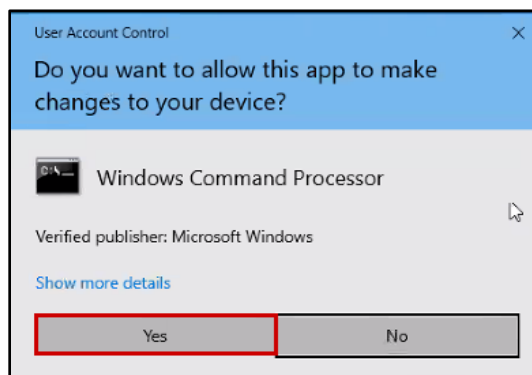
1. Click **More info**

Windows Protected your PC window will display



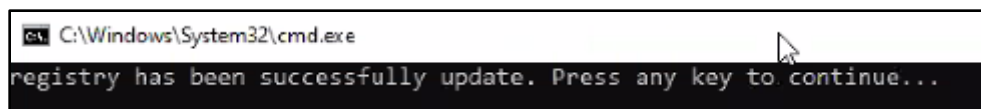
1. Click **Run anyway**

User Account Control Window will display



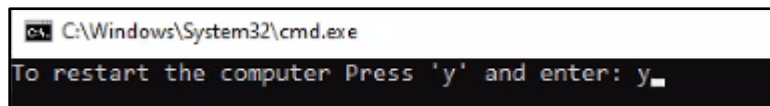
1. Click **Yes**

Windows System32 window will display



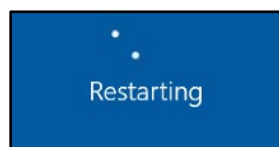
1. Press **any key** to Continue

Second Windows System32 window will display



1. Press **Y**
2. Hit **Enter**

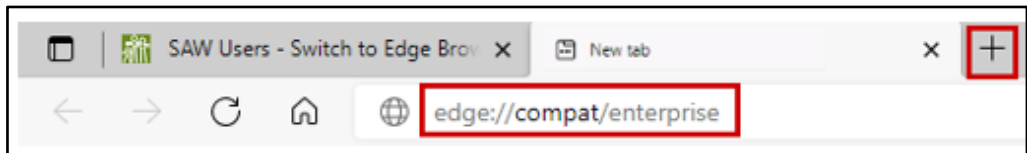
Your computer will now restart



After computer has restarted

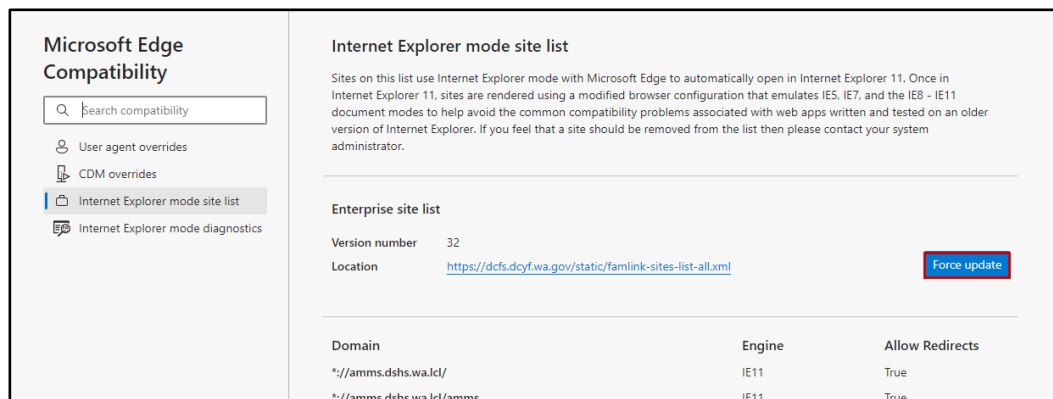


1. Launch Edge



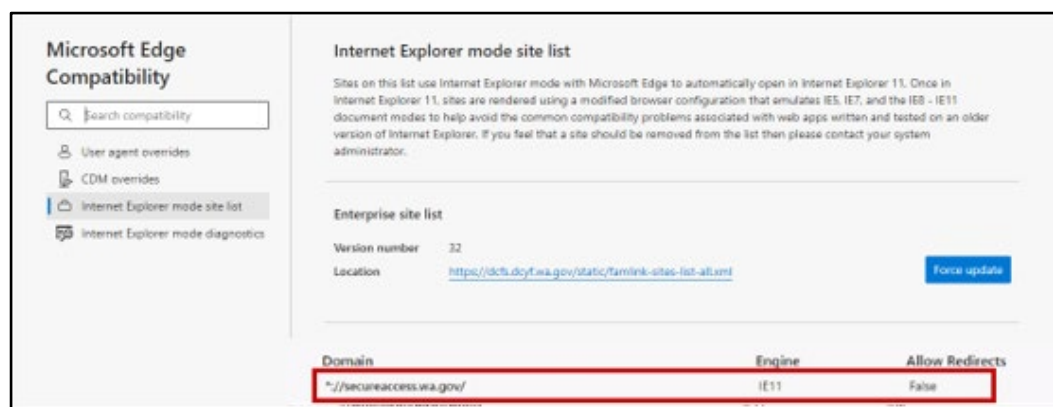
1. Click + to open **New tab**
