System Browser Requirements

The Browser Requirements are listed below. Some agencies have reported slowness when using the system with other browsers. Although CSC IT Division will do our best to assist Agencies with system performance optimization, we believe that each agency network administrator is the most expert to work with OIT WAN and Portal group in setting the configuration of network firewalls, filters, and proxies correctly to improve performance. If there is no system performance issues, Agency network administrator is not expected (or required) to do any configuration change.

The minimum browser requirement is Internet Explorer 9 running on Windows 7 or higher. The Microsoft team have partially tested other browsers and versions. Partial testing is defined as verification of critical component functionality only. The table below outlines our compatibility matrix and test approach.

Product/Technology Item	Version
Desktop Browser	IE9
Desktop Browser	IE10
Desktop Browser	IE11
Desktop Browser	Chrome

Basic Time Out Restrictions

There are 3 distinct timeout scenarios for ePAR.

1 - 30 minutes of inactivity times a user out of myNJ.

2 – Two hours maximum myNJ session then a user is timed out of myNJ.

3 - ePAR has a 2-hour maximum session with any other proxy'd application. This timer starts when either ePAR is first called or if another proxy'd application is first called. Proxy'd applications share   their session timeout.
Our advice is for a user to start a new myNJ session and go immediately into ePAR to eliminate any unforeseen timeouts. That gives them a full 2 hours of ePAR work time. Maybe ePAR could put a session timer on the screen to help the user manage their session?

Page Errors

If a user is receiving the "working on it" page for longer than 10 seconds or just a blank loading page have them hit the F5 key to refresh the page to see if that clears up any loading issues. Also clearing the Cache may resolve this issue.