



Animal &
Plant Health
Agency

APHA Briefing Note 23/22

Upcoming changes to iSam

Date issued: 10 June 2022

Purpose

1. To further inform Official Veterinarians (OVs) and all iSam users about the upcoming changes to iSam, due to go live Summer 2022.
2. To thank all Official Veterinarians (OVs) and OV Admin for their time and effort in assisting with the User Verification Testing (UVT).
3. To inform all users that iSam can already be accessed via Microsoft Edge in Internet Explorer (IE) mode.

Background

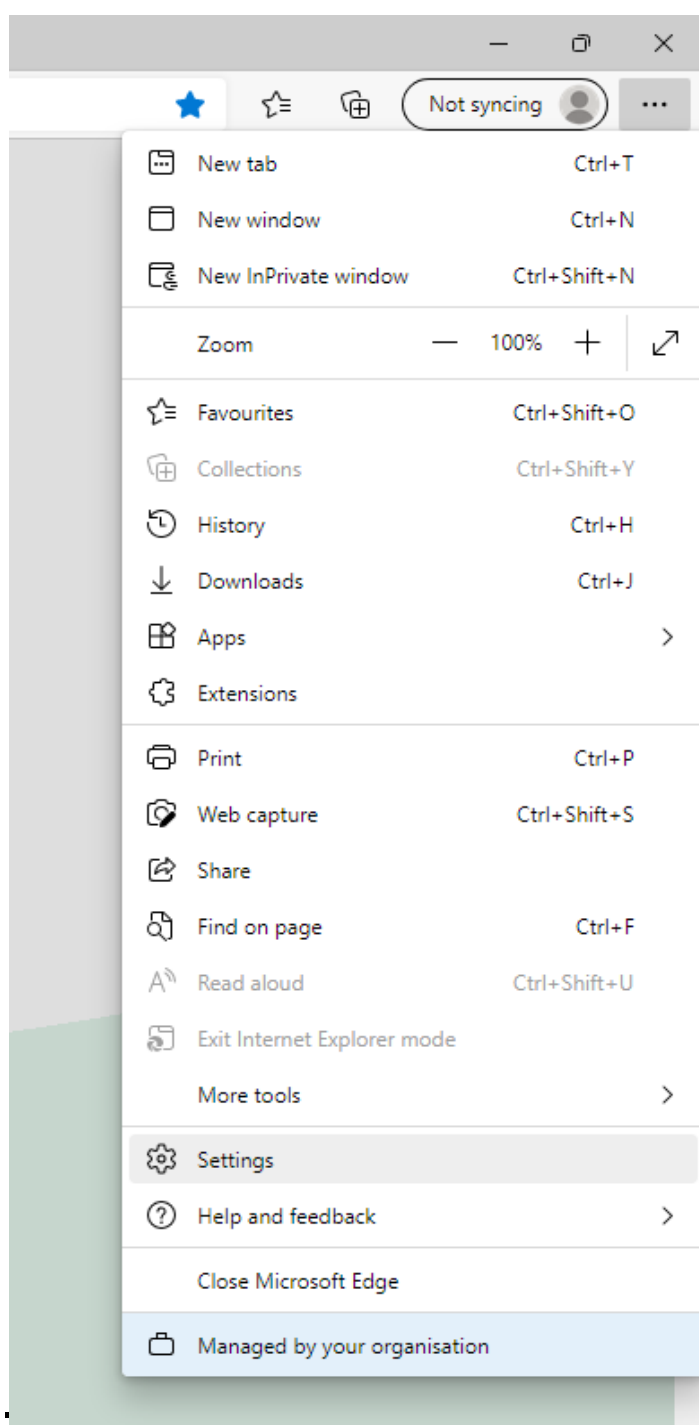
4. APHA have been working with IT suppliers to upgrade iSam. After the upgrade it will be accessible through a greater range of internet browsers (however Internet Explorer will no-longer be supported).
5. The upgrade will impact all iSam users. It will look significantly different but functionally, it will behave in the same way.
6. After the upgrade OVs, Approved Tuberculin Testers (ATTs), and OV Admin will still log onto iSam via the Government Gateway as they currently do.
7. APHA thank all those OV Practices who have been supporting the UVT of the upgrade over recent months.