2. On New Tab
3. Enter **edge://compat/enterprise** in Address Bar

Enterprise Mode Site will display Depending on IE Mode configuration either FamLink or your Organization IE Mode Site XML Location will be displayed.



1. Click **Force Update**

Enterprise Mode Site will displayClick **Force Update**



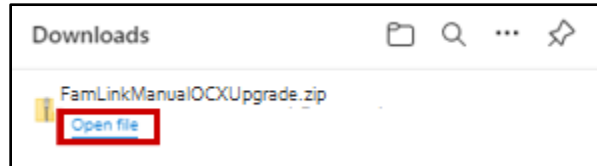
1. Confirm **//secureaccess.wa.gov** displays under domains

FamLink  
Active  
X/OCX  
Manual  
Installation

OCX Settings can be run alone if you have already completed the above steps from a previous version of the instructions.

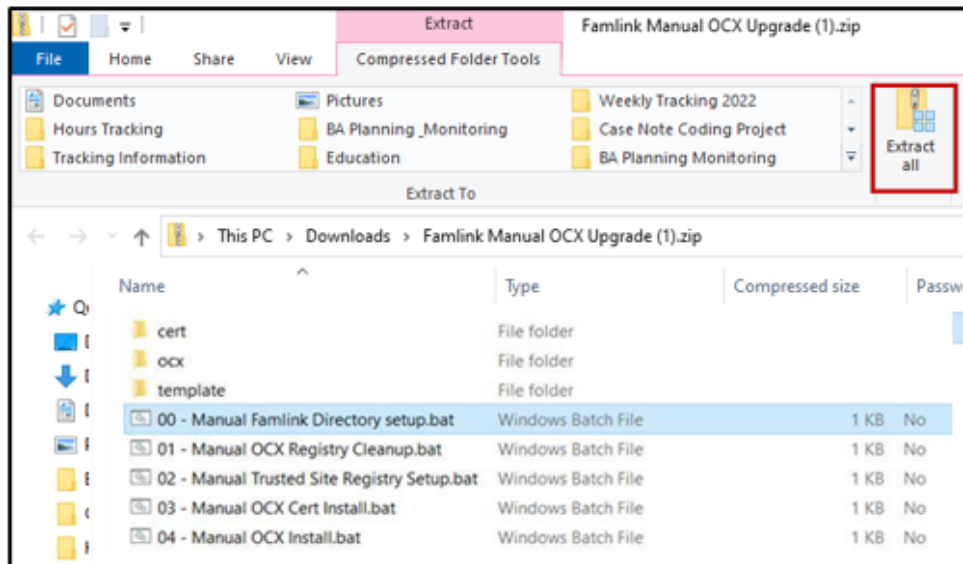
1. Click Link to Download zip file: [FamlinkManualOCXUpgrade.zip](#)

