From:	GOLDSTEIN Meyer
To:	delisting2018
Subject:	FW: Help Needed - flagging Access Problem with Selmet Delisting Webpage
Date:	Monday, March 25, 2019 11:13:41 AM

From: GOLDSTEIN Meyer <Goldstein.Meyer@deq.state.or.us>
Sent: Friday, August 17, 2018 2:04 PM
To: NAPLES Eileen <Naples.Eileen@deq.state.or.us>
Cc: LOBATO Dan <LOBATO.Dan@deq.state.or.us>; SADOFSKY Seth <sadofsky.seth@deq.state.or.us>; LIVENGOOD David <Livengood.David@deq.state.or.us>
Subject: RE: Help Needed - flagging Access Problem with Selmet Delisting Webpage

Most Oregon state agency web sites only work properly with Internet Explorer. i don't know why. I tried using chrome. If you download the whole document, then open with Adobe reader, the attachments work fine. The state web sites are somewhat quirky like this, and unless we get multiple calls about this, I don't think we can provide the answer to lots of small technical issues on our web site. We have never received a call about this before. Let me know if other people call you about it.

Meyer Goldstein
DEQ Agency Rules Coordinator
503-229-6478
811 SW 6th Ave.
Portland,OR 97204
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503-512-9028

From: NAPLES Eileen
Sent: Friday, August 17, 2018 1:13 PM
To: GOLDSTEIN Meyer
Cc: LOBATO Dan; SADOFSKY Seth; LIVENGOOD David
Subject: Help Needed - flagging Access Problem with Selmet Delisting Webpage

Hi Meyer,

I just got a call from someone seeking help accessing the Adobe Documents associated with the Selmet Delisting Public Notice (e.g., the Staff Recommendation, Table 1, etc). We quickly determined that he was unable to view the separate attachments to these files in Google Chrome. While he we was eventually able to access the documents via Chrome by downloading the Public Notice and opening the attachments using a professional version of Adobe Acrobat -- and I additionally walked him through how to access the documents via Internet Explorer -- I am now concerned that other folks interested in accessing the documents/attachments will experience a similar issue when they try to use their Chrome browser.

What do you propose as a solution to this issue? One potential “nudge” in the right direction would be to add language to the Rulemaking page suggesting that readers open the Public Notice using Internet Explorer in order to easily access the attachments embedded in the notice.

Thanks in advance for your ideas on how to resolve this issue. Please let me know if I should copy anyone else with this question.

Regards,
Eileen

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