

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.

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.

			
Microsoft Edge for Windows	Microsoft Edge for macOS	Microsoft Edge for iOS	Microsoft Edge for Android
Microsoft Edge is the best browser for Windows. Sync your passwords, favorites, and settings across multiple devices and start using Microsoft Edge today.	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.	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.	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.
			

1. Click **Download for Windows 10**

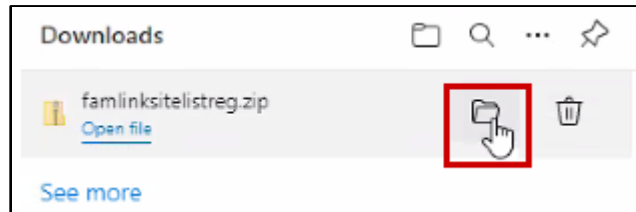
Follow prompts to update Edge on your computer.

Launch Edge

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

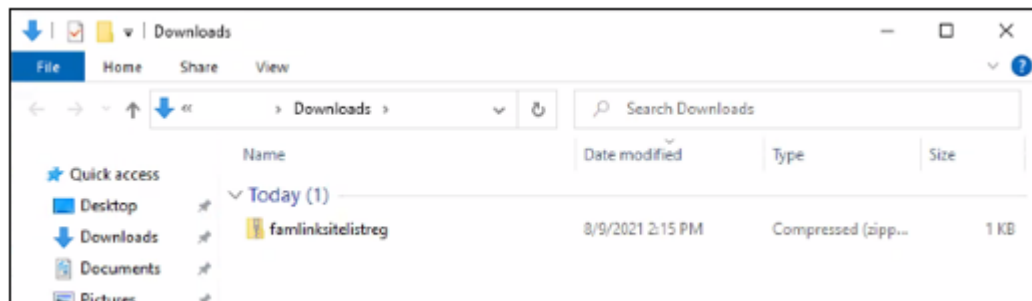