Download will display



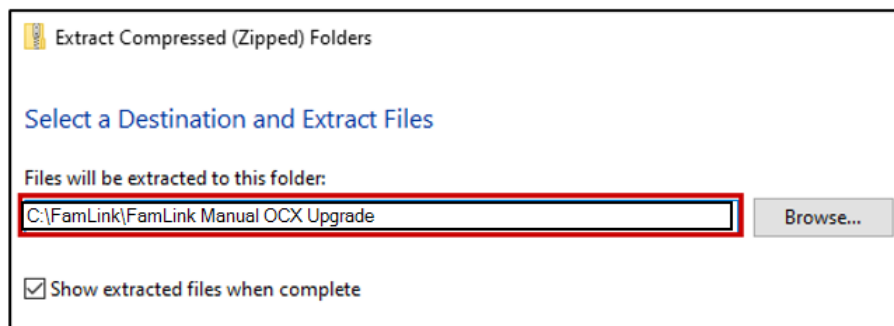
1. Click **Open File**

Downloads will display with the following Folder/Documents



1. Click **Extract All**

Extract Compressed Folder window opens



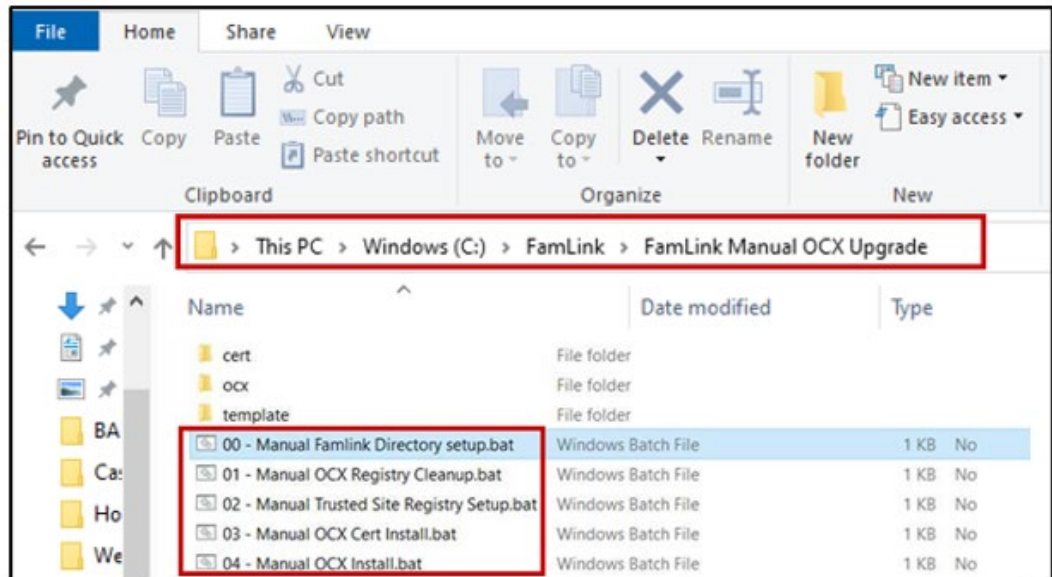
1. **Modify Destination Folder to C:\FamLink\FamLink Manual OCX Upgrade**

Confirm the following items are present in this folder:

- **cert Folder** - with 1 certificate file under it

- **ocx Folder** - with 4 OCX files under it
- **Template Folder** - with 2 Famlink template files under it
- **00 - Manual FamLink Directory setup.bat**
- **01 - Manual OCX Registry Cleanup.bat** batch file
- **02 - Manual Trusted Site Registry Setup.bat** batch file
- **03 - Manual OCX Cert Install.bat** batch file
- **04 - Manual OCX Install.bat** batch file

Open File Explorer



1. Navigate to **C:\FamLink\Famlink Manual OCX Upgrade** Folder
2. Run each of the following batch files in **this order** by **double clicking**
  - **00 - Manual FamLink Directory setup.bat**
  - **01 - Manual OCX Registry Cleanup**
  - **02 - Manual DST04 Trusted Site Registry Setup**
  - **03 - Manual OCX Cert Install**
  - **04 - Manual OCX Install**

You are now ready to go to SAW and access FamLink. These steps only have to be completed one time. FamLink will now run with IE compatibility mode in Edge.

