Work with your facility's technical support personnel to ensure your local system is set up to meet at least the minimum requirements below to access the HCS and NYS Database Application of Vital Events (DAVE).

Memory

- 4 GB memory

Operating System

- Windows 11, Windows 10
- Apple MacOS current version

Internet

- High-speed internet connection
- Internet Browsers (Refer to the Procedure to Turn off AutoFill/AutoComplete settings)
  - Microsoft Edge
  - Google Chrome current version
  - Safari for MacOS
- Browser Settings
  - TLS 1.2 encryption enabled
  - Java scripting enabled (typically medium-low security setting)
  - Cookies accepted
  - Depending on your facility's network security settings, you may also need to add the following website addresses to your browser's *Trusted Sites* list:
    - **NYS Health Commerce System and DAVE**: *https://commerce.health.state.ny.us*
    - **DAVE training and reference materials**: *https://health.ny.gov/vital_records/edrs*
    - **DAVE WebEx-based training courses**: *https://meetny.webex.com*

Viewing and Printing Documents
- **Adobe Acrobat Reader**, version 2020 or newer. This is necessary to view/print forms and reports.
  - Acrobat PDF Reader must be from Adobe for full compatibility with DAVE. Other PDF viewers are not fully compatible with DAVE/EDRS forms and certificates.
  - A browser should not be used as the default viewer for printing burial permits or death certificates.
- Printer
  - When printing certificates and forms from DAVE/EDRS, the printer settings must be set to *Fit, Fit to Page* or *Shrink Oversized Pages* so that the entire form will print.

Mobile Devices: Full compatibility between HCS/DAVE and mobile devices (tablets and smart phones) is not guaranteed. The EDRS *Cause of Death* page may not be fully visible with some smart phones.