Using Microsoft Edge

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

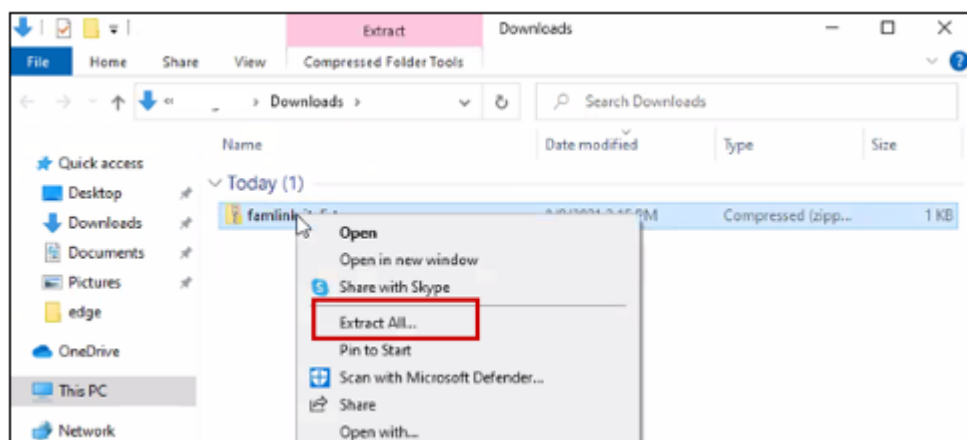


1. Downloads window will display
2. Click **show in Folder**

Download Folder will display Zip File

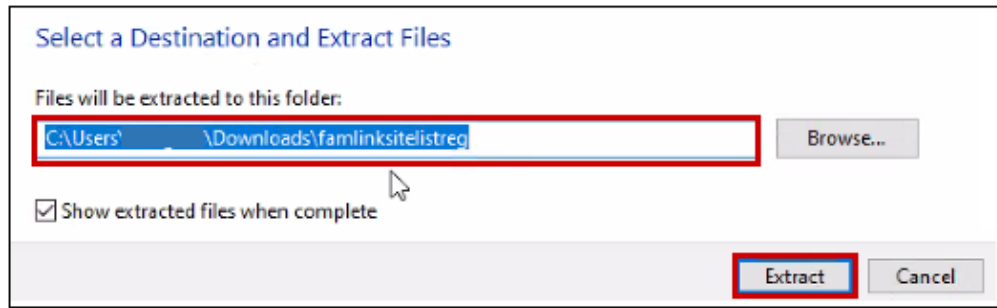


1. Place **Cursor on Zip File**

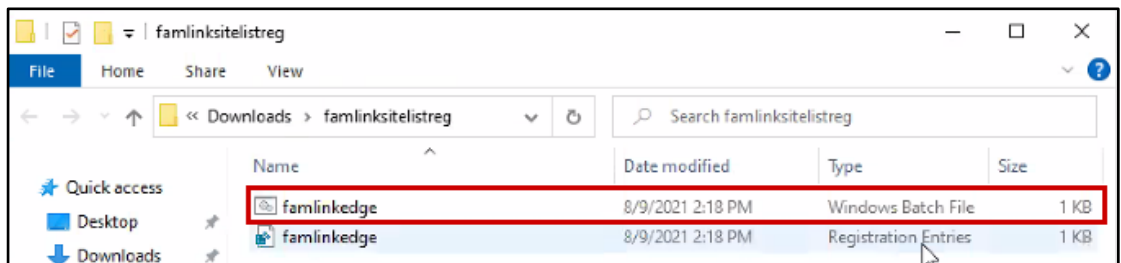


1. Right **Click on Zip File**
2. Click **Extract All**

Window will display to select Destination of Extracted Files

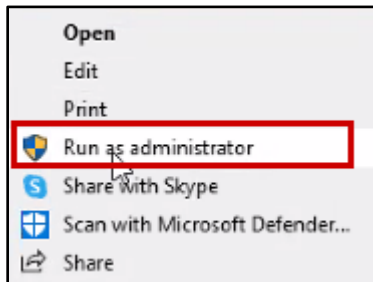


1. Browse to **select location** or **accept default**
2. Once destination is entered
3. Click **Extract**
4. Open Folder where Extracted Files are located



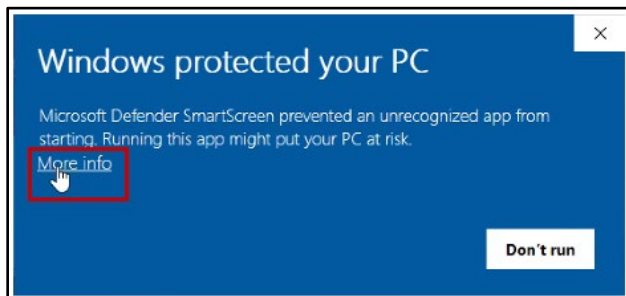
1. Two Files will display
2. **Right Click** on File with Type of Windows Batch File