**Add  
FamLink  
Sites to Pop-  
Up Blocker**

1. Open **Edge**
2. Type: **Edge://settings/content/popups** in Address Bar

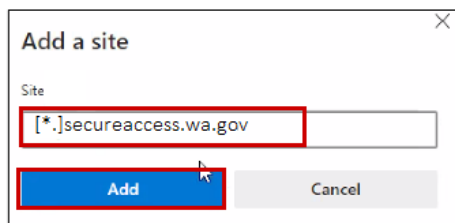


Site Permissions window will display



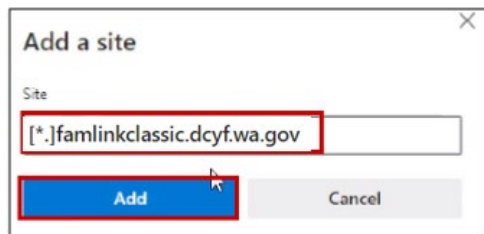
1. Click **Add** in Allow Section

Add a site window will display



1. Site: Enter **[\*].secureaccess.wa.gov**
2. Click **Add**

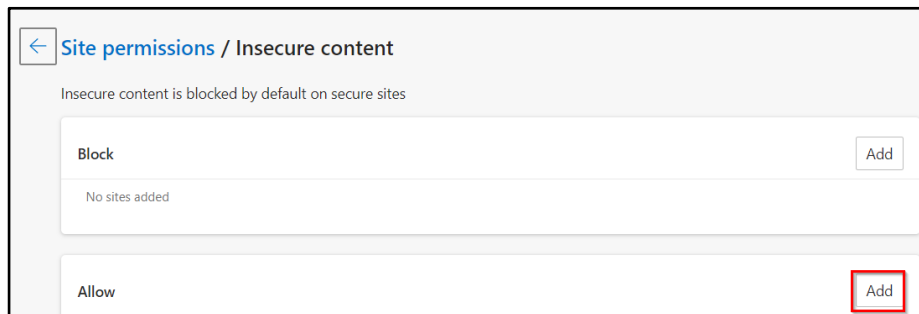
Repeat previous 3 steps to Enter **[\*].famlinkclassic.dcyf.wa.gov**



Add  
FamLink  
Sites to  
insecure  
Content

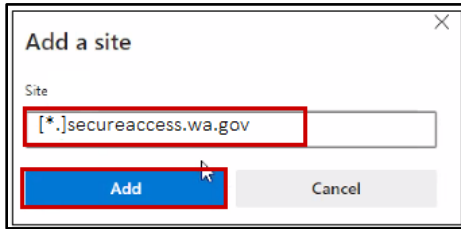
1. Open **Edge**
2. Type: **Edge://settings/content/insecureContent** in Address Bar

Site Permissions window will display



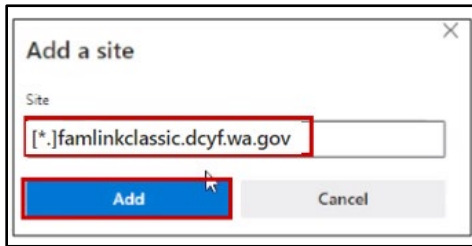
1. Click **Add** in Allow Section

Add a site window will display



1. Site: Enter `[*].secureaccess.wa.gov`
2. Click **Add**

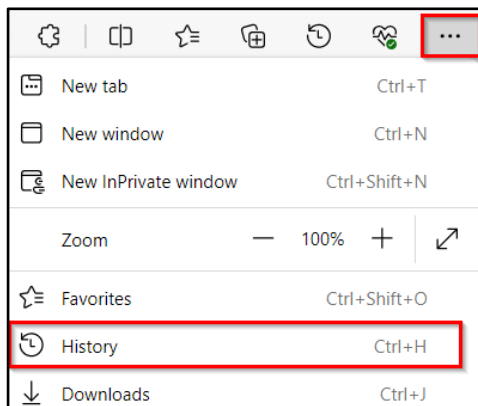
Repeat previous 3 steps to Enter `[*].famlinkclassic.dcyf.wa.gov`