Actions

8. From 15th June 2022 Microsoft will no-longer support the IE 11 internet browser.

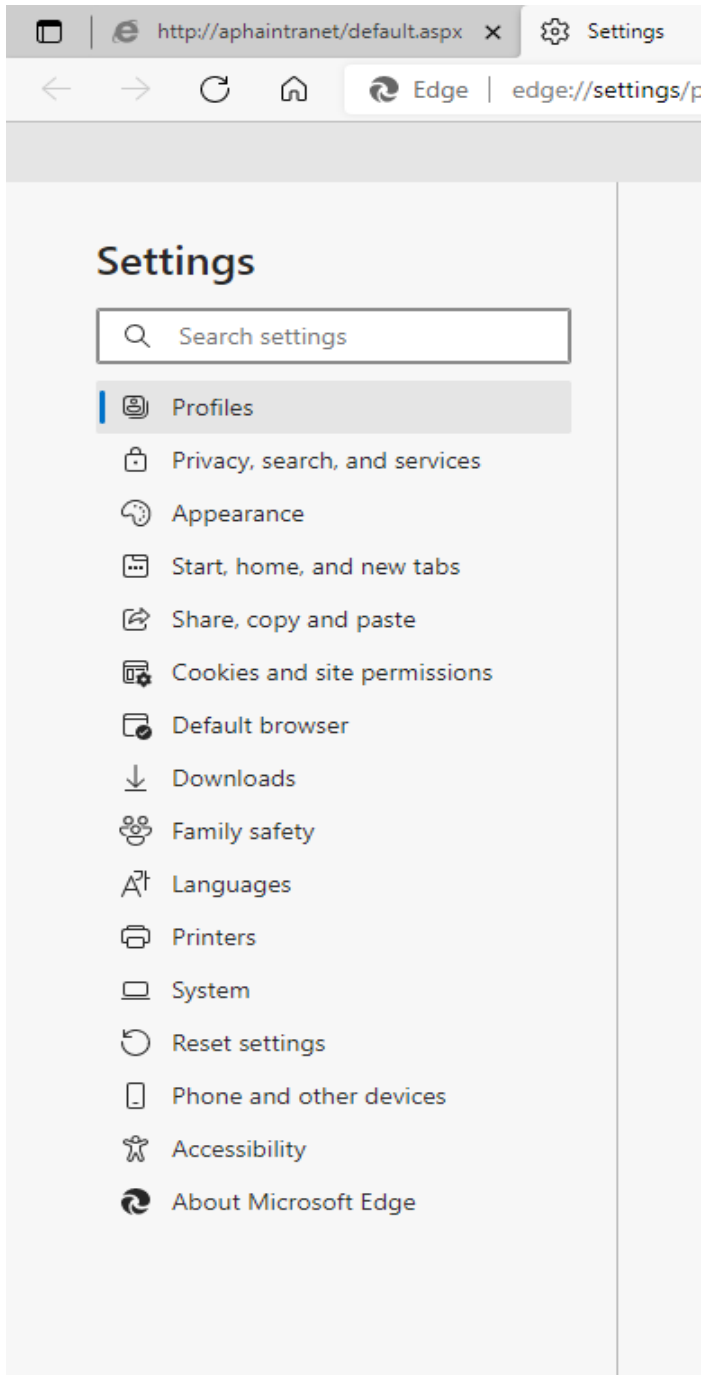
APHA is an Executive Agency of the Department for Environment, Food and Rural Affairs and also works on behalf of the Scottish Government, Welsh Government and Food Standards Agency to safeguard animal and plant health for the benefit of people, the environment and the economy.

9. The current version of iSam can be accessed using Microsoft Edge in Internet Explorer (IE) mode today.
10. Later this summer after iSam has been upgraded it will be accessible through a greater range of modern internet browsers including Safari, Firefox, Chrome and Edge (without IE mode).
11. Users should contact the APHA IT Service Desk aphaservicedesk@apha.gov.uk if they have any queries about using iSam.
12. To use the compatibility mode within Edge please complete the following every 30 days (screenshots below). Failure to follow the steps below, within 30 days, will prevent access, until completed, to iSam using Edge.



1. Click on the 3 dots
2. Select Settings

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3. Select Default Browser

13. Ensure it is set to Allow

14. Click on Add

15. Enter the address as shown <https://secure.services.defra.gov.uk/wps/myportal/sam>

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Default browser

Microsoft Edge is your default browser

Make default

Internet Explorer compatibility

Let Internet Explorer open sites in Microsoft Edge ?

Never ▾

When browsing in Internet Explorer you can choose to automatically open sites in Microsoft Edge

Allow sites to be reloaded in Internet Explorer mode ?



Allow ▾

When browsing in Microsoft Edge, if a site requires Internet Explorer for compatibility, you can choose to reload it in Internet Explorer mode

Internet Explorer mode pages

Add

These pages will open in Internet Explorer mode for 30 days from the date you add the page. You have 1 page that'll automatically open in Internet Explorer mode.

Page	Date added	Expires	
 https://secure.services.defra.gov.uk/wps/myportal/sam	26/05/2022	25/06/2022	

Further Information

Any questions relating to the project should be directed to samupgrade@apha.gov.uk

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