Menu will display



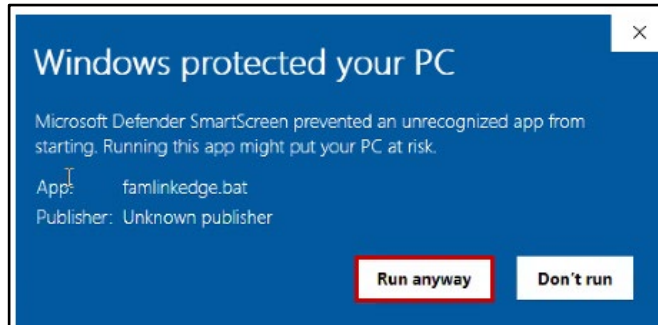
1. Click **Run as administrator**

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



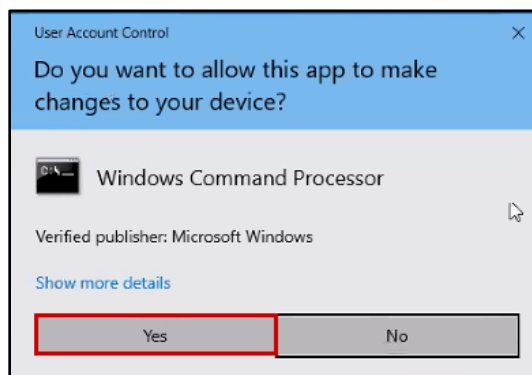
1. Click **More info**

Windows Protected your PC window will display



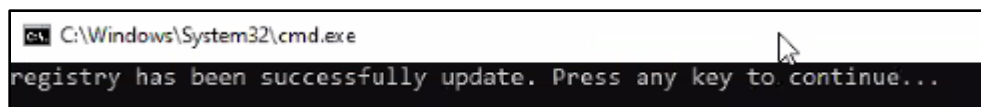
1. Click **Run anyway**

User Account Control Window will display



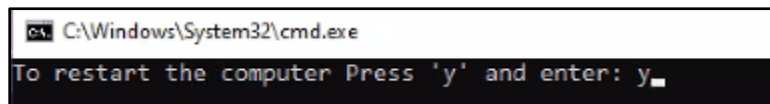
1. Click **Yes**

Windows System32 window will display



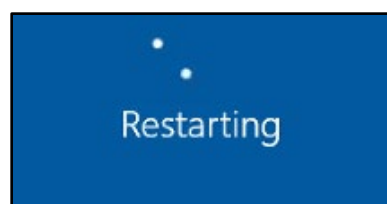
1. Press **any key** to Continue

Second Windows System32 window will display



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

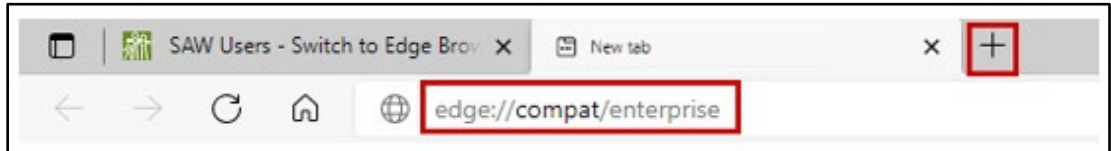
Your computer will now restart



After computer has restarted

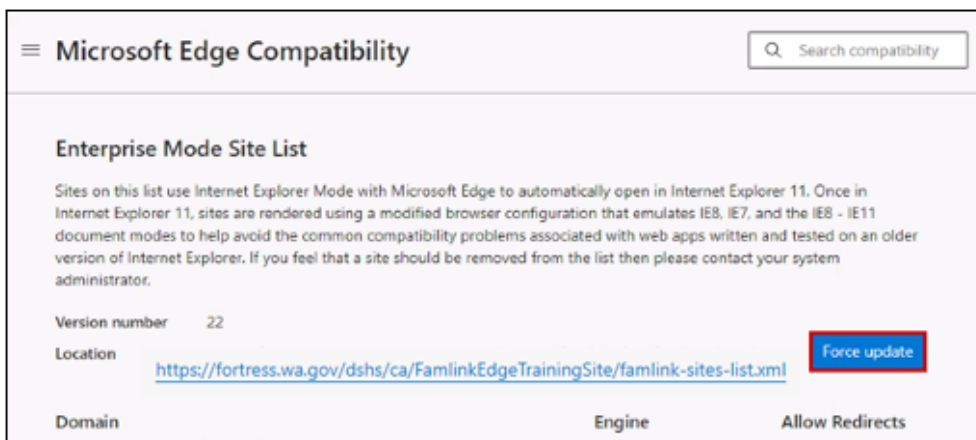


1. Launch Edge

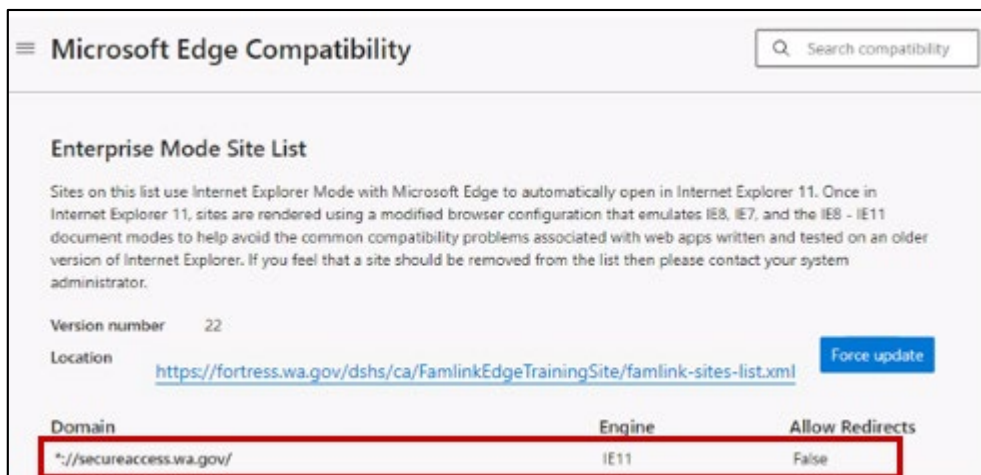


1. Click + to open New tab
2. On New Tab
3. Enter **edge://compat/enterprise** in Address Bar

Enterprise Mode Site will display



1. Click Force Update



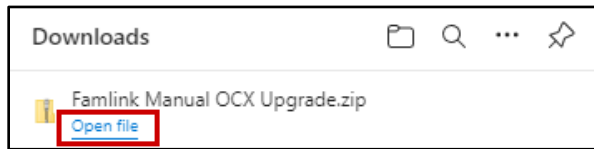
1. Confirm **//secureaccess.wa.gov** displays under domains