---

## Clearing Caches

### Clear Internet Explorer Mode Cache



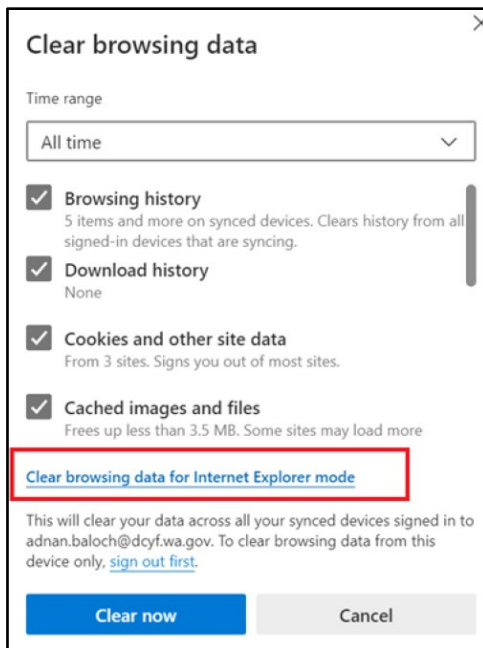
1. Click **Ellipsis** (**...**)
2. Click **History**

History window displays



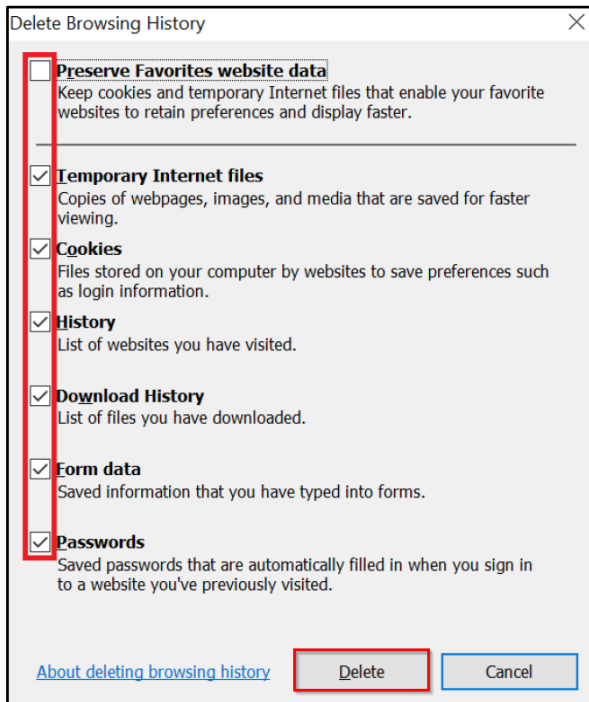
1. Click **Trash can**

Clear browsing data window displays



1. Click **Cear** browsing data for Internet Explorer mode

Delete Browsing History window displays



1. Select **All** checkboxes except "Preserve Favorits website data"
2. Click **Delete**

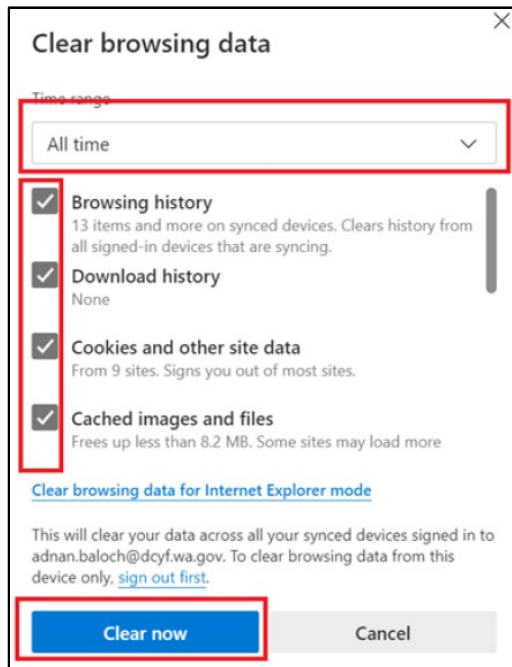
## Clear Edge Browser Cache

With Edge Browser still open, launch Clear browsing data window again



1. Click **Ctrl + Shift + Del**

Clear browsing data window displays



1. Time Range: **Select All time**
2. Select all **checkboxes**
3. Click **Clear Now**

Returns to Settings window

You are now ready to go to SAW and access FamLink. These steps only have to be completed one time. FamLink will now run with IE compatibility mode in Edge.

Return to SAW and try FamLink again from your Services window.