OCX Settings

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

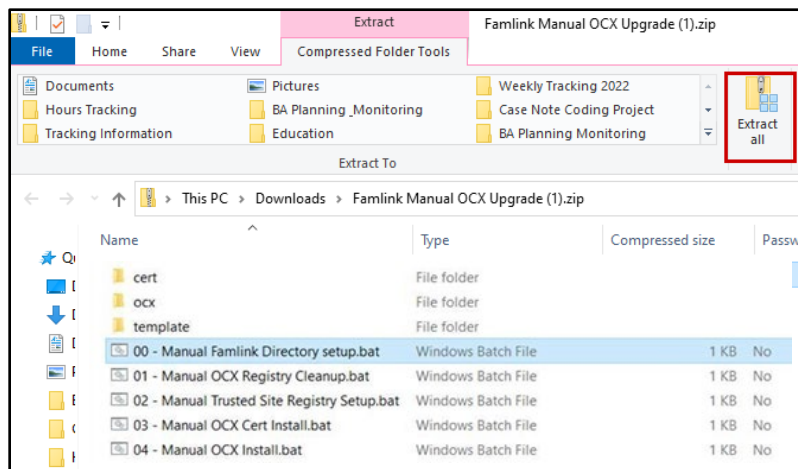
1. Click **Link** to Download zip file: [Famlink Manual OCX Upgrade.zip](#)

Download will display



1. Click **Open**

Downloads will display with the following Folder/Documents

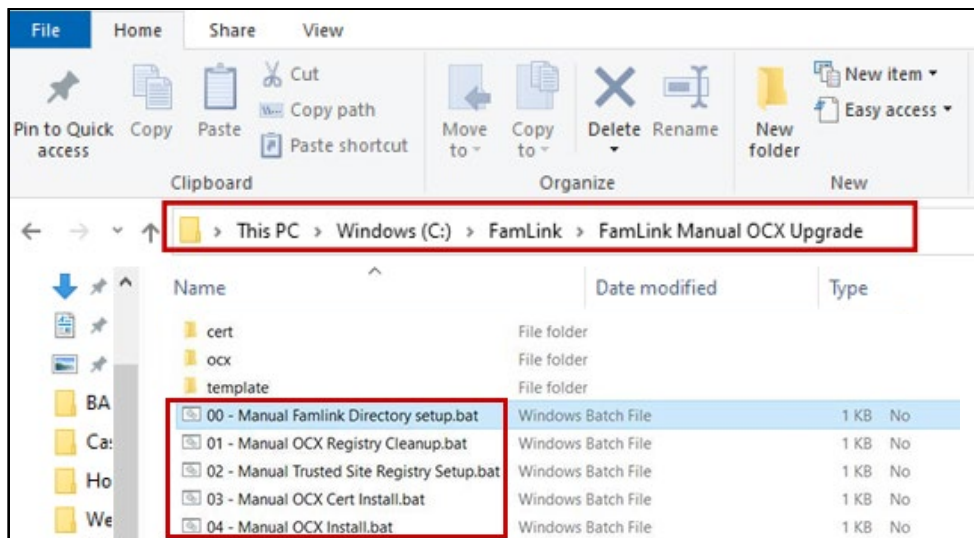


1. Click **Extract All**
2. **New Folder will be created** under C:\FamLink named FamLink Manual OCX Upgrade

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.

Still Having Issues

If the FamLink tab is closed unexpectedly in Edge or SAW, follow these steps.

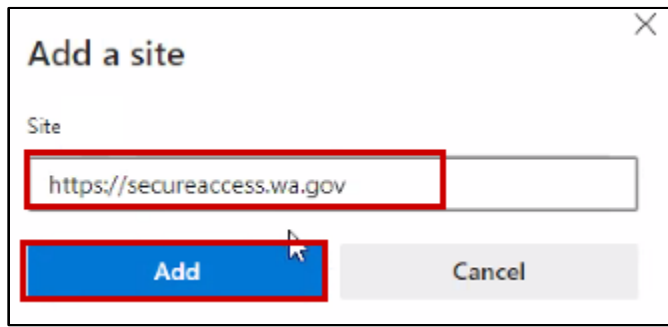
1. Open **Edge**
2. Type: **Edge://settings/content/popups** in the Address Bar

Site Permissions window will display



1. Click **Add** in Allow Section

Add a site window will display



1. Site: Enter **https://secureaccess.wa.gov**
2. Click **Add**

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